

# User Manual

www.sanncegroup.com


## Regulatory Information


### FCC compliance


FCC compliance: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### EU Conformity Statement

 This product and -if applicable- the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2004/108/EC, the RoHS Directive 2011/65/EU.

 2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info)



 2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

### Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into [Warnings] and [Cautions].

Warnings: Serious injury or death may occur if any of the warnings are neglected.

Cautions: Injury or equipment damage may occur if any of the cautions are neglected.

	
<b>Warnings:</b> Follow these safeguards to prevent serious injury or death.	<b>Cautions:</b> Follow these precautions to prevent potential injury or material damage.

### Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following tips:

- Ensure unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only.
- Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an UPS if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- A factory recommended HDD should be used for this device.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

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## 1. Preparations before Adding the Device:

A. Please confirm your Wi-Fi network is DHCP enabled and it is 2.4GHz working band (The device does not support 5GHz band). And please ensure the encryption mode is WPA, WPA2, SSID and there is no special characters in the password.

B. Please confirm your mobile phone is connected to this Wi-Fi and can access the Internet normally.

C. Search "MIPC" in App Store or Google Play, then download and install it on your phone.

D. Power on the device, and it will boot up automatically. Please wait about 1 minute until it sends out a "beep" sound.

**Note:** The device will not pan or tilt when it boots up. If you can't hear the device's beep sound, please long press the reset button for about 15 seconds to force the device to restart.

## 2. APP Account Registration

**Step 1:** Open the app and click "sign up" to register. (Figure 1)

**Step 2:** Fill in your username and password according to the prompts, then click "sign up". (Figure 2)

**Step 3:** Your registration is completed. Please bind the account to your email at the first time, because this is the only way to retrieve the password when you forget it. (Figure 3)

**Step 4:** Fill in your email address and click "Binding". The system will send an activation email to your email box. After activation, you can use this email address to retrieve the password. (Figure 4)

**Note:** The email address can only be bound once. Please ensure the email address is correct when filling in.

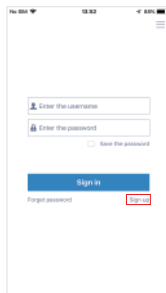


Figure 1



Figure 2

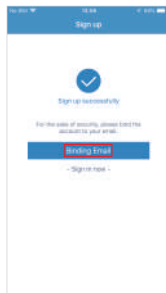


Figure 3

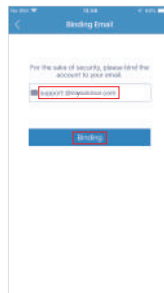


Figure 4

## 3. Adding the Device

**Step 1:** Log in to the app and click the "+" button; (Figure 5)

**Step 2:** Select "PTZ Cameras"; (Figure 6)

**Step 3:** Scan the QR code on the device's sticker, or fill it in manually. (Figure 7)

**Step 4:** Confirm the device's password (the default is "admin"), then please click "Add". (Figure 8)

**Step 5:** Select Wi-Fi mode. (Figure 9)

**Step 6:** Ensure you hear a voice prompt after the device boots up, then click "The prompt tone had been heard". (Figure 10)

**Step 7:** Lightly press the reset button once, and the device will send a prompt tone for configuration. After that, click "Already heard the voice hint". (Figure 11)

**Step 8:** Select your Wi-Fi and input the correct password, then click "Next". (Figure 12)

**Step 9:** Place your mobile phone close to the device, and it will start configuration automatically. Please wait until the device continuously sends out two voice prompts (Connecting the router successfully, and connecting the server successfully). (Figure 13)

**Step 10:** Now the device is added to your phone. Please set the device password, and click "Apply". (Figure 14)

**Step 11:** Set the device nickname and click "Apply". (Figure 15)

**Step 12:** Set the device's time zone, and click "Apply". (Figure 16)

**Step 13:** Now you can start live preview. (Figure 17)



Figure 5

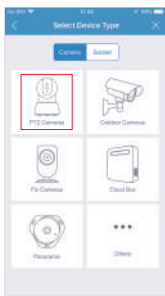


Figure 6

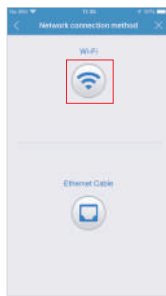


Figure 9



Figure 10



Figure 13

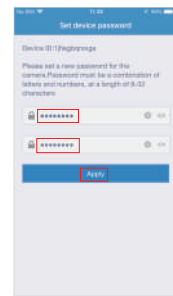


Figure 14

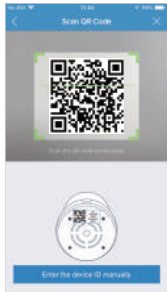


Figure 7

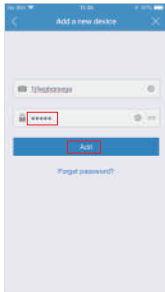


Figure 8



Figure 11



Figure 12

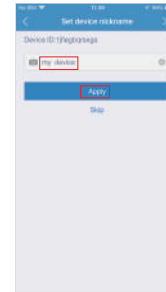


Figure 15

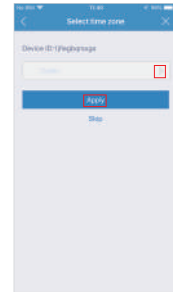


Figure 16

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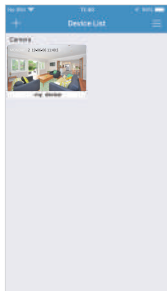
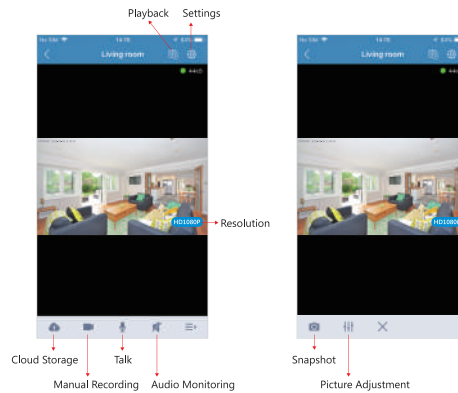


Figure 17

#### 4. Buttons on the Preview Interface



For more information, please visit:

[www.sanncegroup.com](http://www.sanncegroup.com)

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 Web: [www.sanncegroup.com](http://www.sanncegroup.com)  
 Tech Support Email: [support@mysannce.com](mailto:support@mysannce.com)

#### 5. Software Downloads and FAQs

If you encounter any problems while using this device, please feel free to contact our customer service or email us:

Technical support mailbox: [support@mysannce.com](mailto:support@mysannce.com).

Service mailbox: [sales@mysannce.com](mailto:sales@mysannce.com).



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