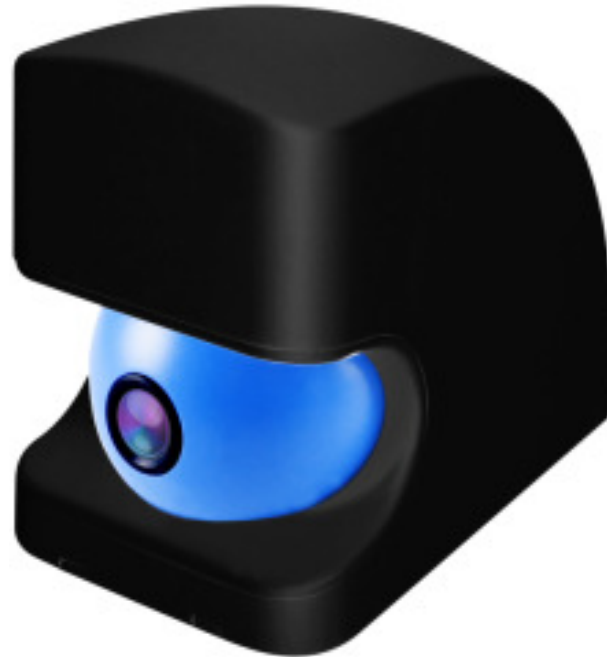




# QEye Setting FAQ



# Q1 : Why can't I connect my mobile device to the QEye (AP mode)?

- You should be able to see your QEye listed in wifi networks – for example – **QEYE2232**
- Be sure to use default password : **12345678**
- Please make sure your mobile device is near to the QEye (< 10 feet) - if they are too far apart, you will not be able to connect to the QEye.

- Reset the QEye by pressing the reset button and holding for 10 seconds (on the bottom of QEye). The cam will take approximately 30 seconds to re-initialize – you will see that it has re-initialized as the cam will pan right/left and then stop at the central position.

## Q2 : Why can't I connect the QEye to the router (IP mode)?

- From within the APP, under WIFI settings you should see your WIFI network – if not, the QEye may be too far away from the router.
- Please check your password to the router is correct.
- Please log in to your router and check the Authentication Method is set to WPA or WPA2 (most routers use either of these settings). **You will not be able login using “WEP”. Also QEye only supports 2.4Ghz, not 5Ghz.**



Internet status:  
**Connected**  
WAN IP: **36.227.107.245**  
DDNS: [GO](#)



Security level:  
**WPA2-Personal**

## System Status

2.4GHz

5GHz

Status

Wireless name(SSID)

ATK

Authentication Method

WPA2-Personal

WPA Encryption

AES

WPA-PSK key

••••••••

Apply

LAN IP

### **Q3 : Why is the streaming quality poor with LAN connection(QEye connected to same WIFI network as router)?**

- The “upload speed” from QEye to router and “download speed” from router to mobile should be **> 2Mbps.**
- Possible other causes :
  - The distance between Qeye and router is > 50 Feet
  - Obstacles such as walls reduce the effective connection distance – try the cam closer to the router to see if this improves the connection.
  - Too many RF/WiFi signals in the environment.

## **Q4 : Why is the streaming quality poor with WAN connection(viewing from 3G/4G/or other WIFI network)?**


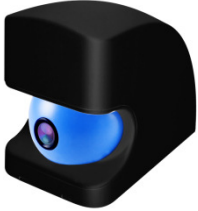


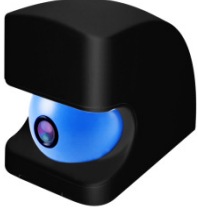


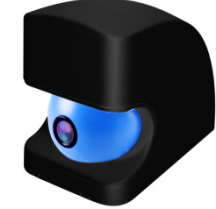


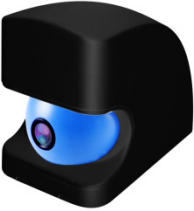
- Poor 3G/4G/WiFi download speed on your mobile.
- If you have good streaming quality when connected via LAN(mobile device connected to same WIFI network as router), but connection via WAN is poor, then it could be your connection speed/bandwidth is low.
- You can test your connection speed by the using the free APP “OOKLA”. It’s better to have the download Speed > 2Mbps for 720P high quality streaming and at least > 1 Mbps for connection to the QEye server (blue light on APP).

## **Q5 : Why is the streaming quality not stable?**

- Poor 3G/4G/WiFi signal/download speed on your mobile device.
- If your internet traffic is very large, your ISP bandwidth could be used up, and you could have insufficient bandwidth for the good streaming quality at that moment.

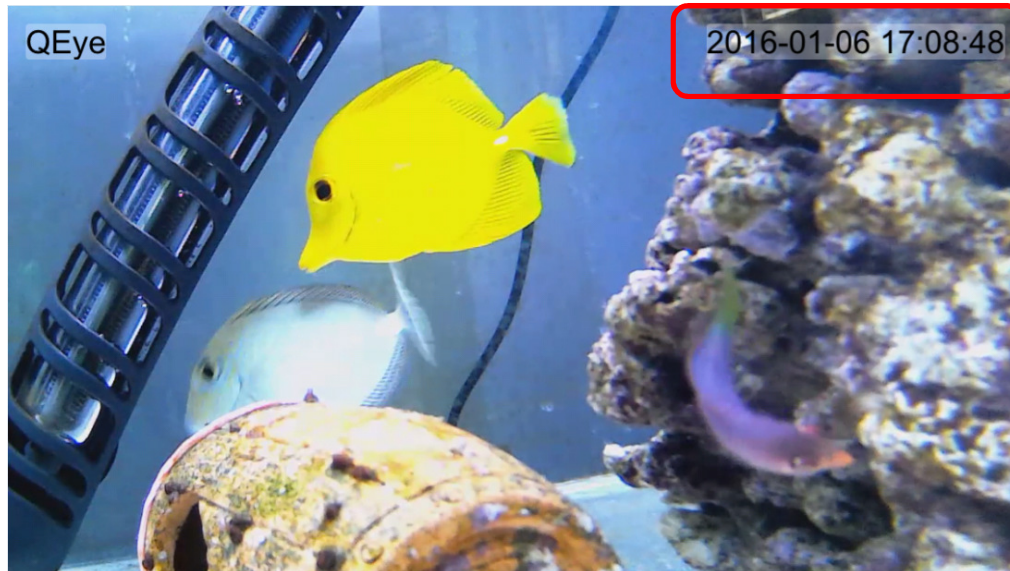


# WiFi AP Setting Review

<p>Best : No Obstacle Distance &lt; 50 feet</p>		<p>&lt; 50 feet</p>	
<p>Normal : Obstacle between them</p>			
<p>Bad : Obstacle near Router</p>	 		
<p>Bad : Obstacle near Cam</p>			

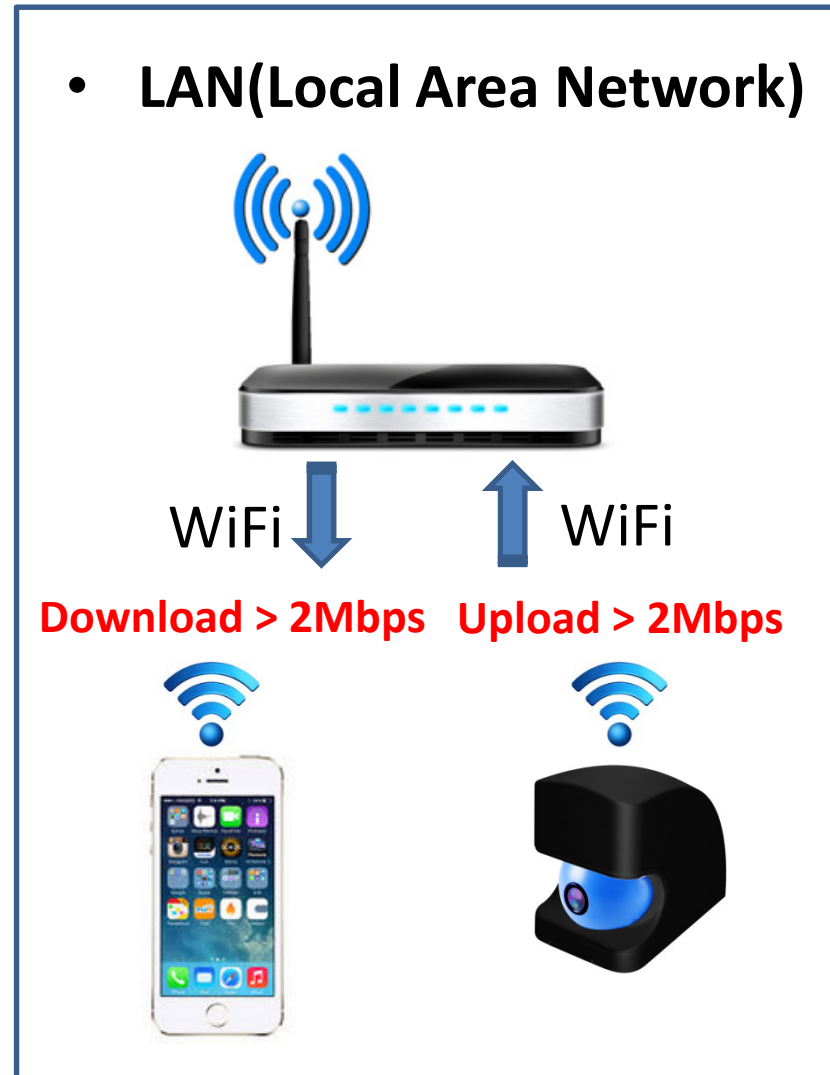
# Streaming Quality Test

- Click on your QEye icon to open your cam (blue icon should be lit).
- Observe the clock in top right of screen . If the streaming is good, you will see the clock counting up second by second without jumping.



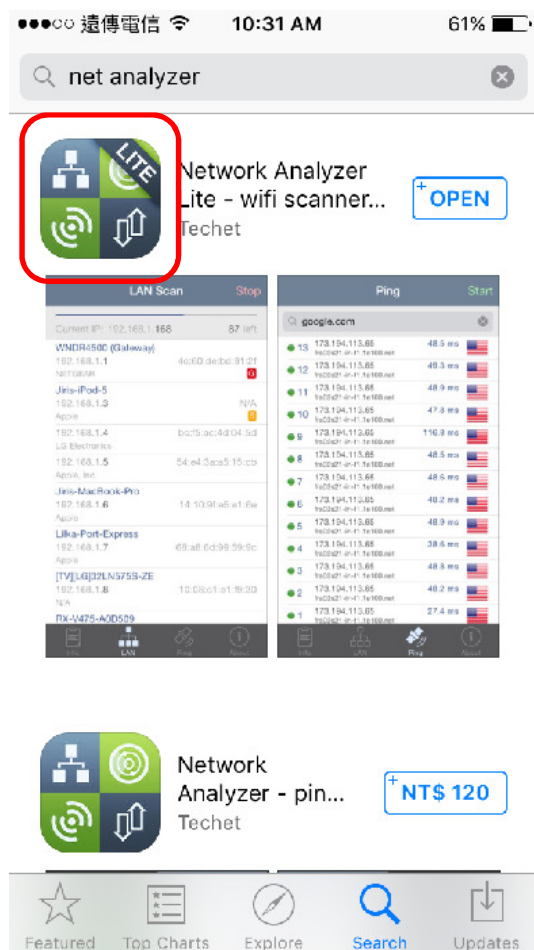
# LAN and WAN Test(LAN)

- LAN Test : Connect your mobile to the same router as WiFi router and test the streaming quality.
- If you can stream smoothly, your “upload speed” from Cam to WiFi router is normal.
- If you can’t stream smoothly, please go to test the WiFi signal from Cam to Router.

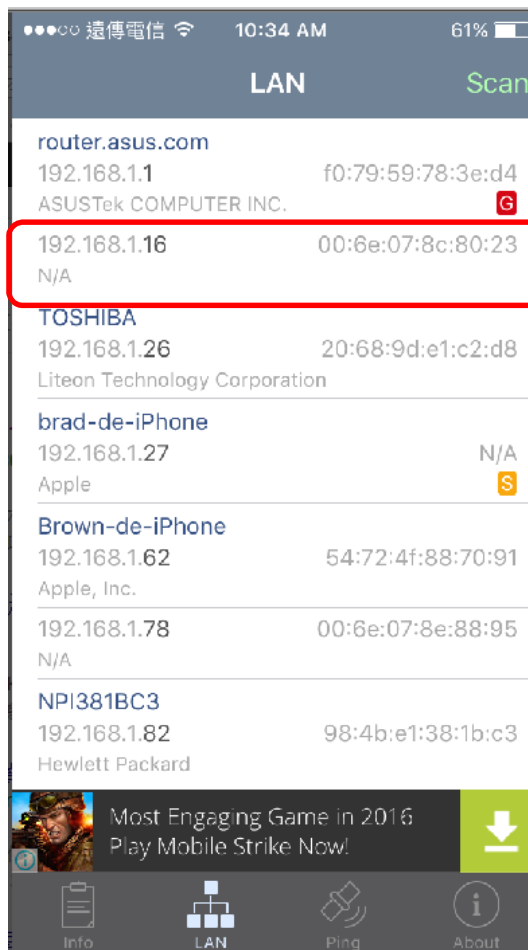


# WiFi Signal Test from CAM to Router

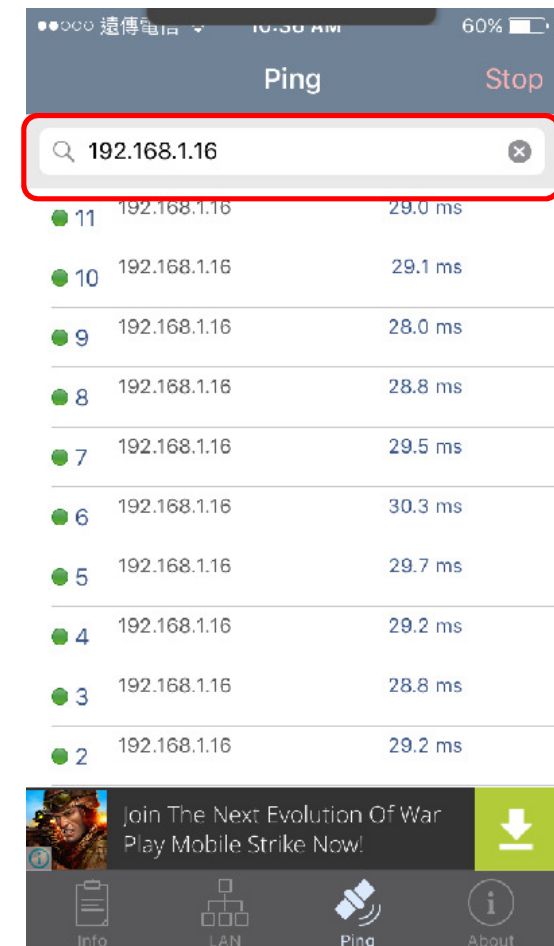
- Download “Net Analyzer Lite” APP



- LAN scan to search the CAM IP

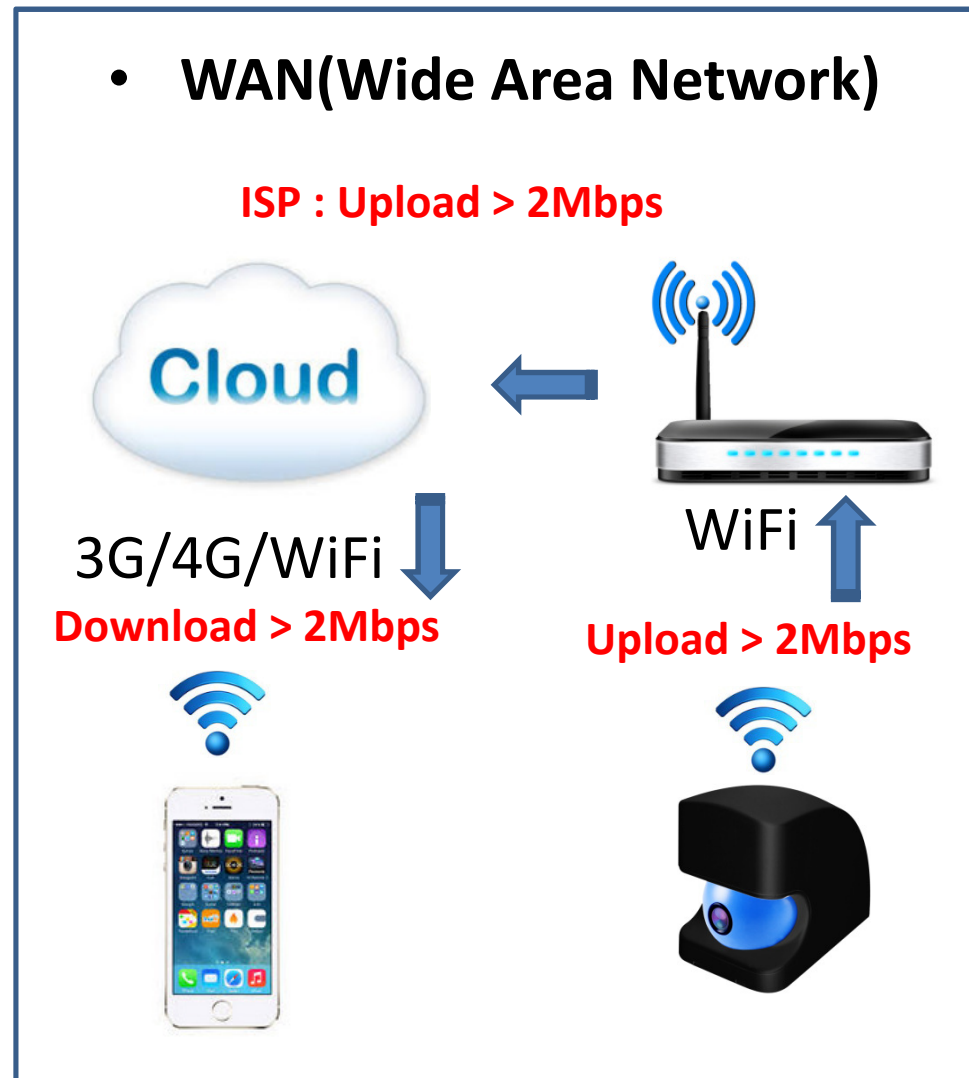


- Ping the IP < 300 ms, no speed decay by WiFi



# LAN and WAN Test(WAN)

- After LAN tests ok, you can test the WAN (Internet).
- Set your phone to 3G/4G or WiFi(not the same router as Cam) connection.
- If you can't stream smoothly, please download the APP "OOKLA" to test your ISP Speed (Internet).



# ISP Speed test(Internet)

- Please download the APP “OOKLA”.
- For best quality smooth streaming, it’s best to have the “upload speed” more than 2Mbps.

