

# Digoo DG-Series Cloud Storage WiFi Camera

## Operation Manual

CLOUD-BASED STORAGE SERVICE  
15 DAYS FREE EXPERIENCE

HIGHER-END AND SAFER STORAGE



Thank you for purchasing our DG-MYQ Cloud Storage WIFI Camera. Before you use, please read the instruction carefully and if you have any questions, don't hesitate to contact us.

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# Part 1: Main Function Description



Cloud Storage



High Definition Recording



Remote Switch



Audible Alarm



Schedule Recording



IOS supported



Android Supported



Two-way Audio



Remote Monitor



Wireless Wifi



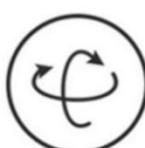
TF Card Storage



Infrared Night Vision



Video Streaming



Pan & Tilt



Motion Detection

# Part 2: How To Download Mobile APP

- A) Search and download "DigooCloud" in Apple Store or Android app store.
- B) Scan the QR code below.



For Android



For IOS



# Part 3: Quick Guideline

## 1. Register an Account

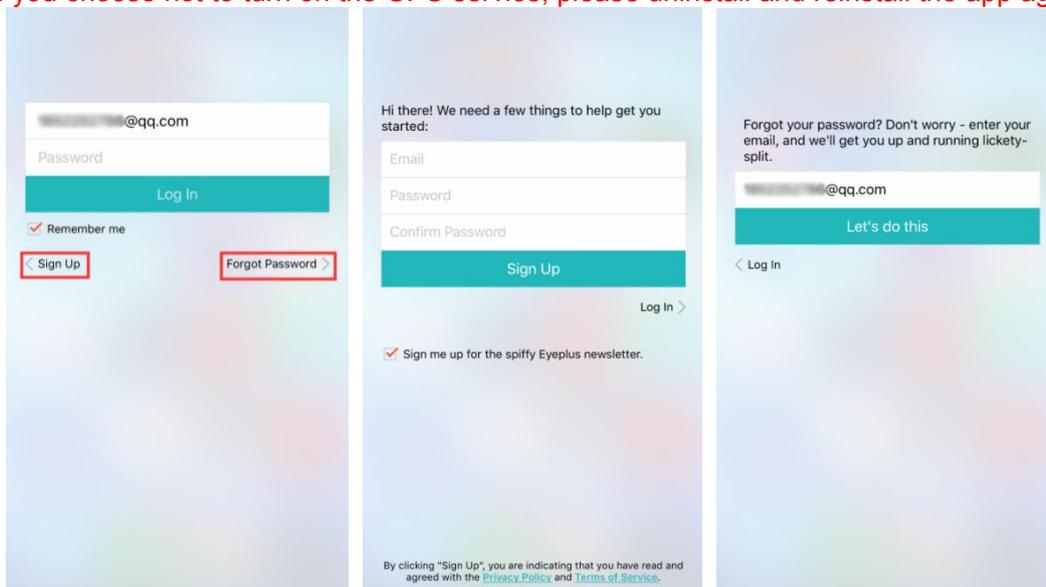
When you use the app for the first time, you need to register an new account with your email, click “Sign Up” and set up the password yourself.

\*If you forget the password, just click "Forgot Password" to reset.

\*Password should be at least 6 characters and less than 30 characters.

It should be a combination of letters and numbers

**NOTICE:** Please turn on the GPS service before adding the device on the Android mobile phone . After installation is complete, you will be asked to turn on GPS service when you use the app at the first time, if you choose not to turn on the GPS service, please uninstall and reinstall the app again.

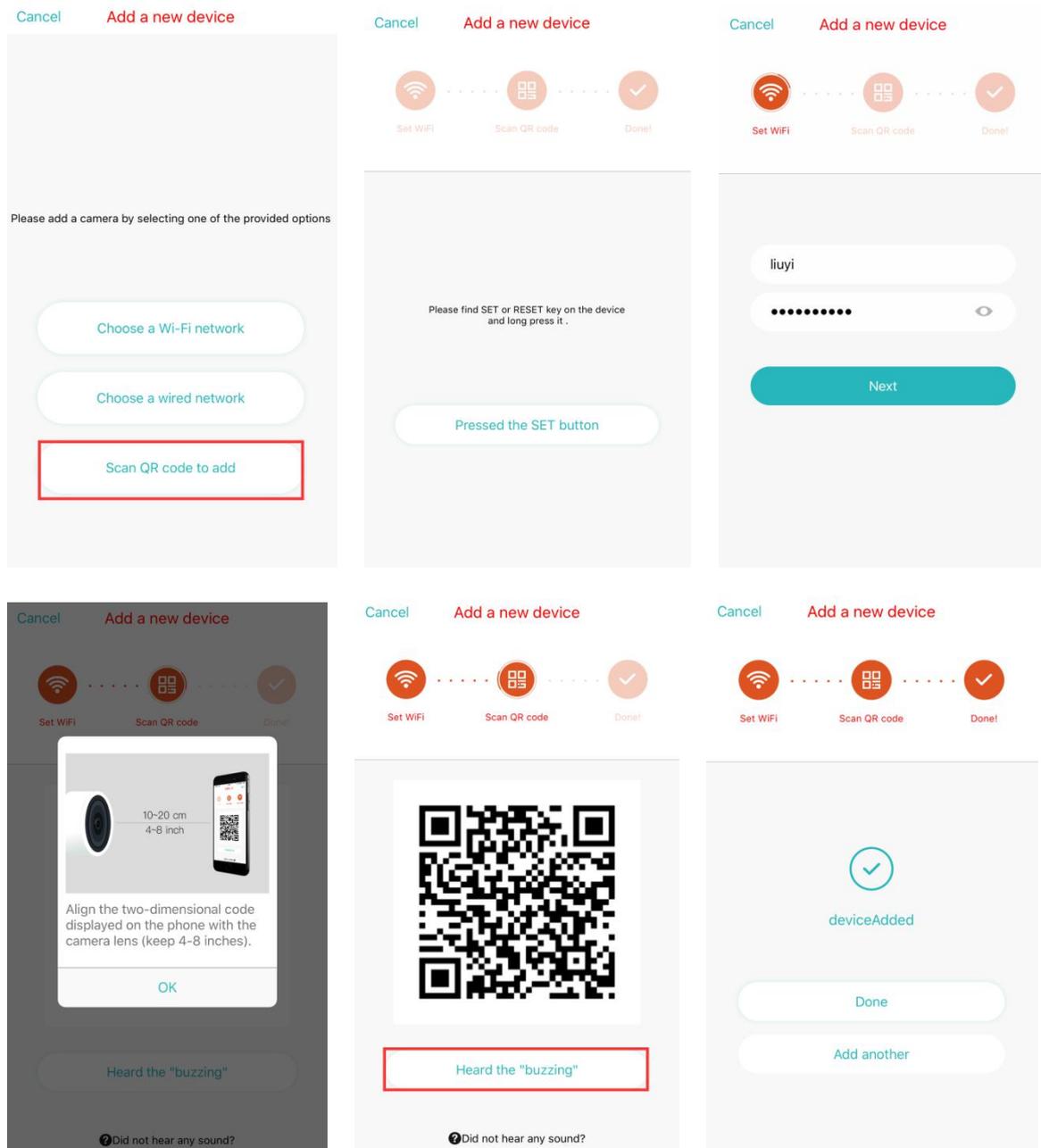


## 2. Add The Camera

There are three methods available for camera network configuration. The QR Code scanning is recommended if you are first time to configure the camera. The Wired Network Method is recommended when the camera has a network port. The Wi-Fi Network method is recommended if the above methods are not working.

**NOTICE:** Please noticed that DG outdoor camera series does not have voice announcements. Please use wired network method way to add camera.

### 1) Scan QR Code Method



A. Please make sure your phone has connected to the Wi-Fi, and then click “Scan QR code to add”, reset the camera, after hearing the sound “Please use mobile phone for Wi-Fi configuration”, please click the “Press the SET button”

B. Select the same WIFI your phone use and login with the WIFI password.

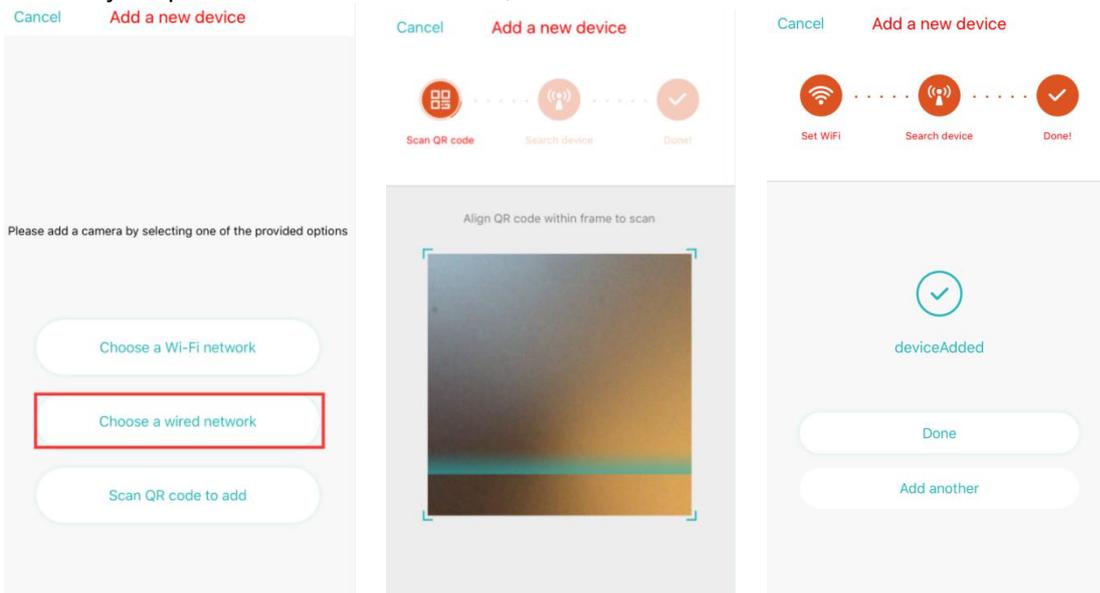
C. Align the two-dimensional code displayed on the phone with the camera lens, maintain a distance of 4-8 inches and keep balance.

D. Click “Hear the buzzing” after hearing the Beep, a few seconds later, you will hear the voice “Internet connected, welcome to use cloud camera”

## 2) Wired Network Method (Only support LAN port device)

A. Please connect network cable between camera and Wi-Fi router.

B. After your phone connect to the Wi-Fi, Click **“Add device”** and **“Choose a wired network”**

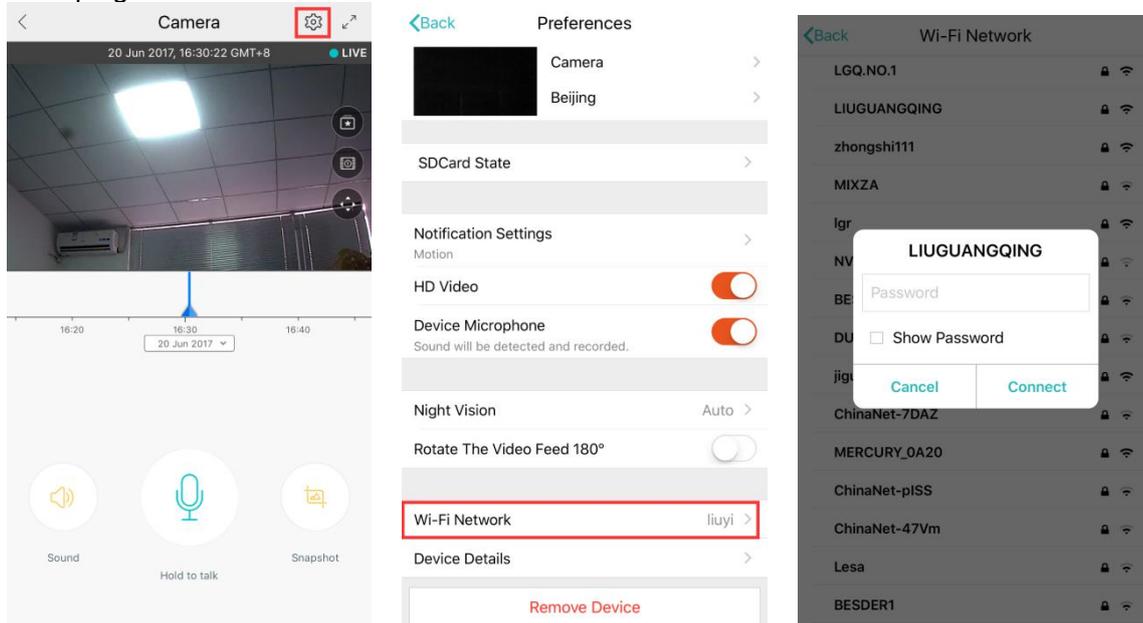


C. Please scan the QR code on the device and wait for the network connection to succeed.

D. Open the video, click the set icon to the settings page

E. Select **“Wi-Fi Network”** and choose the same WIFI your phone use, login with your password, then click **“Connect”**

F. Unplug the network cable.

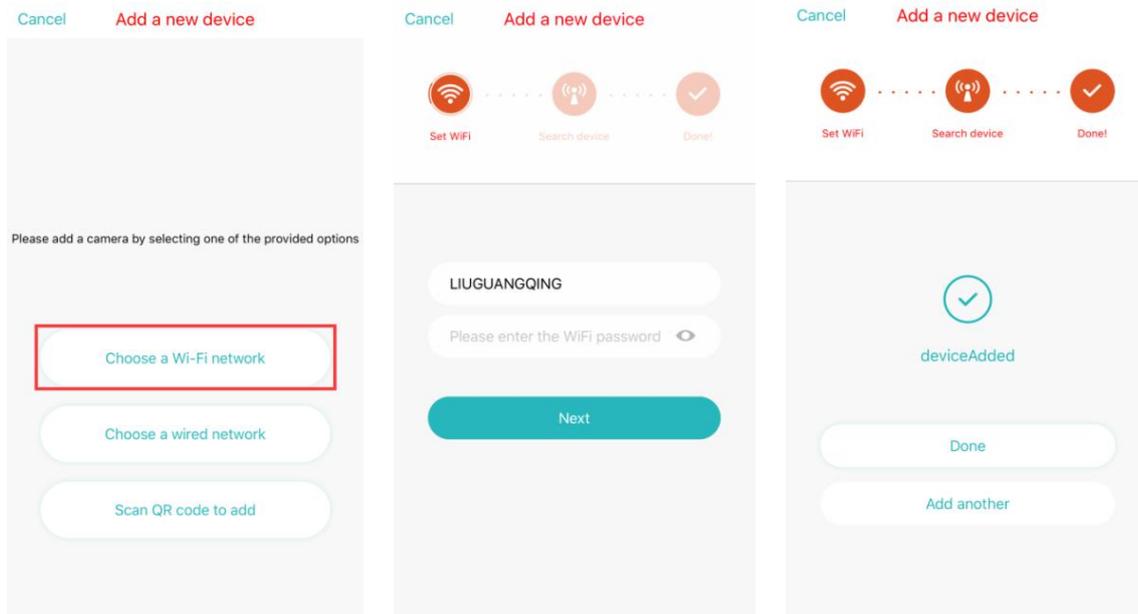


### 3) Wi-Fi Network Method

A. After your phone connect to a Wi-Fi, please click **“Add device”** and **“Choose a Wi-Fi network”** reset the camera, after hearing the voice **“Please use mobile phone for Wi-Fi configuration”**, please click the **“Press the SET button”**

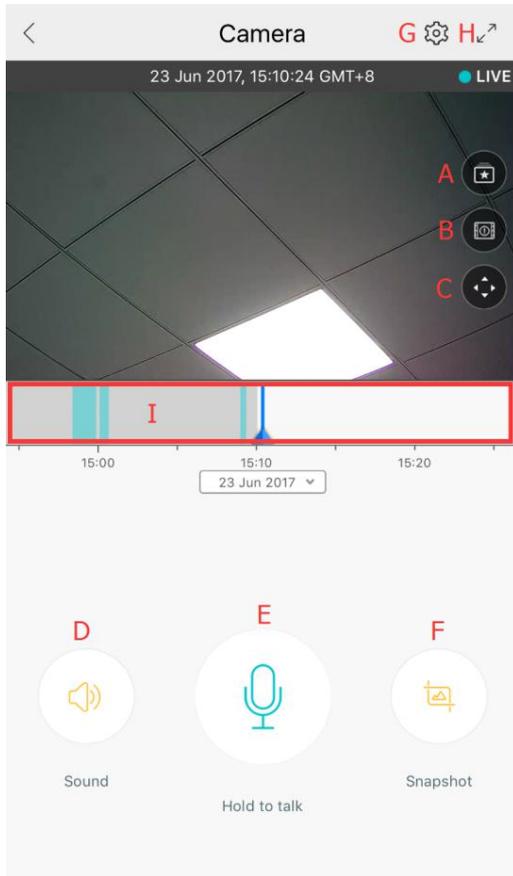
B. Select the same WIFI your phone use and login with the WIFI password.

C. Hear the voice “Internet connected, welcome to use cloud camera” and wait for the Wi-Fi connection succeed.



### 3. APP Functions Introduce

#### 1) Online Video Watching Interface



A: Favorites, save any video you like

B: Message, including the motion alarm and audible alarm

C: Pan & Tilt

D: Mute/Unmute

E: Two way audio.

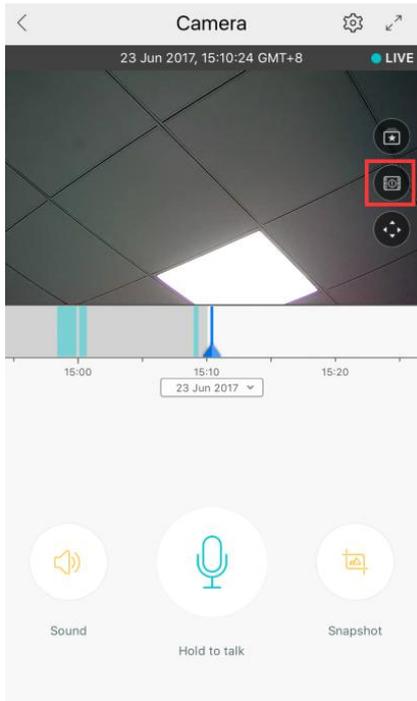
F: Snapshot

G: Parameter Menu

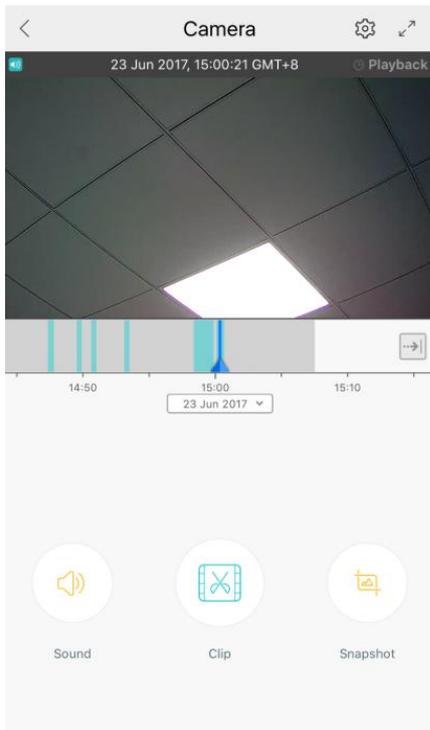
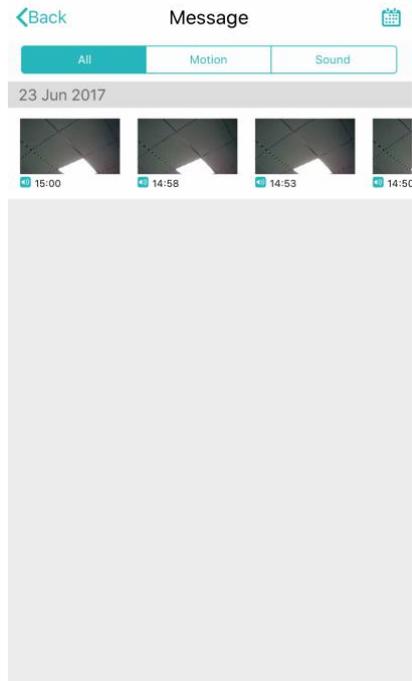
H: Full Screen

I: Cloud video replay, drag the timeline position to check the history recording.

#### 2) Cloud Video Playback / Edit



click the icon, check the cloud video page



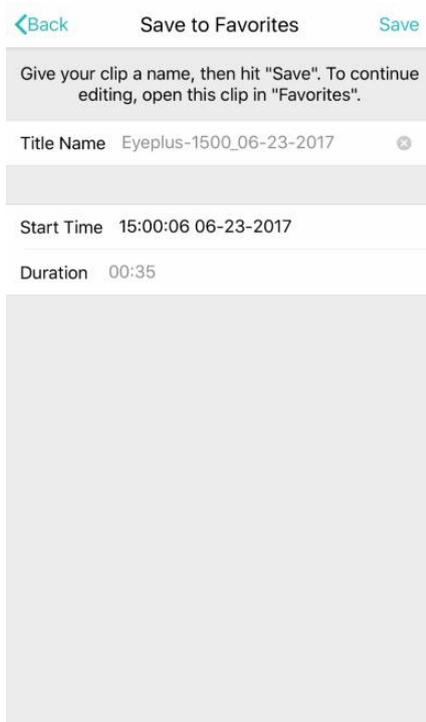
change the title of this video



set the time of this video



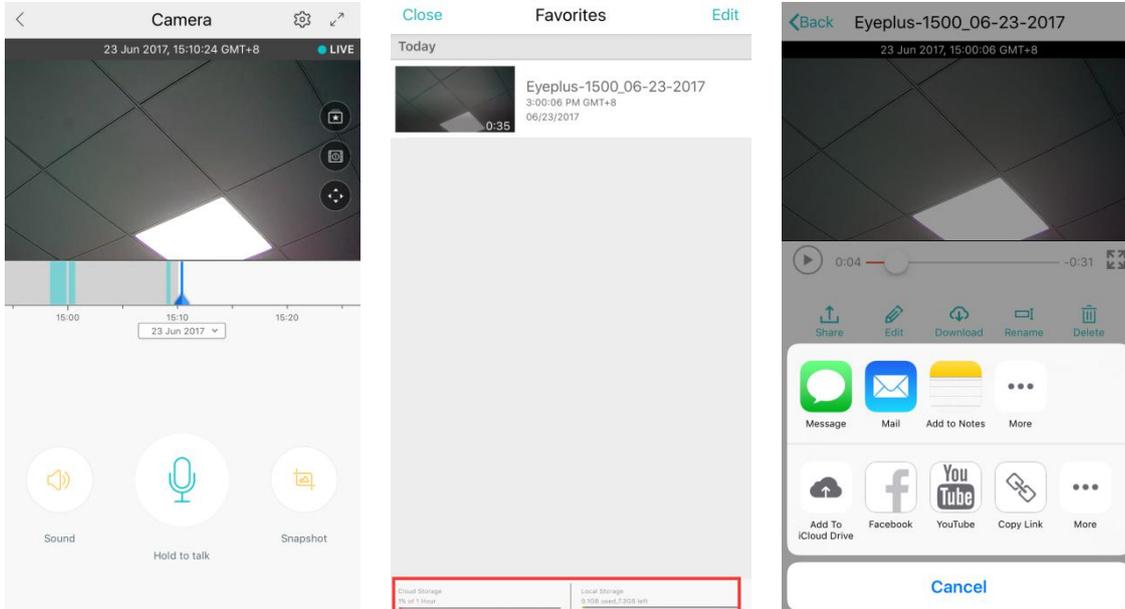
choose the video and click "cut"



Click save, and the video will be saved to "my videos" automatically

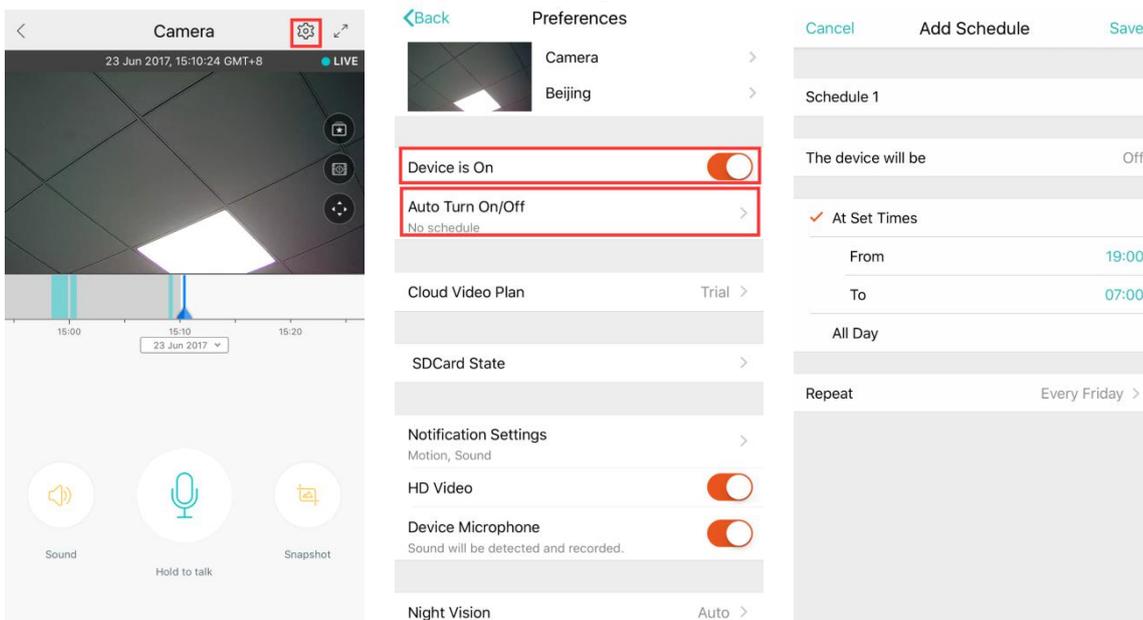
### 3) Favorites Video Playback / Share

- A. Click "Favorites"
- B. Choose and play the video
- C. Click "Share", you could share your Video on Facebook and YouTube, it will be shared by link.
- D. Select "Download" to save the video to your phone.



### 4) Close/Open the Camera, Set Your Monitoring Plan

- A. Click the setting icon, check the parameter menu
- B. Click "Device is On" to open / close the camera
- C. Click "Auto Turn On/Off" to set the monitoring plan



### 5) Cloud Storage Service

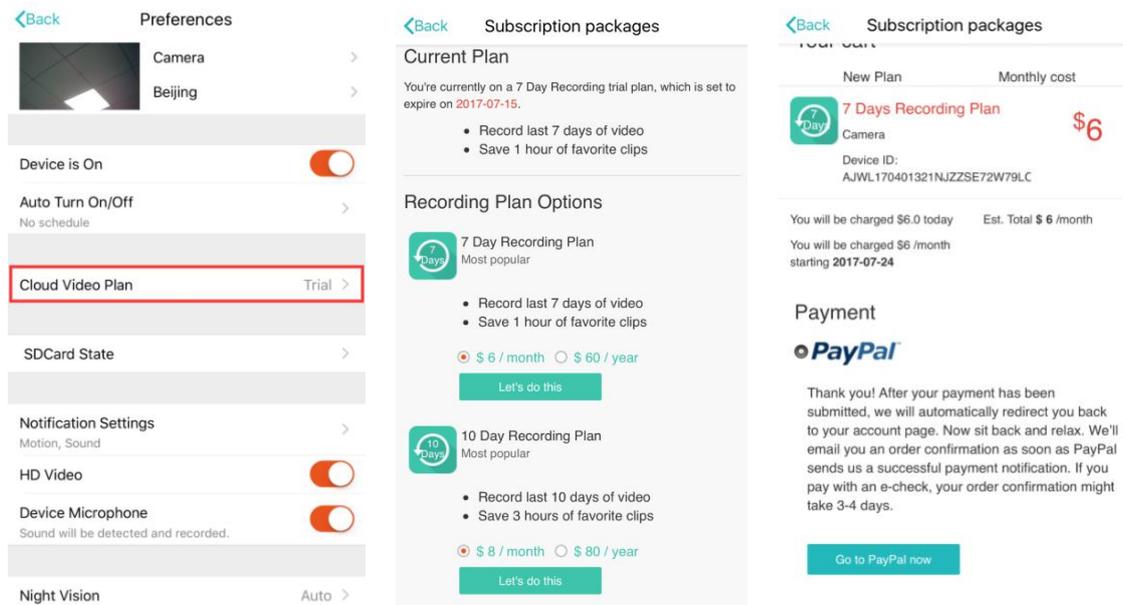
We offer 15-day FREE TRIAL cloud service, everyone can enjoy the cloud storage service for free, after that you can choose to pay for the service with a low cost.

- A. Select "Cloud Video Plan" and check Subscription packages

B. There are three kinds of subscription packages for you, you can choose the month service/ year service freely.

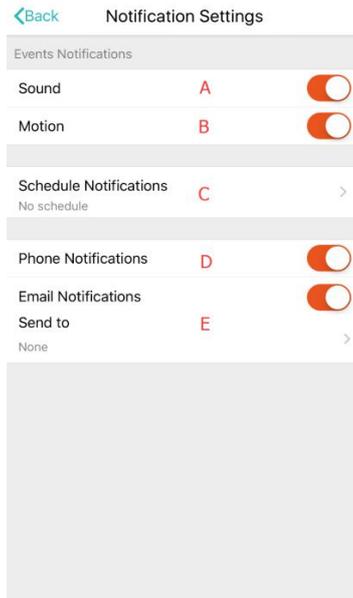
C. We support PayPal payment system, click “Go to PayPal now” and then finish the payment ( please install PayPal app in advance )

**Note: The cloud services are supported by Amazon AWS, all the videos and messages are saved to amazon web services, it was authenticated by US-EU Safe Harbor protocol verification, ensuring your safety and privacy are inviolable. Due to the cloud subscription package is binding with the device, if the camera stops working and you need to transfer the subscription package to new device, please contact the seller.**



## 6) Notification Setting

Click Notification Settings, then set your notification model.



A. Open audible alarm, get the alarm message and record the video after hearing the voice.

B. Open motion alarm, get the alarm message and record the video after the changes monitored by camera.

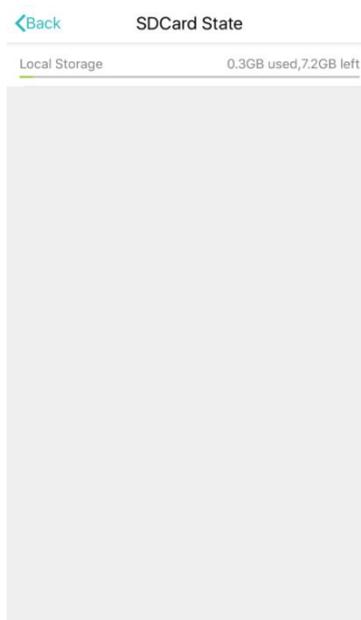
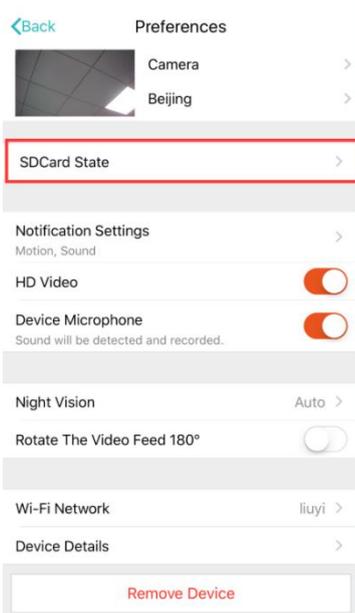
C. schedule notifications.

D. Open/Close mobile phone notifications.

E: Set email notifications.

## 7) SD Card

Insert the SD card into the camera and start the camera  
(Don't do this while it's working)



TF card requirements

A: Memory space 8-64G

B: C10 TF card

C: FAT32 format

D: Use after formatting

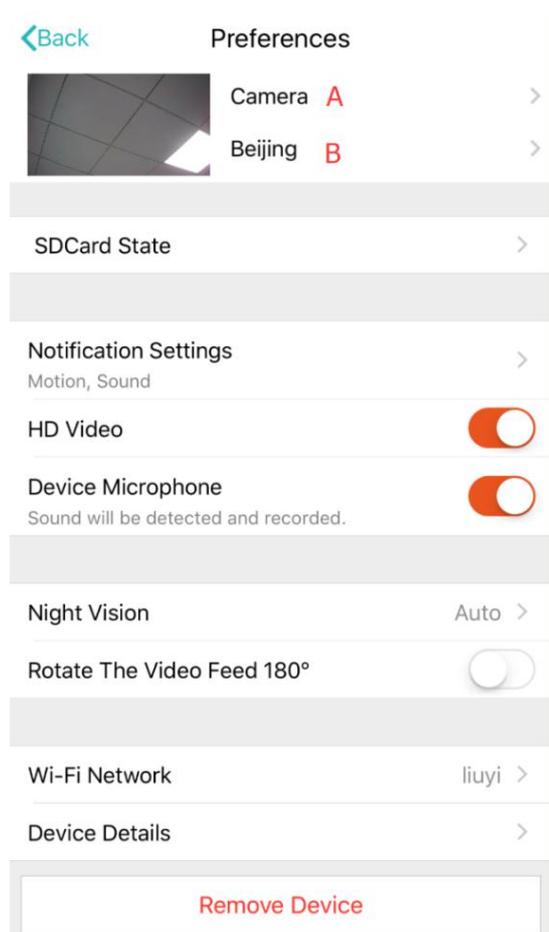
E: Recommend

Kingston/SanDisk/Samsung

Click "SD Card State" to check it

Note: After the SD card is inserted, the video will be saved to the SD card and loop coverage in the future.

## 8) Other Functions Setting



A. Device name

B. Time zone.

**HD video: switch the quality of video, HD / SD**

**Device Microphone:** Open / Close the microphone

**Night Vision:**

1. Off / Close the night vision
2. On, always open night vision
3. Auto, automatic switch over

**Rotate The Video Feed 180°:** Flip the picture when the camera is installed under the roof.

**Wi-Fi Network:** Change the Wi-Fi on the device.

**Note:** The Wi-Fi must be searchable, if the location is changed and the Wi-Fi is different, please reset and connect to the new Wi-Fi again.

**Device Details:** Check the ID and the number of the software\hardware of the device.

**Remove Device:** Please remove the camera of your account if you need to use another account to add the camera.

# Part 4: How to check the video on Browser

## 1. Web Log In

Get more with Recording Services.



Cloud video recording

View the last 24h of video footage from your smartphone, tablet or computer.



Easy saving and sharing

Keep up to 1h of clips. Edit and share from your smartphone.

### Log In

Email Address:

Password:

Remember me

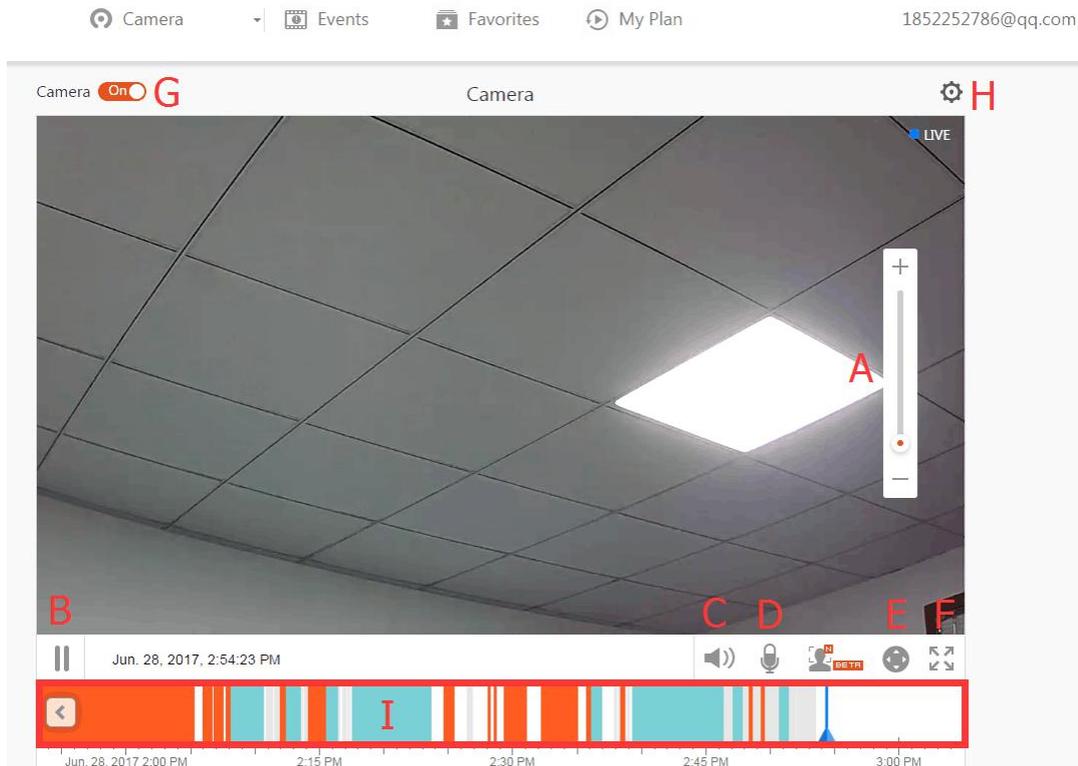
Log In

[Forgot Password](#)

[Sign Up](#)

Enter the email you register in the app and login with your password on <https://www.eyepiusiot.com>

## 2. Web Function Introduce



A. 4x Digital zoom

B. Stop playback

C. Volume setting

D. Talkback button

E. PAN / TILT

F. Full Screen

G. Close / Open Camera

H. Parameter setting, set the quality of video and settings of notifications.

I. Cloud video replay, drag to each timeline position to check the history recording.

# Part 5: FAQ

## 1. Can't add the device?

- A. Please make sure the camera has been reset. Press the Reset button until hear the Prompt Tone
- B. Only support 2.4GHZ Wi-Fi, if your Wi-Fi router is 5GHZ, please switch to 2.4/5GHZ dual mode.
- C. Please confirm the camera wasn't bound by the other account.

There are four sound prompts in the progress

- (1) "Please use mobile phone for Wi-Fi configuration" after power on.
- (2) Select your Wi-Fi and login with your password, after the device makes a noise like "Beep" you will hear this "Please wait for Wi-Fi connecting".
- (3) "Please wait for internet connecting" after getting the Internet IP address.
- (4) "Internet connected welcome to use cloud camera"
  - A. If you can't go to the second step, please confirm the Wi-Fi channel is not hidden, and the Wi-Fi router can't be so far from the camera. If this way doesn't work, please scan the QR code to add the camera.
  - B. If you can't go to the third step, please reduce the number of the Wi-Fi user name, and delete the special characters of your Wi-Fi password.
  - C. If you can't go to the forth step, please try again, if it still doesn't work, please contact the seller.

## 2. What's the difference of the timeline's colors?

**Orange** means Alarm Video Recording

**Blue** means Audible Alarm Video Recording

**Gray** means No Exceptions and TF Card Video Recording

**White** means no recording.

## 3. Why does it have an interval while the video is recording to the TF card

The size of the video file is limited. Once the video size close to the critical value, the video file will be created and the next video will continue to be recorded, there is an interval but very short.

## 4. The TF card can't be identified?

Please check if the TF card meets the quality requirements, when the Wi-Fi signal is not good, it also can't be identified.

## 5. The video recording timeline is blank after the cloud service expired.

The video can't be replayed after cloud service expired, if there is no TF card in the camera, the video would not be recorded.

If the TF card is always working, but the video files disappear, please check the Check TF card state, if it is normal on the App but no video has been recorded, please format the TF card. If it still doesn't work, please use an new TF card and try again.

## 6. Why I can't get the notifications on my phone?

Make sure the App get the message pushing rights

Otherwise, when you are watching the real-time video on the App, there is no warning notifications, because it's unnecessary to send notifications when you are watching the video online.

Advanced message push system, the warning notifications won't be pushed to your phone all the time but it will record all the messages and videos.

## 7. Camera disconnect?

Please check the power and network, then restart the camera. If this way doesn't work please remove the camera and add it again on the App.

## 8. Circle in the video, video runs slowly?

Circle in the video means it's still loading, please check your network environment.

**9. How do the other people watch the video?**

Share the App Account information with other people.

**10. How many people can use the account simultaneously.**

There is no theoretical limitation.

**11. Why adding camera to another account would fail??**

One camera one account, if the other account needs to add the camera, please remove the camera of the current device.

**12. How can I get my camera connect to the other Wi-Fi.**

Two ways:

A: When you need to change to another Wi-Fi without moving the place.

Parameter setting >> Wi-Fi Network >> select the Wi-Fi

B: When the camera is moved to another place, please start the camera, you will see the "Device disconnected" on the main page, and then click "TROUBLESHOOT" to connect to the Wi-Fi again.

## Part 6: Customer Service

1. The product will be updated in real time, if there is an update, it will not be noticed anymore, please visit our official website for reference.
2. Introductions of the basic function of the products are included in the instruction, please read all the information on the user manual carefully.
3. Any problem occurs in the usage of DIGOO video camera, please contact the us freely.
4. We have made every effort to ensure the completeness and correctness of contents of the instruction, but there may still some deviations between part of the data and the actual situation, if you have any question or dispute, please contact us freely.
5. Losses caused by operating without following the instruction of the manual book should be assumed by users.

This instruction applies to consumer product.

**Kindly reminder:** if the instruction is updated, it will not be noticed any more, dual video recording memory (TF card/cloud storage) is supported by the video camera; to better safeguard safety of video recording, users could select multiple cloud video recording mode for video camera via service channels, choosing month payment/ year payment for cloud storage service.

Support Email: [support@mydigoo.com](mailto:support@mydigoo.com)

DIGOO Tech Forum: <http://www.mydigoo.com/forums.html>

DIGOO FB: <https://www.facebook.com/DigooTeam/>