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VC931
VC931-12
VC9311-112
VC9311-122

2.4GHz Pan and Tilt
IP Wi-Fi Camera

vtech®

Quick start guide

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1 Install MyVTech Cams mobile app

MyVTech Cams mobile app allows you to access and monitor your area with your IP camera.

NOTE
• Make sure your mobile device meets the minimum requirement for the mobile app.

Minimum requirement

The app is compatible with:
• Android ® 4.4 or later; and
• iOS 8.0 or later.

Install the app
1. Browse the App Store or the Google Play ® store.
2. Search for the mobile app with the keywords "myvtech cams".
3. Download and install **MyVTech Cams** mobile app to your mobile device.

Driven by Android and iOS updates, **MyVTech Cams** mobile app, app manual, and online FAQs will be updated periodically.

Download and install the latest mobile app. For latest information and supports, go and check the app manual and online FAQs.
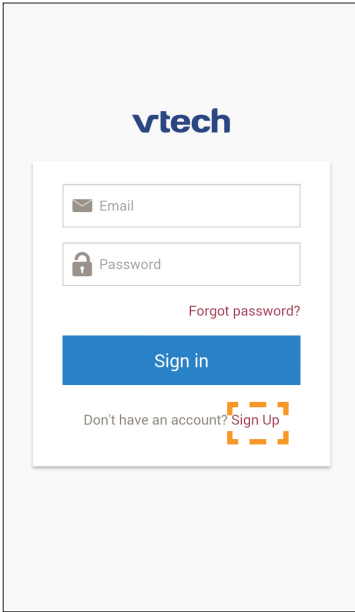
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2 Create account

1. After installing the app, tap on your mobile device to run the app.

• A welcoming tutorial is displayed. You can tap "Never show again" to skip the tutorial in future.

2. Tap **Sign Up** to create your camera account.

3. Fill in the respective information.
• **Email**. Enter your email address for registration of your new camera account. We recommend that you use a common webmail service, such as Google Gmail™.
• **Password**. Enter a new password for your camera account.
• **Confirm password**. Type in the password again to confirm.
• **Name**.

NOTE
• Write down your account login details, such as email address and password. You will need to log in to your account for viewing and operating your camera.
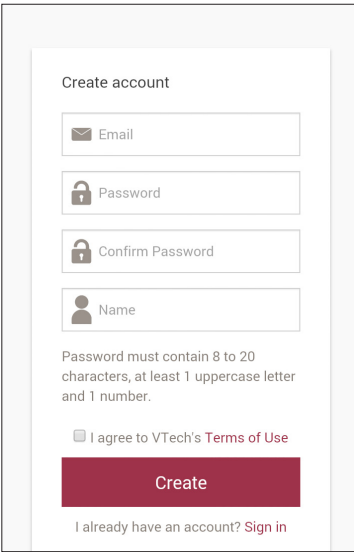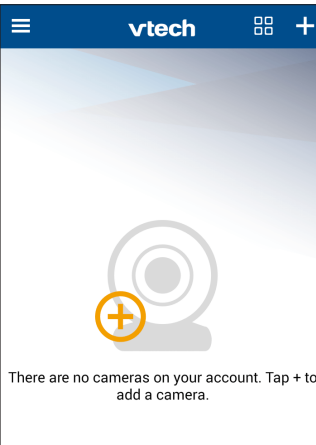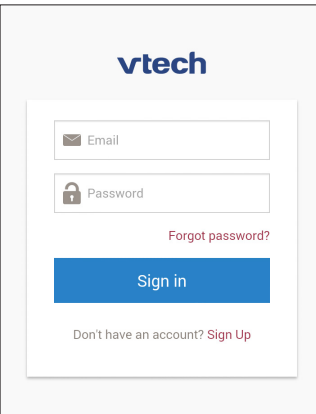

4. Tap **Terms of Use** to read the terms of service of using **MyVTech Cams** mobile app. Tap the check box to acknowledge you have read and agree to the terms.
5. Tap **Create**.
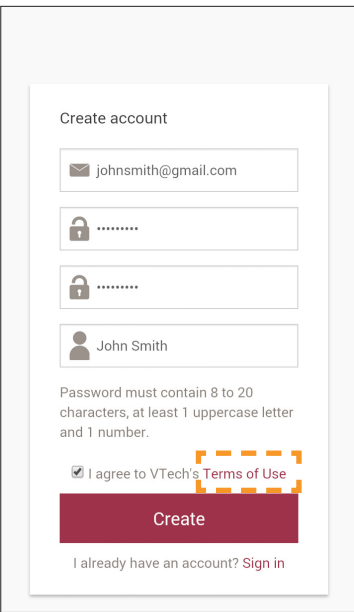
6. A camera account verification email will be sent to the email address that you have just entered for camera account registration. Check your email and activate your camera account by clicking the link in the email.
• If you do not find the verification email in your Inbox folder, also check your Spam folder.
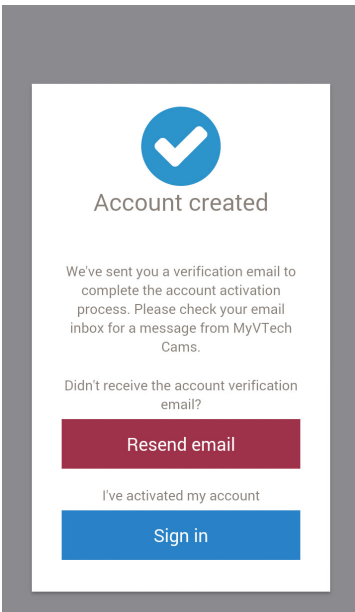
7. Sign in to your account. The app displays the blank camera list after signing in.

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3 Add camera

Add a camera

1. Tap + on the camera list. Then, tap to select the VC931 IP camera model on the top.

On Android

TIPS
Before adding your camera, make sure:
1. Your mobile device is connected to a secured 2.4GHz Wi-Fi network. Your camera and your mobile device must connect to the same Wi-Fi network when adding camera.
2. Location service on your mobile device is enabled.
3. The "Smart/Auto network switch§" option in "Settings" is disabled in your mobile device. This will avoid your mobile device switching to use mobile data if no or poor Wi-Fi network is found.
   • To ensure adding your camera successfully, we recommend that:
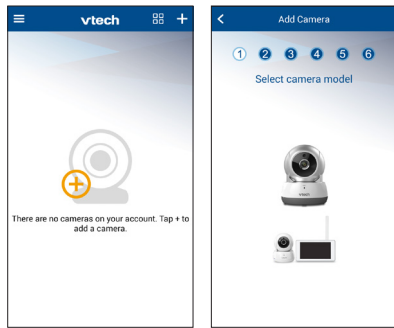   - Turn off mobile data on your Android device before adding camera.
     OR
     - Turn on airplane mode on your Android device, and then turn on Wi-Fi and select a secured 2.4GHz Wi-Fi network before adding camera.

§ The name and location of the setting may vary in different mobile brands.

2. Follow the instructions shown on the screen. Then, tap **Next**.

3. Tap to select the IP camera (VTECH_931_xxxx). "xxxx" represents the last four characters of the camera's Wi-Fi MAC address shown at the bottom of the camera.

The camera's number is the last 4 digit of the WiFi MAC address at the bottom of the camera

4. Tap to select your preferred and secured 2.4GHz Wi-Fi network for your IP camera. You must select the same Wi-Fi network that your mobile device has connected to.
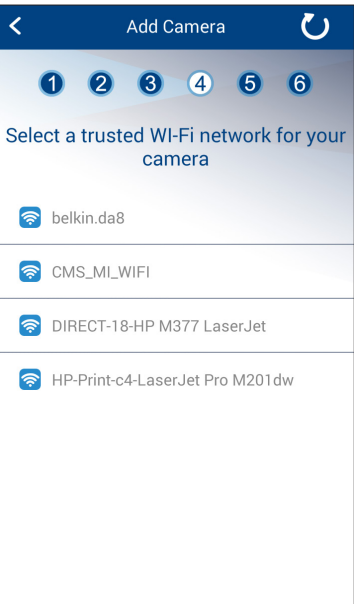
5. Type in the password of the selected Wi-Fi network, and then tap **Next**.
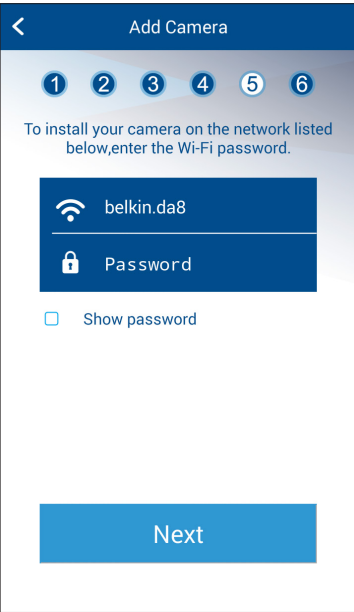
6. Enter a security key for the camera. Repeat entering the security key to confirm, and then tap **Next**.
• The security key must contain 8 to 12 alphanumeric characters with at least one uppercase character and one number.

NOTE
• You may rename your IP camera. For example, rename your camera for the ease of memorizing the camera location.

7. After you have successfully added the IP camera to your account, the app displays the camera list with the preview of your IP camera.

NOTE
• If you have more than one camera account and want to add your camera to another account, you will need to remove the camera from your original account first. Refer to the **Remove camera** section in the online app manual for instructions.

3 Add camera

On iOS

TIPS

Before adding your camera, make sure:

1. Your mobile device is connected to a secured 2.4GHz Wi-Fi network. Your camera and your mobile device must connect to the same Wi-Fi network when adding camera.
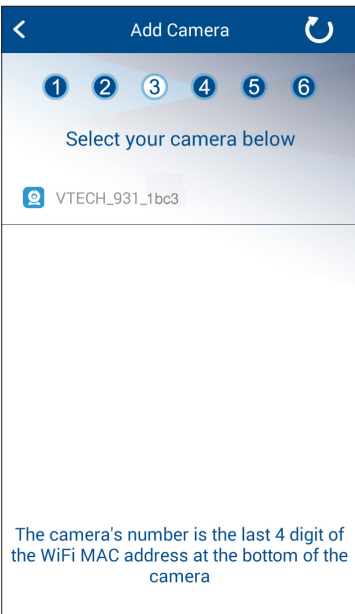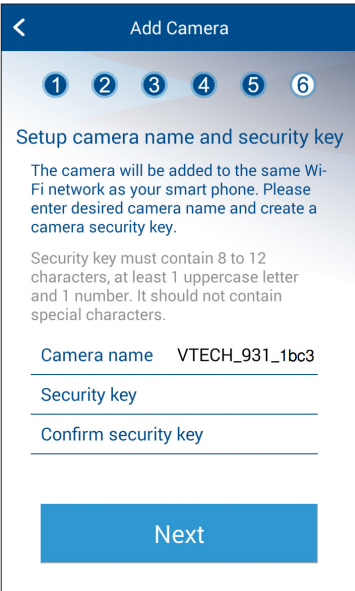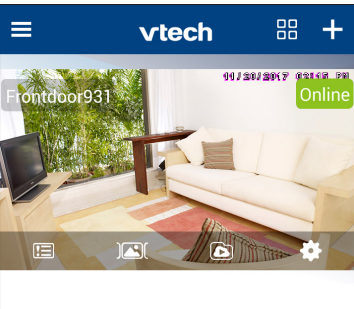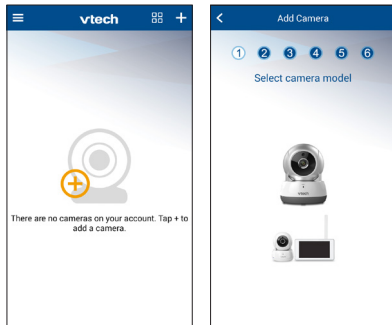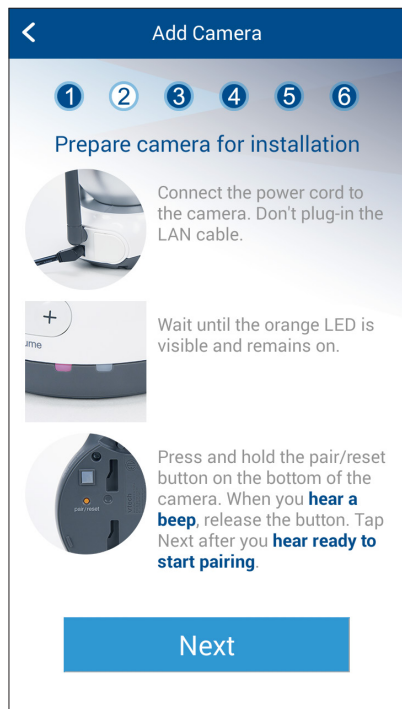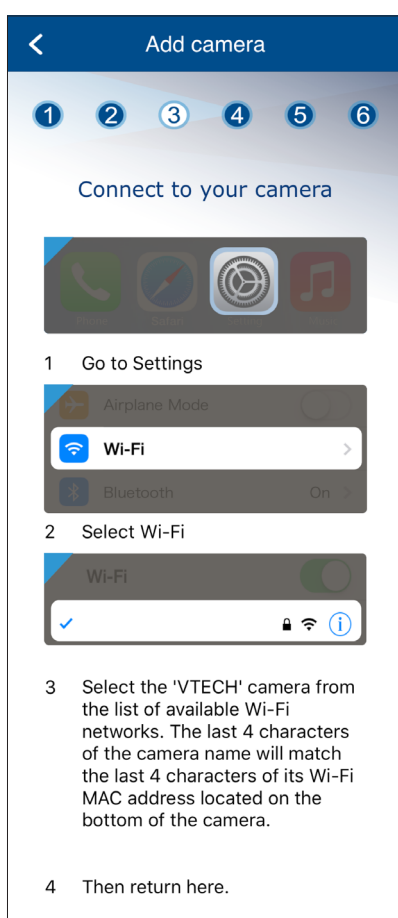2. Location service on your mobile device is enabled.

Add a camera

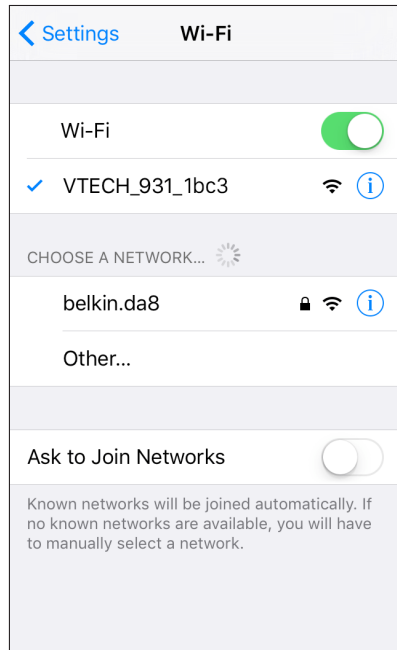1. Tap + on the camera list. Then, tap to select VC931 IP camera model on the top.

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2. Follow the instructions shown on the screen. Then, tap **Next**.
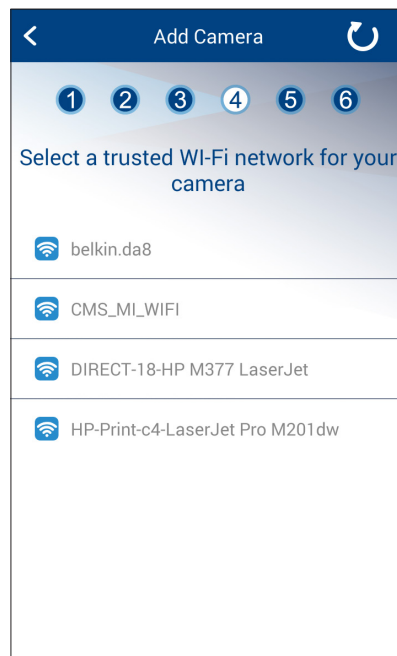
Add Camera

① ② ③ ④ ⑤ ⑥

Prepare camera for installation

Connect the power cord to the camera. Don't plug-in the LAN cable.

Wait until the orange LED is visible and remains on.

Press and hold the pair/reset button on the bottom of the camera. When you **hear a beep**, release the button. Tap Next after you **hear ready to start pairing**.

Next

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3. Read through the instructions shown on the screen.

Add camera

① ② ③ ④ ⑤ ⑥

Connect to your camera

1. Go to Settings
2. Select Wi-Fi
3. Select the 'VTECH' camera from the list of available Wi-Fi networks. The last 4 characters of the camera name will match the last 4 characters of its Wi-Fi MAC address located on the bottom of the camera.
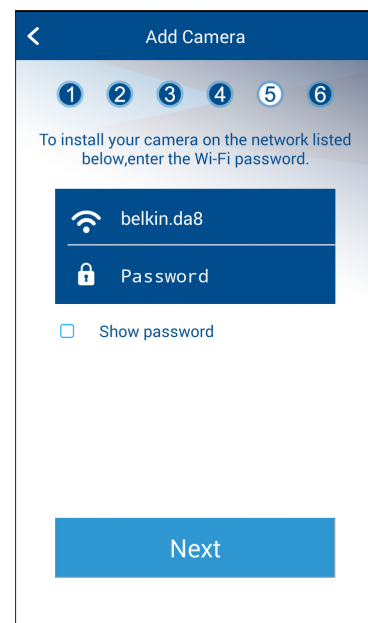4. Then return here.

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i. Go to your mobile device's Wi-Fi settings to select and set up your IP camera.
ii. Tap to select the IP camera (VTECH_931_xxxx) from the list of available Wi-Fi networks. "xxxx" represents the last four characters of the camera's Wi-Fi MAC address shown at the bottom of the camera.
iii. Return to the app.

< Settings   Wi-Fi

Wi-Fi

✓ VTECH_931_1bc3

CHOOSE A NETWORK...

belkin.da8

Other...

Ask to Join Networks

Known networks will be joined automatically. If no known networks are available, you will have to manually select a network.
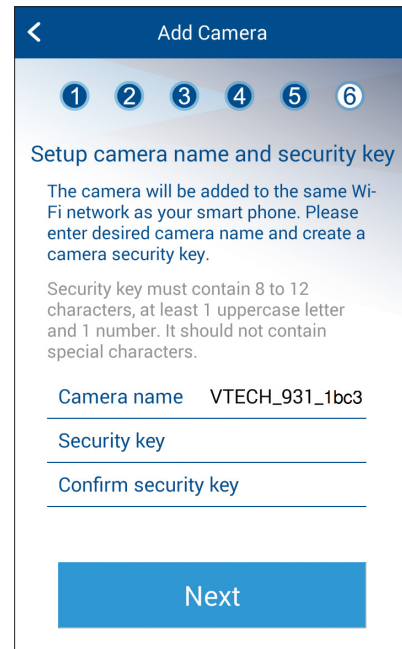
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4. Tap to select your preferred and secured 2.4GHz Wi-Fi network for your IP camera. You must select the same Wi-Fi network that your mobile device has connected to.
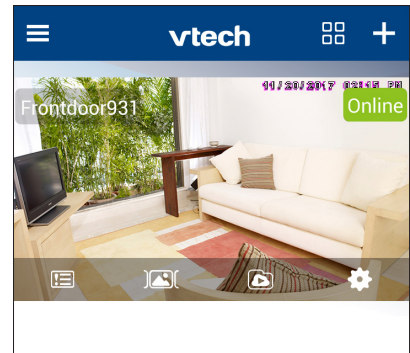
Add Camera

① ② ③ ④ ⑤ ⑥

Select a trusted WI-FI network for your camera

belkin.da8

CMS_MI_WIFI

DIRECT-18-HP M377 LaserJet

HP-Print-c4-LaserJet Pro M201dw

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5. Type in the password of the selected Wi-Fi network, and then tap **Next**.

Add Camera

① ② ③ ④ ⑤ ⑥

To install your camera on the network listed below,enter the Wi-Fi password.

belkin.da8

Password

☐ Show password

Next

---

6. Enter a security key for the camera. Repeat entering the security key to confirm, and then tap **Next**.
   - The security key must contain 8 to 12 alphanumeric characters with at least one uppercase character and one number.

Add Camera

① ② ③ ④ ⑤ ⑥

Setup camera name and security key

The camera will be added to the same Wi-Fi network as your smart phone. Please enter desired camera name and create a camera security key.

Security key must contain 8 to 12 characters, at least 1 uppercase letter and 1 number. It should not contain special characters.

Camera name   VTECH_931_1bc3

Security key

Confirm security key

Next

NOTE
- You may rename your IP camera. For example, rename your camera for the ease of memorizing the camera location.

---

7. After you have successfully added the IP camera to your account, the app displays the camera list with the preview of your IP camera.

NOTE
- If you have more than one camera account and want to add your camera to another account, you will need to remove the camera from your original account first. Refer to the **Remove camera** section in the online app manual for instructions.
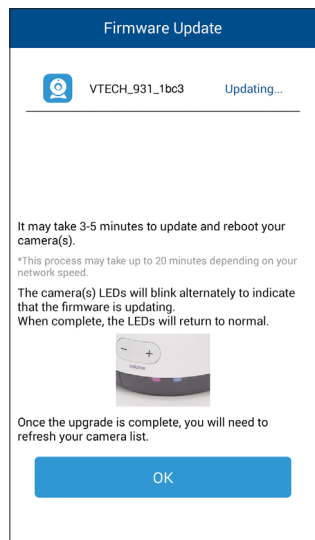

Update camera firmware

Auto-prompt for camera firmware update

The app will prompt you to update your IP camera firmware when there is a new version available.

- It typically takes 3 to 5 minutes* to update and reboot your camera(s).
- Once the update is complete, refresh your camera list.

Firmware Update

VTECH_931_1bc3   Updating...

It may take 3-5 minutes to update and reboot your camera(s).

*This process may take up to 20 minutes depending on your network speed.

The camera(s) LEDs will blink alternately to indicate that the firmware is updating. When complete, the LEDs will return to normal.

Once the upgrade is complete, you will need to refresh your camera list.

OK

* The duration may take up to 20 minutes depending on your network speed.
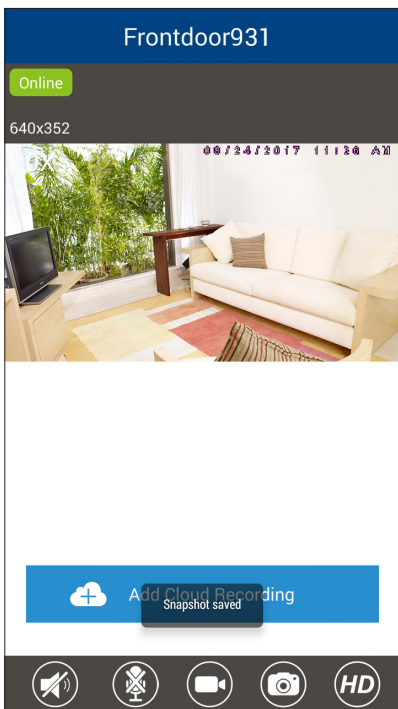

Basic operation

View the live camera

Tap the camera view on the camera list to go to its live view.
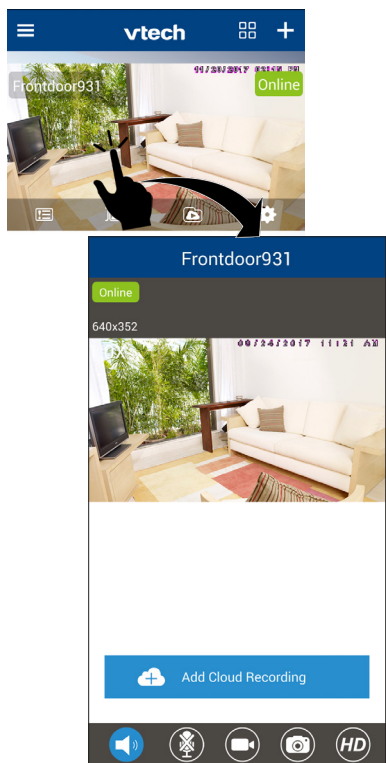
Take a snapshot

Tap 📷 to take a snapshot and save it in your mobile device.

Frontdoor931

Online
640x352

Add Cloud Recording

Snapshot saved

Record a video

Tap 🎥 to record a video and save it in your mobile device.

The icon changes to ⬤ when recording. Tap it to stop recording.

Frontdoor931

Online
640x352

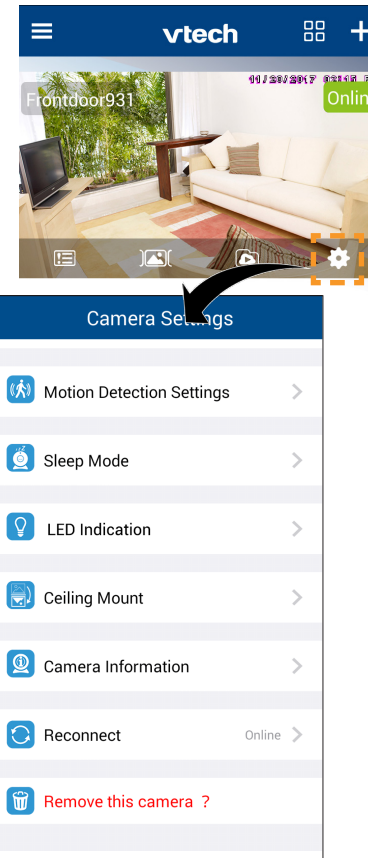00:14

Add Cloud Recording
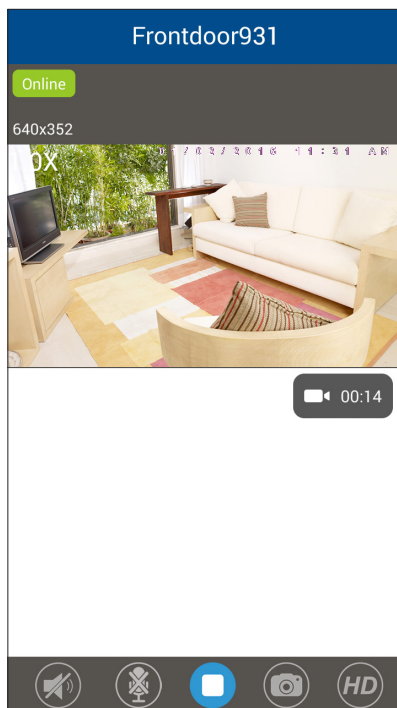
Play or mute sound

Tap 🔊 to toggle between play sound or mute sound transmitted from the camera when streaming.

- Make sure your mobile device's speaker volume is not muted.

Frontdoor931

Online
640x352

Add Cloud Recording
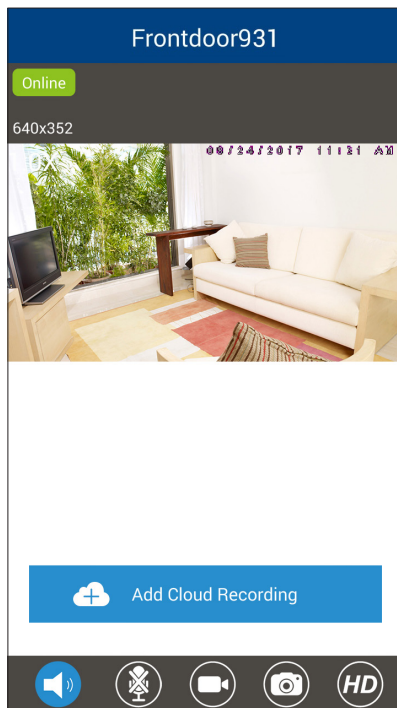
Camera settings

On the camera list, tap ⚙ of a camera to go to its camera settings.

Frontdoor931

Online

Camera Settings

Motion Detection Settings

Sleep Mode

LED Indication

Ceiling Mount

Camera Information
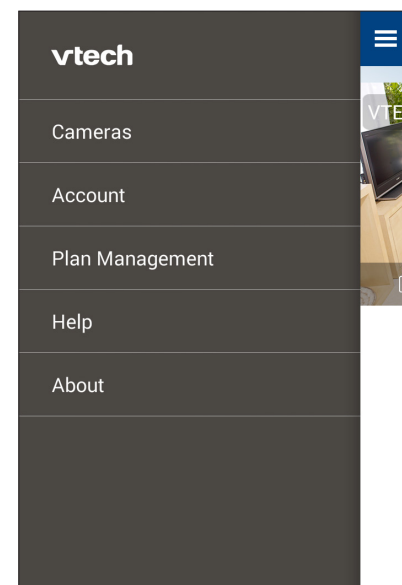
Reconnect   Online

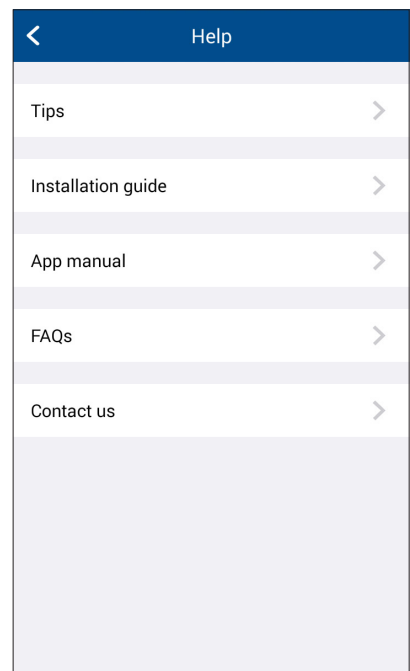Remove this camera ?

Read the online app manual

Driven by Android and iOS updates, **MyVTech Cams** mobile app, app manual, and online FAQs will be updated periodically.

For latest information and supports, go and check the app manual and online FAQs.

1. Tap ☰ to display the side menu.
2. Tap **Help**.

vtech

Cameras

Account

Plan Management

Help

About

---

3. Tap **App manual**.

Help

Tips

Installation guide

App manual

FAQs

Contact us

NOTE
- You can also scan the QR code on the right to open the online app manual in a web browser.