



Netvue Indoor Camera, 1080P FHD 2.4GHz WiFi Pet Camera-Complete Features/Owner's Guide

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netvue

Netvue Indoor Camera, 1080P FHD 2.4GHz WiFi Pet Camera



Specifications

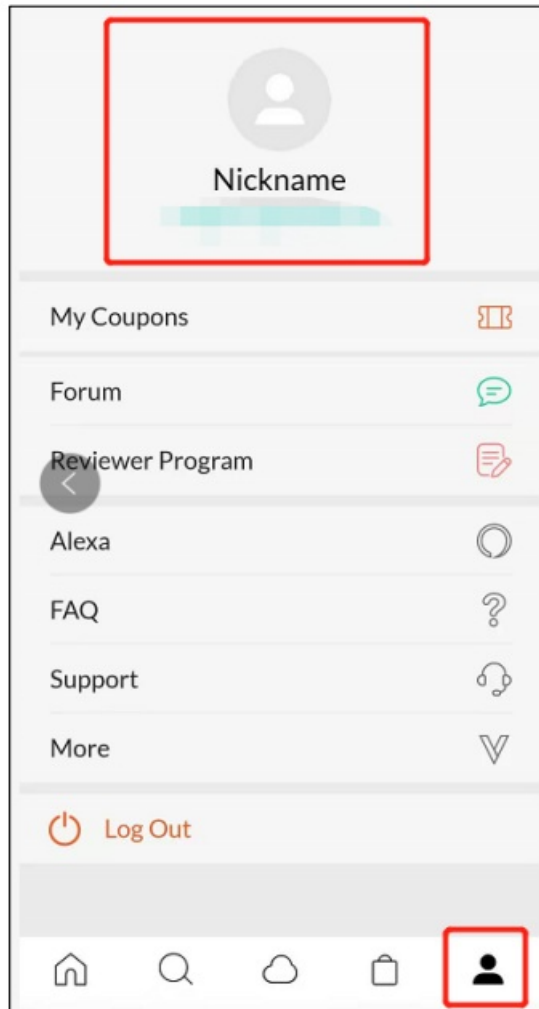
DIMENSIONS: 6.46 x 3.5 x 3.35 inches

- **WEIGHT:** 6 ounces
- **NIGHT VISION:** 32 ft
- **RESOLUTION:** 1080P
- **WIFI:**4G
- **BRAND:** Netvue

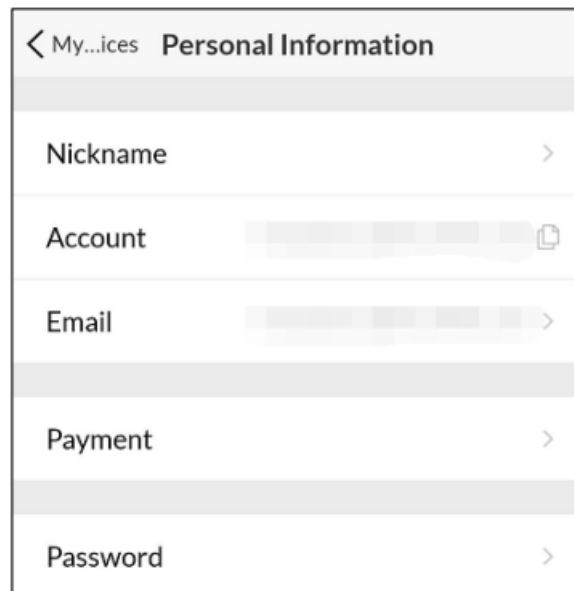
The Netvue Indoor Camera features two-way audio and a 1080P HD video resolution. It can create a perfect two-way conversation with the noise filter technology. It comes with Netvue app and works with 2.4GHz WIFI. It provides 360 degrees view of your house, it can rotate 360 degrees horizontally and 105 degrees vertically. It has the ability to provide real time motion detection with motion alerts that will be immediately sent to your phone. Apart from this, it has a 60-day cloud storage and supports a MicroSD card of up to 128 GB. It also provides clear night vision. It is equipped with 10*850nm infrared LEDs and switches to night mode automatically. The Netvue Indoor Camera features a night vision of up to 32 ft.

Common Settings

How to reset password / account email/ nickname / payment?



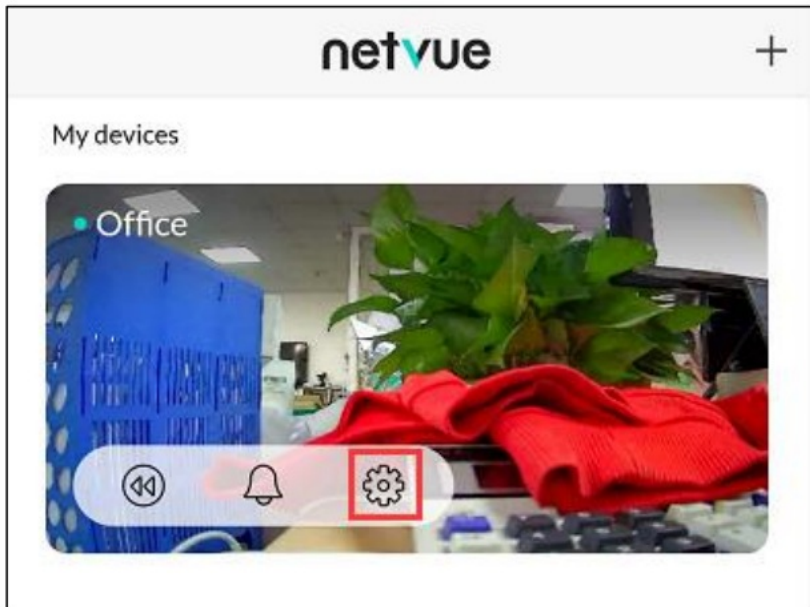
Turn to the Personal Center and click the area which is near “Nickname” to enter the “Personal Information” page.



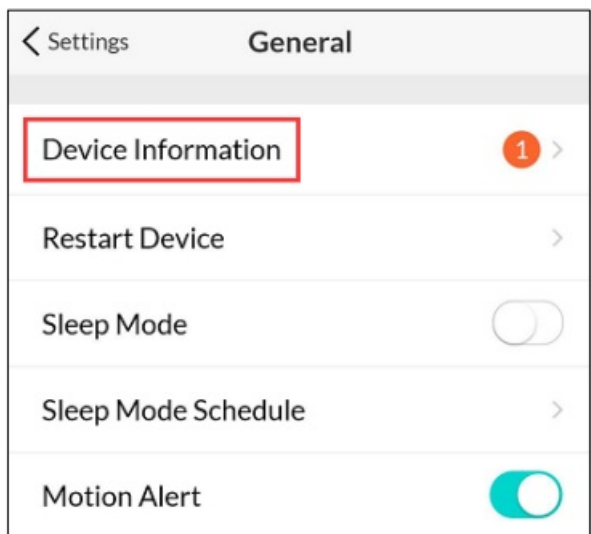
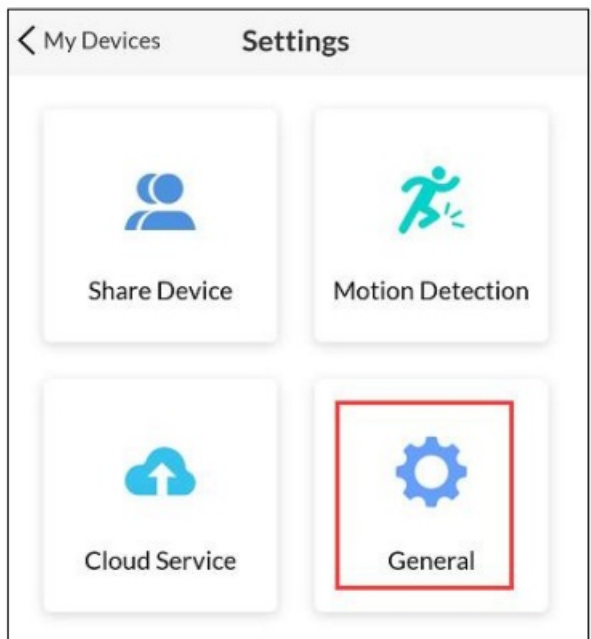
The Nickname / Account Email / Payment Method and Password can be changed in this page.

Where to find the camera's device ID?

- **Step 1:** Find the setting icon in my devices.



- **Steps 2:** Select the “General” icon and “Device Information”



- **Step 3:** The first bar is your device ID (the mosaic part)



Does the Netvue camera support a PC or laptop to watch a video?

Netvue cameras support both APP and web browser to watch streaming videos. Download Netvue APP in phones and tablets are available to watch all Netvue cameras, but only cameras of 3 million pixels (we call them 3M cameras) support steaming on browsers, no matter where the browser is (PC, laptop, phone or tablet). Theoretically, installing a virtual machine on a PC and an APP maybe available to watch the cameras which are not 3M. Scan the QR code or forward to Netvue Web Client by the address to watch the monitor video.

https://my.netvue.com/home/index.html#/en/protect_plans



Does the Netvue camera support Alexa, Google Home, and IFTTT?

We support Alex, but IFTTT is not available currently. Google home only supports control and doesn't support live broadcast, so you can't use Google Home with Netvue cameras.

App Settings



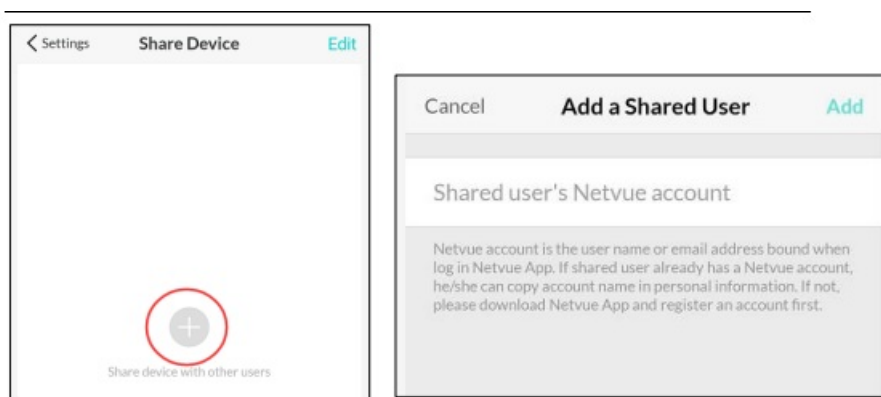


Device setting

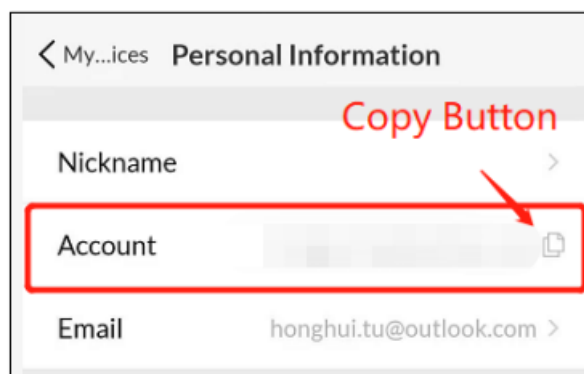
- Replay: User can replay videos on cloud or SD card. Notification: User can review motion recordings.
- Settings: Include “Share Device” “Motion Detection” “Cloud Service” and “General Settings”.Bottom Line, from left to right:
- My Device, Discovery, Cloud Protect, Netvue Online Shop, User Center.

How to share the device to others?

Find the “Share Device” in “General”, press the “+” and type accounts to which you want to share the device. The account must be a Netvue app account (the registered email).



Check your account and email in the user center



Tips: Login with social media account and also can find the user name at the same place, you can't share the device to a social media account.

One camera can be added to one account only, but one account can be logged in on different phones at the same time.

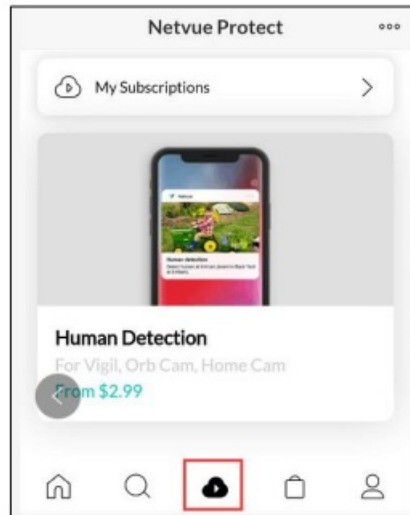
Cloud Service Details

There are three kinds of cloud services:

- Continuous video recording, Event video recording, and Human detection.
- The explanation and purchase page are in the middle of the bottom bar.

How to purchase cloud service?

Android users can choose and buy cloud services directly. IOS users must visit the website “my.netvue.com” Or go to device setting > cloud service to select purchase because of iOS system limited. Remember to log in to the same account as the APP account.



Continuous video recording

- The basic plan for 1 camera, the user is available to replay recording videos from the past five days. It costs \$5.99 per month or \$59.99 per year.
- Plus Plan for up to 2 cameras, user is available to replay recording videos from the past five days. It costs \$9.99 per month or \$99.99 per year.
- Economy Plan for up to 5 cameras, user is available to replay recording videos from the past ten days. Its costs \$18.99 per month or \$189.99 per year.

Event Video Recording

- Basic Plan for 1 camera, user can review motion videos history from the past thirty days, each event recording has a 5-minute cooling time. It costs \$1.99 per month or \$19.99 per year.
- Plus Plan for up to 2 cameras, user can review motion videos history from the past thirty days, and each event recording has a 5-minute cooling time. It costs \$2.99 per month or \$29.99 per year.
- Economy Plan for up to 5 cameras, user can review motion videos history from the past sixty days, each event recording has a 5-minute cooling time. It costs \$5.99 per month or \$59.99 per year.
- Premium Plan for up to 10 cameras, user can review motion videos history from the past sixty days, each event recording has a 3-minute cooling time. It costs \$8.99 per month or \$89.99 per year.

Human Detection

Customers will only receive human alerts when the camera detects lots of movements, it costs 2.99 per month per

camera.

How can I check recording videos if I purchase a Continuous Video Recording cloud service or insert a SD card?

The video will be auto-recorded since you got “Continuous Video Recording”, it also has a timeline for user to forward or backward.

About the SD card

The video auto records since you insert an SD card if you need to view the footage on a computer. Here are the links to download the player program: <https://resource.netvue.com/nvt-player/nvt-player-darwin-1.0.0.dmg> (MAC)\



<https://resource.netvue.com/nvt-player/nvt-player-win-x86-32-1.0.0.exe>

(Windows 32)



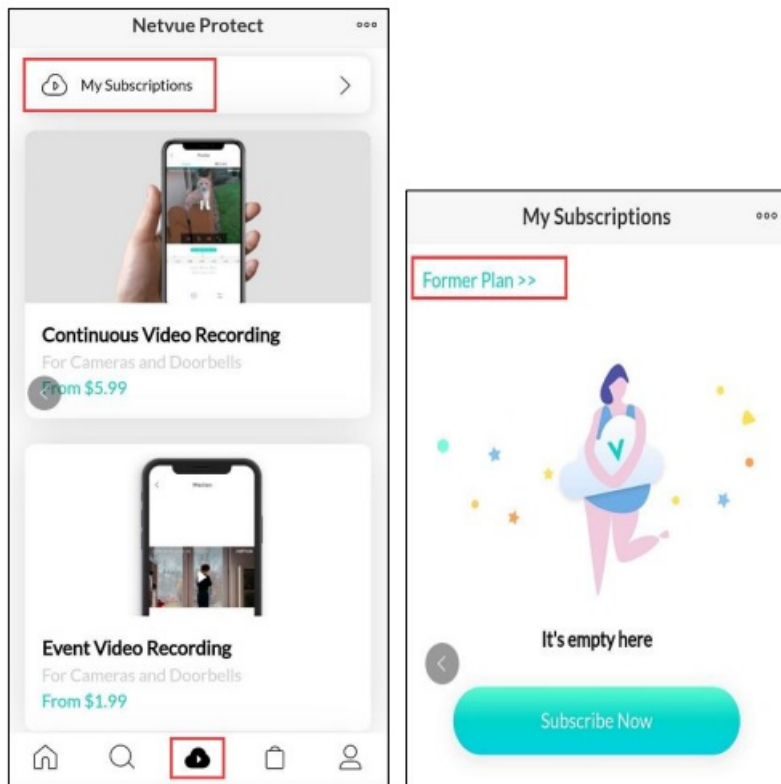
<https://resource.netvue.com/nvt-player/nvt-player-win-x86-64-1.0.0.exe>

(Windows 64)



I bought the former cloud service plan; how can I update it to the new version?

- Step 1: Go to “My Subscriptions” in protecting plans, and click “Former Plan”.



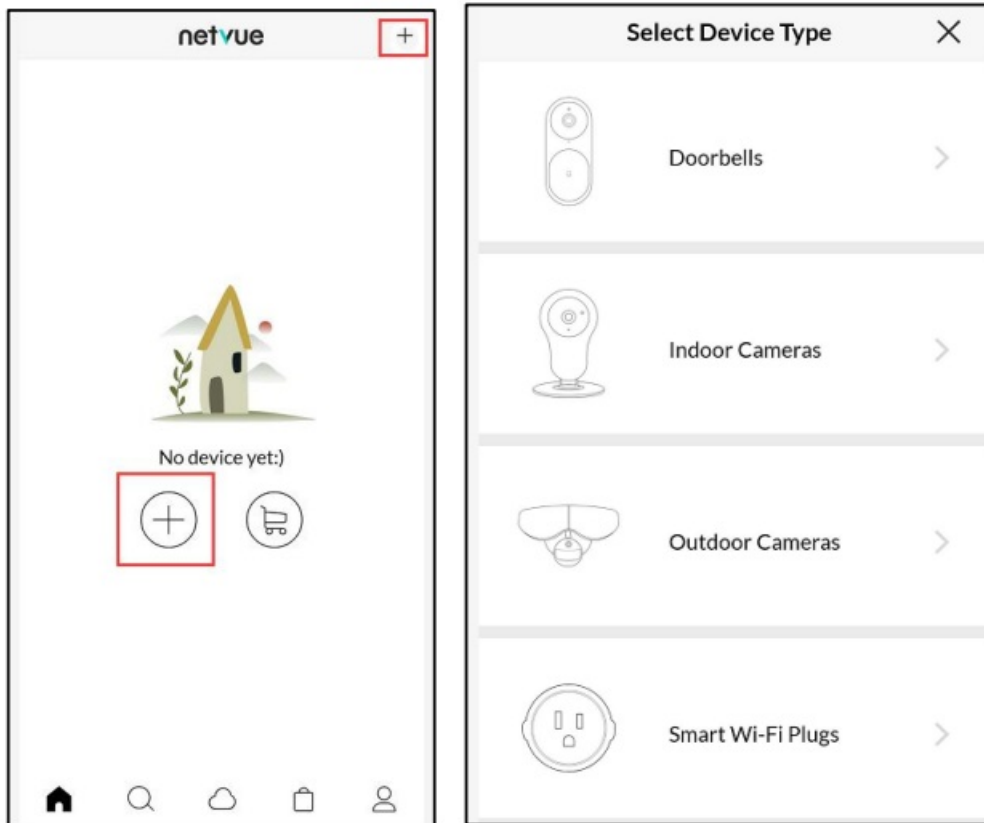
- Step 2: Click Upgrade to New plan, system will provide you a proper solution based on the previous plan. Usually, the device will get more service days after upgrading.
- Step 3: Once the upgrade is confirmed, APP will show new plan on the same page, more details are available to check.

Questions of adding devices

How to add cameras

Installation can be refined into 6 steps, the purpose of step 1 and 2 are preparation, step 3 and 4 are to connect the camera to your Wi-Fi, step 5 is to link the camera to our app and cloud server, step 6 is final finish.

- Step 1: Power up the camera and it'll make a start chime.
- Step 2 Start adding in App The two "+" marks are both available to active installation, then select the type of your camera for the next step.



- Step 3: Follow the installation steps on APP, and scan the QR code on the back or bottom of the camera. If the app finishes scanning, it shows “Set up device”.
- Step 4: Connect to Wi-Fi (2.4GHz only)

Forward to the Wi-Fi connecting page, ensure the Wi-Fi is 2.4Ghz and type the correct Wi-Fi password then tap the “connect Wi-Fi” button. Some Network operators don’t allow users to adjust 2.4Ghz or 5Ghz, you have to contact their customer service for help.

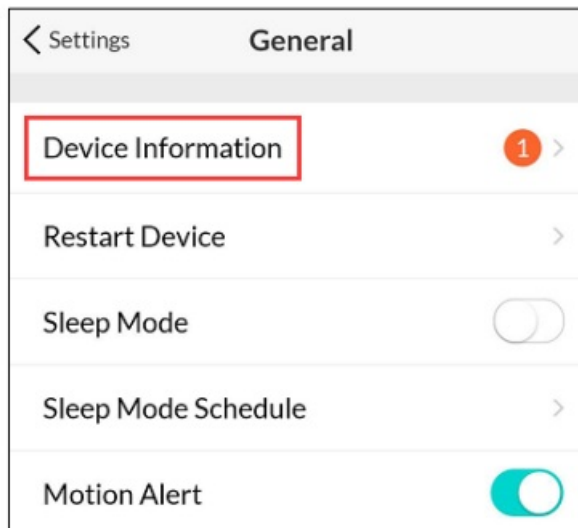
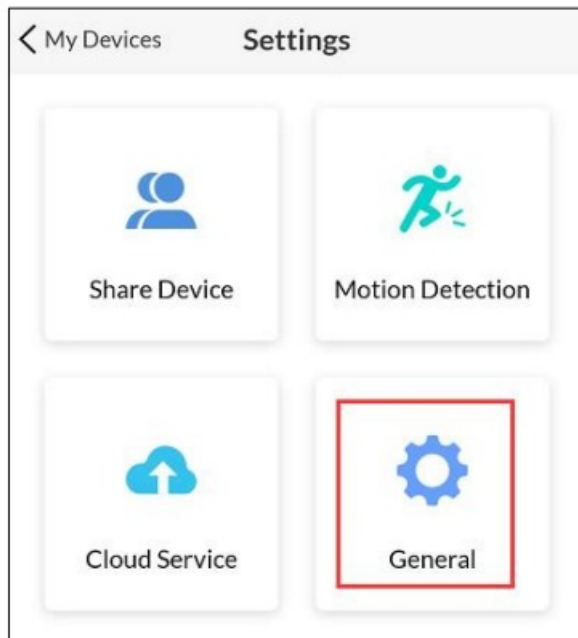
- Step 5: Wi-Fi configuration mode

Keep following the installation steps, press the Wi-Fi configuration button, and choose the QR code setup method then scan the QR code on your phone screen and wait for the Ding-Dong sound. After the dingdong sound, you will hear a long cheerful tone, then the camera setup is complete.

- Step 6: Install the camera The last step is giving a name to the camera and clicking the “OK” button. The installation is finished.

How to delete installed camera

If you want to delete the camera, please follow these steps: Camera’s Settings – General – Delete Device.



Troubleshooting during setup process

1. If there is no Ding-Dong after scanning the QR code, that means the QR code hasn't scanned successfully, please confirm if the green light is flashing fast when scanning; when you have the QR code on your phone screen, point it towards the camera. Make sure to have 3 to 5 inches of distance and wait for the Ding-dong sound, make sure there is no strong light around your phone as well.
2. If you hear sad music after the dingdong sound, it means the camera failed to connect to your Wi-Fi. The reasons may be the wrong password or being connected to a 5Ghz network since our camera doesn't support 5G yet. Reset the camera and set it up again if you find typed incorrect password. If you don't have a 2.4Ghz Wi-Fi, please connect your Network Operator to create one for you.
If you confirm the Wi-Fi password is correct and your Wi-Fi is 2,4ghz but still hear the sad music, please use another phone hot spot to install first, then follow this path to configure the camera to use your home Wi-Fi:
Open App–Click the gear icon to enter the device setting-choose General–Select Wi-Fi setting
3. If failed in the last step, you did hear a cheerful tone but App shows "Binding failed; device can't connect to service" which means camera has been connected to Wi-Fi but failed to connect to our server. Please reset the camera and router and try again after 10 minutes because our server may be too busy at this moment.

Recommendations: These are some tips when you meet some issues when using camera

1. Maybe your phone hasn't allowed Netvue app to send notifications, please check your phone settings.
2. If you turn on "Do Not Disturb", you won't receive notifications when lock the screen.
3. Make sure you have enabled the motion alert features on the Netvue app device setting.
4. If you enabled the human detection of lab features on APP, please turn it off.

What to do if the camera is offline

Usually, the camera will be back to be online automatically. If not, please go to camera' setting>general>Wi-Fi setting>start Wi-Fi offline setting. If it does not work, reboot the camera by unplugging and reconnect, then re-add the camera one more time.

Frequent Disconnection

An unstable Wi-Fi signal will cause the camera to go offline frequently, we recommend you bring the device closer to the router or avoid wall blocking or install a Wi-Fi Range Extenders. Or you can try to remove the antenna of the camera and then reattach it one more time Also, please check if there are any microwaves, large metal objects, too many walls in between the camera and router. You can also try rebooting the router to clear up the network.

The online address of the User Manual

<https://netvue.zendesk.com/hc/en-us/articles/360015865417-Netvue-User-Manual>

or save the QR code



FREQUENTLY ASKED QUESTIONS

- What kind of WIFI does this device support?

It supports 2.4GHz WIFI only.

- **Can I mount this camera upside down from the ceiling?**

Yes, you can mount the camera upside down by using the provided mounting bracket and flipping the image via the Netvue App. Click reverse image 180 degrees.

- **Does this puppy camera support continuous recording?**

You can subscribe of the Netvue App or website for up to ten days of continuous recording.

- **How can I share the live stream video with my family?**

You can share the live stream using the Netvue app. Click on the option of sharing the device and then enter the email of the person you want to share with.

- **Can this camera connect to WIFI without a password?**

No, it requires the WIFI password to connect to it.

- **Do you need an SD card in order for you to use it?**

Yes, you can.

- **Does anyone's camera have a red light or ticks out of nowhere?**

The red light and the ticking sound indicate that the night vision option is turned on.

- **Does it work with iPhone 8 plus ?**

Yes, it works with iPhone 8 plus.

- **While away from my home can I watch my camera while I'm on vacation?**

Yes, you view the video using the Netvue App.

- **Does the camera need to be connected to WIFI to record to the SD card inside the camera?**

Yes.