

# VIVOTEK

A Delta Group Company

## Wi-Fi Access for VIVOTEK Camera

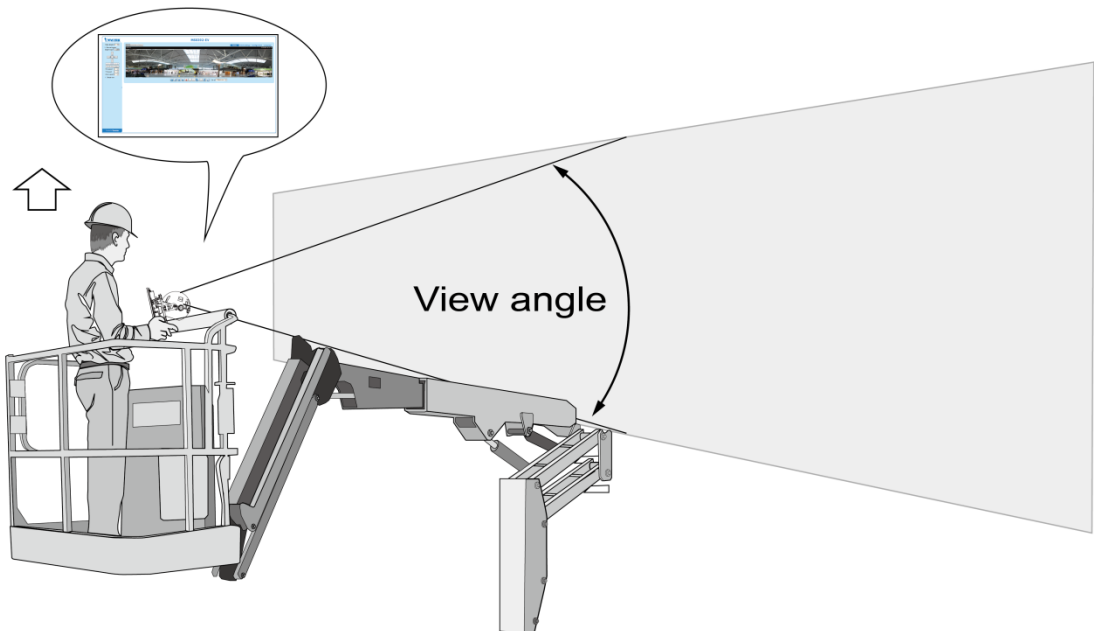
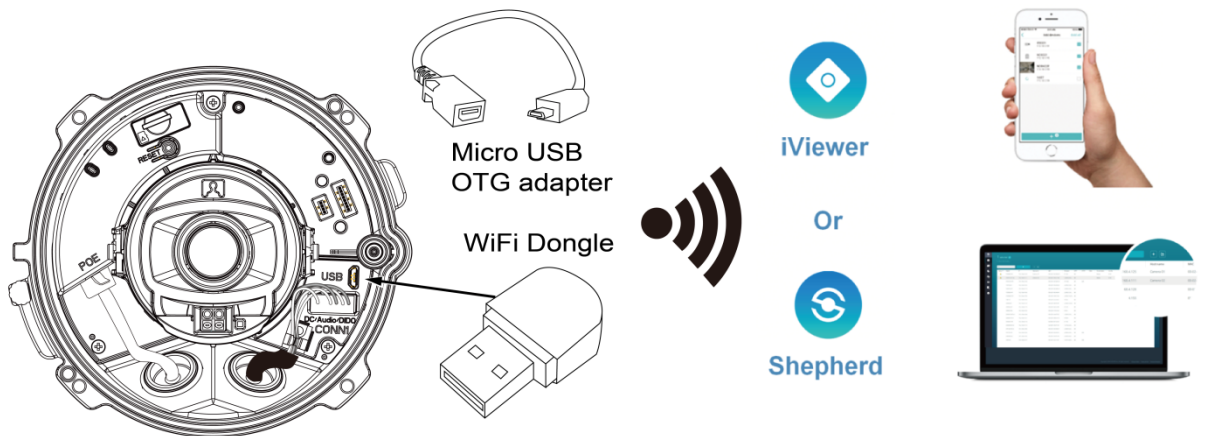
### User Guide

Version 1.0.0

## 1. Introduction

With a Wi-Fi dongle installed on camera, the installer can easily access the camera live view during the initial installation using a cell phone or laptop. The installer can easily check the live view for verification of view angle and position.

## 2. Conceptual Drawing



### 3. Getting Started

Requirements:

- Wi-Fi dongle.
- Micro USB OTG adapter.

Note that this feature is intended for the initial installation and is not for full-time monitoring.

#### VIVOTEK Camera Supported List

Model	Firmware
FD9167-HT-v2	1.2003.33.01g and above
FD9367-EHTV-v2	1.2003.33.01g and above
IB9367-EHT-v2	1.2003.33.01g and above

More cameras will come with this Wi-Fi feature.

### 4. Step-by-Step Guide:.

#### 4-1. Using the iViewer

Check the following:

1. Supported camera with the correct firmware.
2. Wi-Fi dongle
3. Micro USB OTG adapter cable (Micro USB male to USB female)
4. A smart phone with the iViewer app.

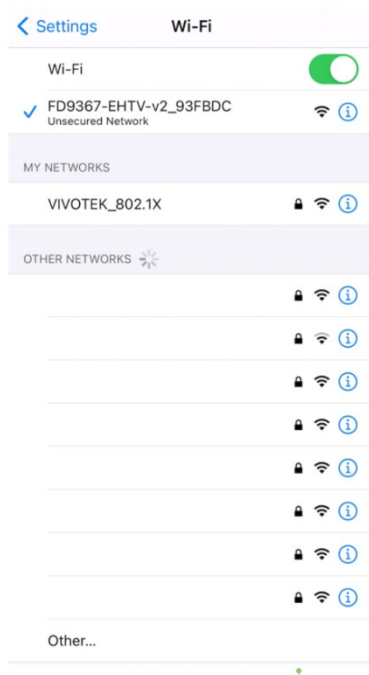
Steps:

1. Power on the VIVOTEK camera.
2. Install a Wi-Fi dongle to the camera using a Micro USB OTG adapter.
3. VIVOTEK's camera will automatically configure the Wi-Fi dongle into the AP mode.
4. The Wi-Fi dongle will start broadcasting the SSID, e.g., FD9367-EHTV-v2\_85C057 (mode name\_last 6 digits of MAC address). The SSID can be found on the Wi-Fi device list.
5. Download or launch the iViewer utility via the APP store or Google Play.

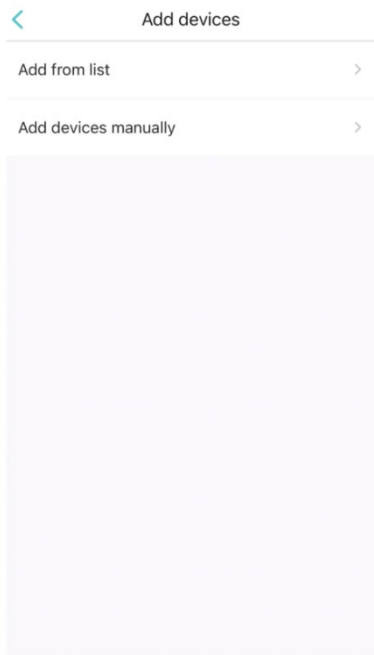
6. Configure your smart phone > Settings > Turn off Cellular data.



7. Connect VIVOTEK camera from your smart phone or laptop.



8. From iViewer, enter Add devices > Add from list > Select camera > Login.



9. You should be able to see the live streaming and perform camera view adjustment or use a laptop for further image settings.
10. Remove Wi-Fi dongle and install the top cover or access panel for waterproofing.

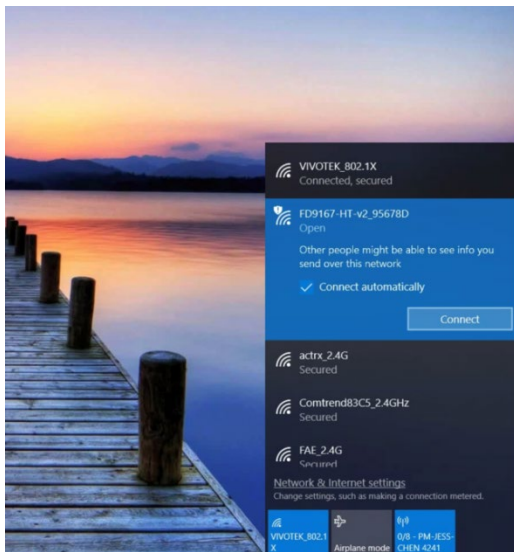
## 4-2. Using the Shepherd utility

Check the following:

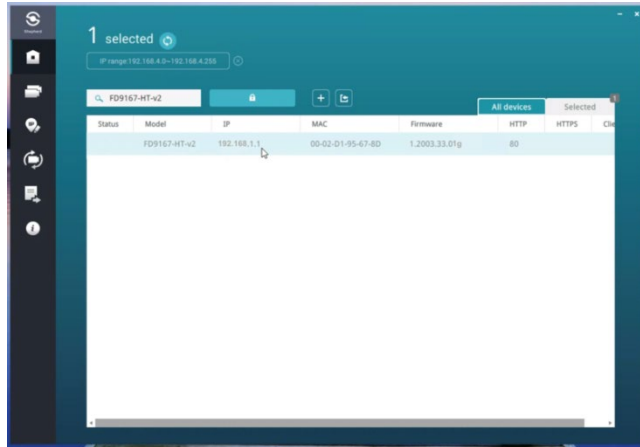
1. Supported camera with the correct firmware.
2. Wi-Fi dongle
3. Micro USB OTG adapter cable (Micro USB male to USB female)
4. A smart phone with the iViewer app.

Steps:

1. Power on the VIVOTEK camera.
2. Install a Wi-Fi dongle to the camera using a Micro USB OTG adapter
3. VIVOTEK's camera will automatically configure the Wi-Fi dongle into the AP mode.
4. The Wi-Fi dongle will start broadcasting the SSID, e.g., FD9367-EHTV-v2\_85C057 (mode name\_last 6 digits of MAC address). The SSID can be found on the Wi-Fi device list.



5. Download or launch the Shepherd utility from VIVOTEK's website. Find the VIVOTEK camera, and double clicks on it to open a web console. You can also manually enter its IP address on an IE or Chrome browser.



6. Connect VIVOTEK camera from your laptop.
7. You should be able to see the live streaming and perform camera view adjustment or use a laptop for further image settings.
8. Remove Wi-Fi dongle and install the top cover or access panel for waterproofing.

## Q&A

1. Do I need to set up Wi-Fi settings?  
No. VIVOTEK camera has an embedded driver for Wi-Fi dongle and will configure Wi-Fi settings automatically.
2. Can I configure Wi-Fi settings?  
No. There are no configurable Wi-Fi settings in camera firmware. This feature is designed for camera initial installation.
3. Can multiple users access the same camera via Wi-Fi?  
Yes, this feature allows 3 simultaneous connections.
4. Can I access multiple VIVOTEK cameras at the same time?  
A typical Wi-Fi dongle is an indoor point-to-multipoint arrangement, i.e. one smart phone or laptop can only connect and access one VIVOTEK camera at the same time.
5. How far does the Wi-Fi signal reach?  
The supported Wi-Fi dongle uses IEEE802.11n channel 6 and operate son the traditional 2.4 GHz band which ideally may reach up to 50 m or less (150 ft.) indoors and 100 m or less (300 ft.) outdoors. The actual performance varies according to devices and surrounding areas. The suggested distance between VIVOTEK camera and smart phone or laptop is less than 50 m (150 ft.).

6. What will happen when my smart phone or laptop has Wi-Fi connection to VIVOTEK camera?

You will be unable to access the Internet until you change to other Wi-Fi or cellular network.

7. What is the supported browser?

VIVOTEK cameras support Internet Explorer 10 or 11 and Chrome 58.0 or above version.

8. Can I connect to VIVOTEK camera via a secure connection 443 port via supported browser?

Yes, you can connect to VIVOTEK camera via secure connection 443 port via supported browser if you have already enabled HTTPS function on Camera Webpage > Configuration > Security > HTTPS.

9. How can I manually add VIVOTEK camera via the iViewer?

Manually input the fixed Wi-Fi IP address 192.168.1.1 of VIVOTEK camera in iViewer. If your local network already has a 192.168.1.X, then try 172.16.1.1. If your local network is 172.16.1.X, then try 10.0.1.1.



# Troubleshooting

## 1. I cannot find VIVOTEK camera using the iViewer

If you have already checked the hardware compatibility, please try the methods below:

- Please make sure you have already turned off the cellular of your smart phone.
- For iPhone users, iViewer running on iOS 14 will not be able to search VIVOTEK camera. Please wait for new version of iViewer release in 2021 September and add VIVOTEK camera manually with fixed IP address 192.168.1.1. If your ethernet IP address is 192.168.1.X, then please re-plug the Wi-Fi dongle again and try 172.16.1.1.

## 2. I'm unable to add VIVOTEK camera using iViewer, please try below methods:

- Please avoid using HTTPS 443 port. Instead, use the default HTTP 80 port in Viewer.
- Please make sure you input the account and password correctly

## 3. Shepherd shows VIVOTEK camera with strange IP address 169.254.X.X

- Please wait until the booting process of VIVOTEK camera has fully completed.
- Please download the official firmware from official website and upgrade the firmware.
- After upgrading, the fixed IP address should be 192.168.1.1 or 172.16.1.1 or 10.0.1.1.

## 4. How do I know if Micro USB port has broken?

If you don't see the LED light of Wi-Fi dongle flashing on and off and you are sure Wi-Fi dongle is working normally. You can use your laptop to check its integrity. If the dongle works well on your laptop, then Micro USB port might have been ineffective. Please contact your regional technical or RMA support.