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

Best : No Obstacle Distance < 50 feet		**< 50 feet**
Normal : Obstacle between them		
Bad : Obstacle near Router		
Bad : Obstacle near Cam		
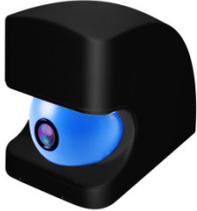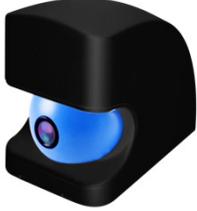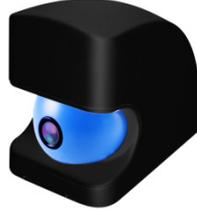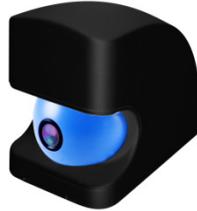
Streaming Quality Test

- 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.

- **LAN(Local Area Network)**

WiFi   WiFi

Download > 2Mbps   Upload > 2Mbps
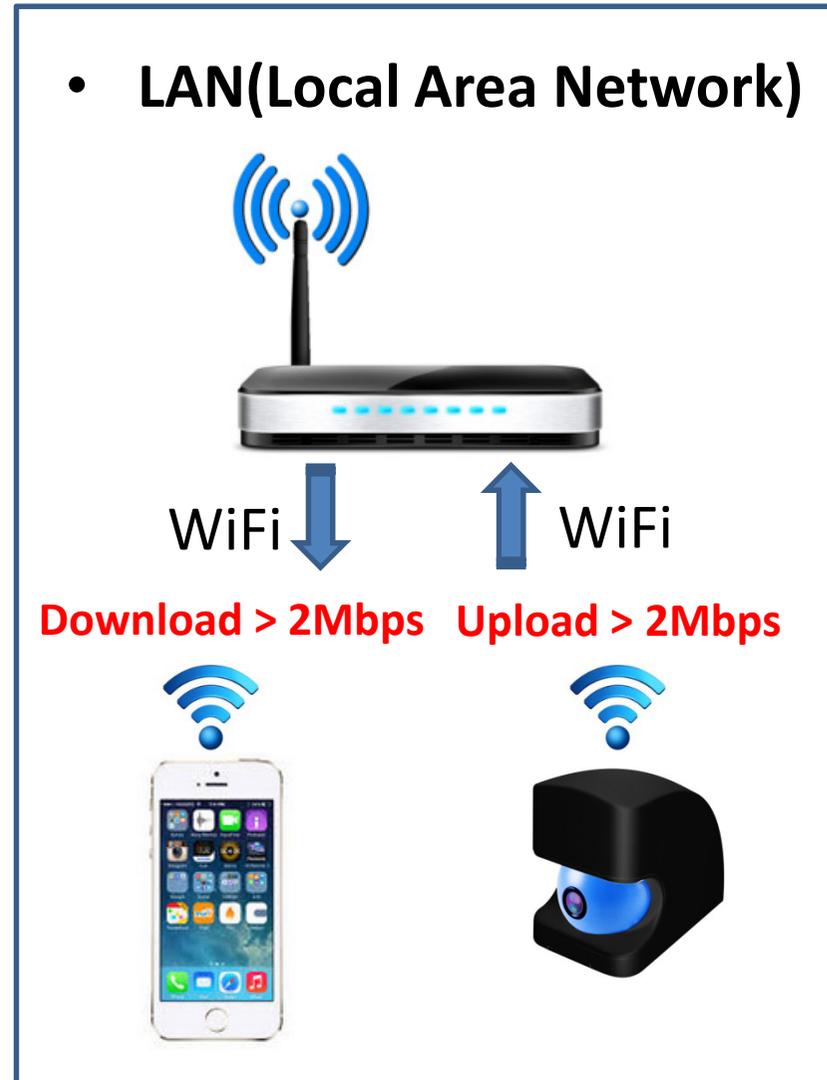
WiFi Signal Test from CAM to Router

- **Download "Net Analyzer Lite" APP**

- **LAN scan to search the CAM IP**
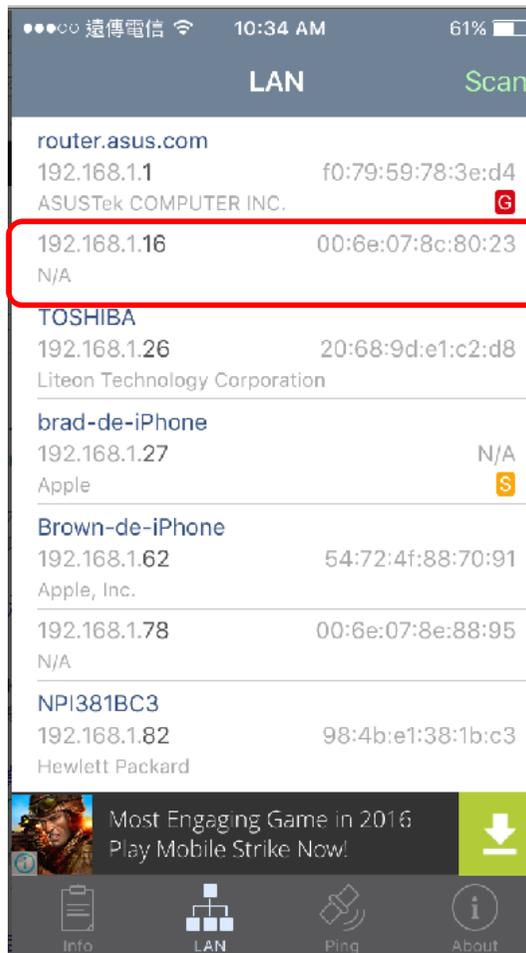
- **Ping the IP < 300 ms, no speed decay by WiFi**
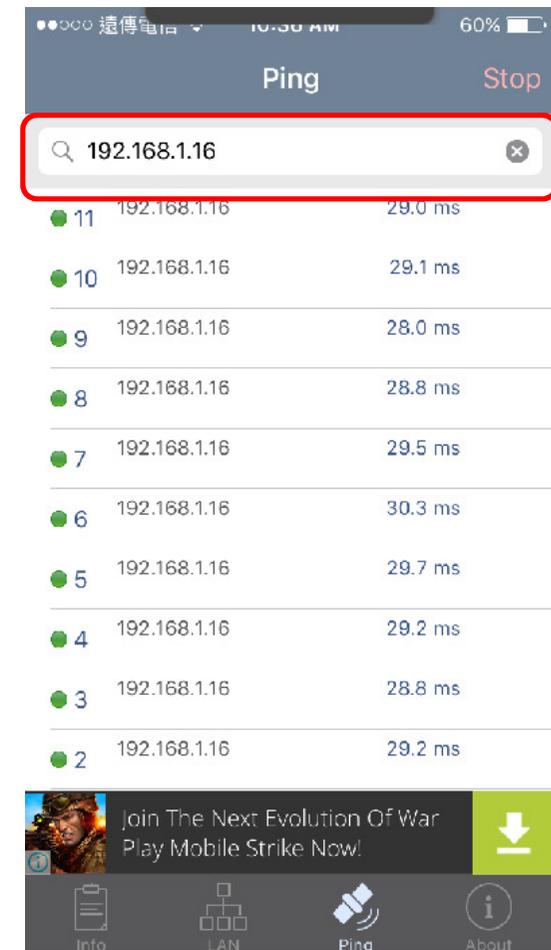
LAN and WAN Test(WAN)

- 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).

- **WAN(Wide Area Network)**

ISP : Upload > 2Mbps

Cloud

3G/4G/WiFi
Download > 2Mbps

WiFi
Upload > 2Mbps
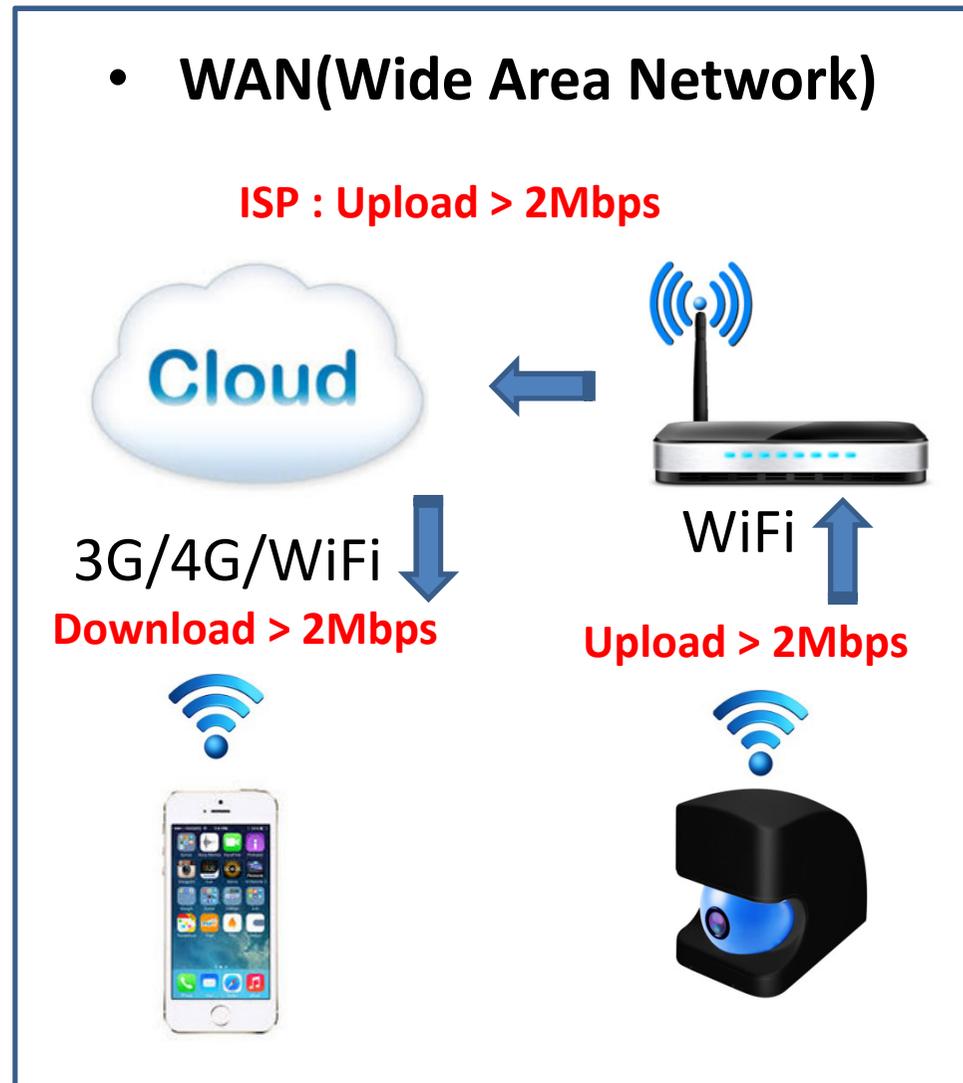
ISP Speed test(Internet)

- Please download the APP "OOKLA".

- For best quality smooth streaming, it's best to have the **"upload speed" more than 2Mbps.**