2GIG-CAM-100W

INDOOR Wi-Fi IP CAMERA 1.3MP

INSTALLATION INSTRUCTIONS

Contents
1—2GIG Indoor IP Wi-Fi Camera
1—10' Power Cable
1—3" Support CD with Documentation & Tools
1—Paper Mounting Template
3—1/4" Mounting Screws and Anchors

Installation Tools Required
• Phillips and Flat Head Screwdrivers
• Electric Drill

PART DESCRIPTION
A. Passive Infrared Motion Sensor (PIR)
B. Infrared Illuminator
C. Photocell
D. Speaker
E. Lens
F. Camera Body
G. Locking Screw
H. Alphanumeric Rotating Shaft
I. Rotating Lock Nut
J. Camera Base

PART NAME
L. NET Indicator
M. POWER Indicator
N. Micro-SD Card Slot
O. WPS button
P. RESET Button
Q. NET Jack
R. DC5V Power Input

PART NAME FUNCTION
L. NET Indicator Lights green during network traffic.
M. POWER Indicator Lights red when camera has power.
N. Micro-SD Card Slot Fits an SD card for recording audio and video.
O. WPS button Press for 5 seconds to initiate WPS.
P. RESET Button Press and hold for 30 seconds to factory reset.
Q. NET Jack Connects to network. (PLS is not supported).
R. DC5V Power Input Connects to plug-in power supply with USB cable.

Camera Power
The camera is powered by the plug-in power supply. PoE power is not supported.
1. Plug the power cord into the camera's power supply input jack (R).
2. Plug the other end of the power cord into an un-switched 120 VAC power outlet.

Camera Network Connection
This IP Wi-Fi camera can connect to the network four different ways. Choose the connection that best suits the installation.

Wireless Wi-Fi Connection to Router
Use either the WPS button or a manual Wi-Fi setup to the camera to the local area network's Wi-Fi router.

Hardwired Connection to Router
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera's NET jack (Q).
2. Plug the other end of the cable into an available port on the local area network's router.

Hardwired Connection to a 2GIG NVR
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera's NET jack (Q).
2. Plug the other end of the cable into a 2GIG NVR.

Hardwired Connection to Power Line Adapters
Power line adapters (PLA) send network traffic for details.

NOTE: Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up a Wi-Fi connection.

Camera Installation

The camera can be installed in one of three positions.

1. Bracket horizontally attached to flat surface
2. Bracket vertically attached to wall
3. Bracket horizontally attached to ceiling

Mounting the Camera
1. Using a flat head screwdriver, pry off the bottom cover of the camera base at three points.
2. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location.
3. Install the screw anchors (included) into the holes. Attach the camera baseplate in the position with the three mounting screws.
4. Snap the camera base over the baseplate.

SD Memory Card
If the camera will be using an SD memory card, insert the card into the SD card slot (N) on the side of the camera.

NOTE: When installing an SD card, make sure that write protect is OFF before mounting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

Smart Phone Applications

For monitoring 2GIG cameras on a smart phone / tablet applications are available on-line.

For Android devices, “2GIG Video” is an application available in the Google Play Store.
For Apple iOS devices, “2GIG Video” is an application available in the Apple App Store.

Installing the 2GIG Video Application

1. Go to the on-line store compatible with the smart phone or tablet and download the 2GIG Video app.
2. Click on INSTALL. Wait for the installation on the device.
3. Click on OPEN. The application should launch.

See Section 7 or Section 8 on the reverse side of this sheet for details on adding and viewing 2GIG cameras with each application.
Camera Installation

The camera can be installed in one of three positions.
A. Bracket horizontally attached to flat surface
B. Bracket vertically attached to wall
C. Bracket horizontally attached to ceiling Mounting the Camera

1. Using a flat head screwdriver, pry off the bottom cover of the camera base at three points.
2. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location. Pay attention to the top hole location making sure the camera is in the orientation desired. Drill three 1/4” holes.
3. Install the screw anchors (included) into the holes. Attach the camera baseplate in the place with the three mounting screws.
4. Snap the camera base over the baseplate.
5. Use the locking screw (N) and the rotating locknut (L) to set the camera to the desired angle and view.

SD Memory Card
If the camera will be using an SD memory card, insert the card into the SD card slot (N) on the side of the camera. 

NOTE: When installing an SD card, make sure that write protect is OFF before mounting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

Camera Power
The camera is powered by the plug-in power supply. PoE power is not supported.
1. Plug the power cord into the camera’s power supply input jack (P).
2. Plug the other end of the power cord into the plug in power supply.
3. Plug the power supply into a 120 VAC power outlet.

Camera Network Connection

The IP Wi-Fi camera can connect to the network four different ways. Choose the connection that best suits the installation.

Wireless Wi-Fi Connection to Router
Use either the WPS button or a manual Wi-Fi setup to the camera to the local area network’s Wi-Fi router.
NOTE: Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up a Wi-Fi connection.

Hardwired Connection to Router
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera’s NET jack (Q).
2. Plug the other end of the cable into an available port on the local area network’s router.

Hardwired Connection to a 2GIG NVR
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera’s NET jack (Q).
2. Plug the other end of the cable into an available port on the 2GIG NVR.

Hardwired Connection to Power Line Adapters
Power line adapters (PLA) send network traffic through the installations 120 VAC wiring.
NOTE: Power Line Adapters need to be “synced” with each other before use. Refer to the PLA instructions for details.

Hardwired Connection to a 2GIG NVR
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera’s NET jack (Q).
2. Plug the other end of the cable into a PLA.
3. Plug the adapter into a power outlet.
4. Plug one end of another Cat5 (Cat-5e or Cat-6) cable into another PLA. Plug the adapter into a power outlet.
5. Plug the other end of the cable into an available router port or 2GIG NVR camera port.

Smart Phone Applications
Using monitoring 2GIG cameras on smart phone / tablet applications are available on-line.
- For Android devices, “2GIG Video” is an application available in the Google Play Store.
- For Apple iOS devices, “2GIG Video” is an application available in the Apple App Store.
Installing the 2GIG Video Application

1. Go to the on-line store compatible with the smart phone or tablet and downloaded the 2GIG Video app.
2. Click on INSTALL. Wait for the installation on the device.
3. Click on OPEN. The application should launch.

See Section 7 or Section 8 on the reverse side of this page for details on adding and viewing 2GIG cameras with each application.

2GIG-CAM-100W
INDOOR Wi-Fi IP CAMERA 1.3MP

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1—10’ Power Cable
1—Support CD with Documentation & Tools
1—Paper Mounting Template
3—1/4” Mounting Screws and Anchors

Installation Tools Required
• Phillips and Flat Head Screwdrivers
• Electric Drill

PART NAME FUNCTION
L NET Indicator Lights green during network traffic
M POWER indicator Lights red when camera has power
N Micro SD Card Slot Fits an SD card for recording audio and video
O WPS button Wi-Fi Protected Setup Press for 5 seconds to initiate WPS
P RESET Button Press and hold for 30 seconds for factory reset
Q NET Jack Connects to network. (PoE is not supported)
R DC5V Power Supply Connects to plug-in power supply with USB cable

PART DESCRIPTION
A Passive Infrared Motion Sensor (PIR)
B Infrared Illuminator
C Photo sensor
D Speaker
E Phone
F Lens
G Speaker
H Locking Screw
I Mounting Shaft
J Rotating Lock Nut
K Camera Base

Camera Features

Figure 1. Camera Contents

Figure 2. Camera Front/Side Features

Figure 3. Camera Rear Features

Figure 4. Camera Mounting Options

Figure 5. Prying Off Camera Base

Figure 6. Positioning Drill Template

Figure 7. Installing Camera Base to Surface

Figure 8. Camera View Adjustments

Figure 9. Camera Power Connection

Figure 10. Wi-Fi Connection to Router

Figure 11. Hardwired Connection to NVR

Figure 12. Power Line Adapter Connection

Figure 13. Power Line Adapter Connection

Figure 14. Android App in Play Store

Figure 15. iOS App in Apple Store

Printed Instructions: INSTALL SHEET 2GIG-CAM-100W VIN 160106X9331 BLACK MATERIAL: 20# MEAD BOND SIZE: 11.000” X 17.000” SCALE: 1-1 SIDE 1 OF 2
2GIG-CAM-100W
INDOOR Wi-Fi IP CAMERA 1.3MP

INSTALLATION INSTRUCTIONS

Contents
1—2GIG Indoor Wi-Fi Camera
1—10’ Power Cable
1—Plug-in Power Supply
1—3” Support CD with Documentation & Tools
1—Paper Mounting Template
3—1/4” Mounting Screws and Anchors

Installation Tools Required
• Phillips and Flat Head Screwdrivers
• Electric Drill

PART NAME FUNCTION
L NET Indicator Lights green during network traffic
M POWER indicator Lights red when camera has power
N Micro-SD Card Slot Fits an SD card for recording audio and video
O WPS button (Wi-Fi Protected Setup) Press for 5 seconds to initiate WPS
P RESET Button Press and hold for 30 seconds to factory reset
Q NET Jack Connects to network. (POE is not supported)
R DC5V Power input Connects to plug-in power supply with USB cable

Camera Installation
The camera can be installed in one of three positions.
A. Bracket horizontally attached to flat surface
B. Bracket vertically attached to wall
C. Bracket horizontally attached to ceiling Mounting the Camera
1. Using a flat head screwdriver, pry off the bottom cover of the camera base at three points.
2. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location.
3. Install the camera horizontally by placing the template in the desired orientation. Snap the camera base over the baseplate.
4. Use the locking screw (N) and the rotating locknut (J) to set the camera to the desired angle and view.

SD Memory Card
If the camera will be using an SD memory card, insert the card into the SD card slot (N) on the side of the camera.
NOTE: When installing an SD card, make sure that write protect is OFF before mounting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

Camera Power
The camera is powered by the plug-in power supply. POE power is not supported.
1. Plug the power cord into the camera’s power supply input jack (R).
2. Plug the other end of the power cord into the plug-in power supply.
3. Plug the power supply into a 120 VAC power outlet.

Camera Network Connection
The IP Wi-Fi camera can connect to the network using four different ways. Choose the connection that best suits the installation.

Wired Wi-Fi Connection to Router
Use either the WPS button or a manual Wi-Fi setup to the camera to the local area network’s Wi-Fi router.
NOTE: Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up a Wi-Fi connection.

Hardwired Connection to Router
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera’s NET jack (Q).
2. Plug the other end of the cable into an available port on the local area network’s router.

Hardwired Connection to Power Line Adapters
1. Plug one end of another Cat5 (Cat-5e or Cat-6) cable into another PLA. Plug the adapter into a power outlet.
2. Plug the other end of the cable into another PLA. Plug the adapter into a power outlet.

Hardwired Connection to NVR
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera’s NET jack (Q).
2. Plug the other end of the cable into a PLA.

Hardwired Connection to Power Line Adapters
1. Plug one end of another Cat5 (Cat-5e or Cat-6) cable into another PLA. Plug the adapter into a power outlet.
2. Plug the other end of the cable into another PLA. Plug the adapter into a power outlet.

Smart Phone Applications
For monitoring 2GIG cameras, two smartphone / tablet applications are available on-line.
• For Android devices, “2GIG Video” is an application available in the Google Play Store.
• For Apple iOS devices, “2GIG Video” is an application available in the Apple App Store.

INSTALL INSTR SHEET 2GIG-CAM-100W; P/N: 10004379 X20; INK: BLACK; MATERIAL: 20# MEAD BOND; SIZE: 11.000” x 17.000”; TOLERANCE ± .125”; SCALE: 1-1; SIDE 1 OF 2

Figure 1.
Figure 2.
Figure 3.
Figure 4.
Figure 5.
Figure 6.
Figure 7.
Figure 8.
Figure 9.
Figure 10.
Figure 11.
Figure 12.
Figure 13.
Figure 14.
Figure 15.

2GIG Video Monitor Security & Control
2GIG Video mobile application to connect to your 2GIG IP Cameras

Install on the App Store
Available on Google Play

Use this app to connect to 2GIG IP Cameras.
• Wireless video anywhere (requires Wi-Fi or Internet connection)
• HD 720P (or 1080P) Real-time video
• Configure video options
• Easy-to-use
Figure 1. Camera Contents

Figure 2. Camera Front/Side Features

Figure 3. Camera Rear Features

Figure 4. Camera Mounting Options

Figure 5. Prying Off Camera Base

Figure 6. Positioning Drill Template

Figure 7. Installing Camera Base to Surface

Figure 8. Camera View Adjustments

Figure 9. Camera Power Connection

Figure 10. Wi-Fi Connection to Router

Figure 11. Hardwired Connection to NVR

Figure 12. Power Line Adapter Connection

Figure 13. Power Line Adapters

Figure 14. Hardwired Connection to Power Line Adapters

Figure 15. iOS App in Apple Store

Figure 16. Android App in Play Store

Camera Power
The camera is powered by the plug-in power supply. PoE power is not supported.
1. Plug the power cord into the camera’s power supply input jack (F).
2. Plug the other end of the power cord into the plug-in power supply.
3. Plug the power supply into a 120 VAC power outlet.

Camera Network Connection
The IP Wi-Fi camera can connect to the network four different ways. Choose the connection that best suits the installation.

Wireless Wi-Fi Connection to Router
Use either the WPS button or a manual Wi-Fi setup to the camera to the local area network’s Wi-Fi router.

NOTE: Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up a Wi-Fi connection.

Hardwired Connection to Router
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera’s NET jack (Q).
2. Plug the other end of the cable into an available port on the local area network’s router.

Hardwired Connection to a 2GIG NVR
1. Plug one end of a Cat5 (Cat-5e or Cat-6) cable into the camera’s NET jack (Q).
2. Plug the other end of the cable into a 2GIG NVR.

Hardwired Connection to Power Line Adapters
Power line adapters (PLA) send network traffic through the installations 120 VAC wiring.

NOTE: Power Line Adapters need to be turned on for details.

Installation Tools Required
• Phillips and Flat Head Screwdrivers
• Electric Drill
• Flat head screwdriver, pry off the bottom cover of the camera base at three points.

Camera Installation
The camera can be installed in one of three positions.
A. Bracket horizontally attached to flat surface
B. Bracket vertically attached to wall
C. Bracket horizontally attached to ceiling

Mounting the Camera
1. Using a flat head screwdriver, pry off the bottom cover of the camera base at three points.
2. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location. Pay attention to the top hole location making sure the camera is in the orientation desired. Drill three 1/4” holes.
3. Install the screw anchors (included) into the holes. Attach the camera base plate in the place with the three mounting screws. Snap the camera base cover over the baseplate.
4. Use the locking screw (Q) and the rotating lock nut (T) to set the camera to the desired angle and view.

SD Memory Card
If the camera will be using an SD memory card, insert the card into the SD card slot (N) on the side of the camera.

NOTE: When installing an SD card, make sure that write protect is OFF before mounting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

PART DESCRIPTION
A. Passive Infrared Motion Sensor (PIR)
B. Infrared Illuminator
C. Photosensor
D. Infrared Illuminator
E. Lens
F. Speaker
G. Camera Body
H. Locking Screw
I. Azimuth rotating Shaft
J. Rotating Lock Nut
K. Camera Base

PART NAME
L. NET Indicator
M. POWER indicator
N. Micro SD Card Slot
O. WPS button
P. RESET Button
Q. NET Jack
R. DC5V Power Input

FUNCTION
L. Lights green during network traffic
M. Lights red when camera has power
N. Fits an SD card for recording audio and video
O. Press for 5 seconds to initiate WPS
P. Press and hold for 10 seconds for factory reset
Q. Connects to network. (PLA is not supported)
R. Connects to plug-in power supply with USB cable

Camera View Adjustments
90°
Android 2GIG Video Application

An Android device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Android device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set up in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup included with the camera for details on setting up router Port Forwarding.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password. (admin/admin)
4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCESS message should be displayed.
6. Press OK.
7. The IP Camera(s) names are displayed.
8. Select a Camera.
9. A video stream view to stream (cameras can send two video streams of different qualities)
   - The camera’s view will be displayed. Option buttons display on the bottom of the screen.
   - Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
   - For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

iOS Application

An Apple device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Apple device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set up in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup included with the camera for details on setting up router Port Forwarding.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Apple App Store, press OPEN.
2. Press AUTO DISCOVERY magnifying glass at the top of the screen.
3. The EXISTING DEVICES screen will display.
4. Click on a camera, then enter the default Username and Password. (admin/admin) then press OK.
5. If the camera’s username and password is OK the camera’s IP address will turn blue.
6. Repeat Steps 5 & 7 for additional cameras.
7. Press the blue IP Camera address to select the camera. A blue check mark will show.
8. Press ADD. The ADD SUCCESS message should be displayed.
9. Press OK.
10. Select a Camera.
   - The camera’s view will be displayed. Option buttons display on the bottom of the screen.
   - Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
   - For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

Camera & Network Software Setup
Refer to the initial IP Camera & 2GIG NVR Software Setup included with the camera for step-by-step details on setting up the initial IP camera and network system settings.

- Determine the camera’s IP address
- Set a static IP address for the camera
- Select a Camera
- Setup the camera’s port numbers
- Setup the router’s Port Forwarding
- Connect to the camera with a browser

After the initial setup, refer to the 2GIG Camera Operation Instructions included on the Support CD for details on all camera settings available.

Audio/Snapshot/Playback Functions
To enable Audio (including bi-directional audio) on the 2GIG IP Cameras, Internet Explorer with an ActiveX plug-in is required. You cannot receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera, browsers.

There are two steps to install ActiveX on Internet Explorer.

1. Click on this link to install or check to refresh the Live Video stream.

2. Click on this link to install ActiveX for Live Video.

Enter the default Username and Password. (admin/admin)

Add 2GIG IP Cameras

There are two steps to install ActiveX on Internet Explorer.

1. Click on this link to use the default Plugin for Live Video.

2. Click on this link to use the default Plugin for Live Video.

Enter the default Username and Password. (admin/admin)

Q: I cannot see video when I am away from my house.
A: When connected to the IP Camera using Flash technology the maximum number of video connections is 2. When connecting to the IP Camera using ActiveX technology, the maximum number of video connections is 10.

Q: How many users can stream video at the same time on the IP Camera?
A: The Wi-Fi IP Camera works on 2.4Ghz compatible N and G networks. It is not supported on 5GHz compatible AC and AE networks.

Q: How many users can stream video at the same time on the IP Camera?
A: The Wi-Fi IP Camera works on 2.4Ghz compatible N and G networks. It is not supported on 5GHz compatible AC and AE networks.

Q: How many users can stream video at the same time on the IP Camera?
A: The Wi-Fi IP Camera works on 2.4Ghz compatible N and G networks. It is not supported on 5GHz compatible AC and AE networks.

Q: What if SD Card format is incorrect?
A: When formatting the SD Card(s) for recording, please perform the following:

1. Connect to the IP Camera using a browser.
2. Open-> Record Directory. Select SD Card and press OK.
3. Click on a camera, then enter the default Username and Password. (admin/admin) then press OK.
4. If the camera’s username and password is OK the camera’s IP address will turn blue.
5. Repeat Steps 5 & 7 for additional cameras.
6. Press the blue IP Camera address to select the camera. A blue check mark will show.
7. Press ADD. The ADD SUCCESS message should be displayed.
8. Press OK.
9. Select a Camera.
   - The camera’s view will be displayed. Option buttons display on the bottom of the screen.
   - Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
   - For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

Security

The 2GIG Video application is designed to be used on the IP Camera.

For technical support in the USA and Canada:
Visit www.2gig.com or dealer.2gig.com technical support hours of operation.

For technical support outside of the USA and Canada:
Contact your regional distributor
Visit www.nortekcontrol.com for a list of distributors in your region

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2GIG

Nortek Security & Control LLC
1950 Camino Vida Roble, Suite 150
Carlsbad, CA 92006-6517 USA
For technical support in the USA and Canada:
Dial: 855-2GIG-TECH (855-244-4832)
Email: 2gigtechsupport@nortek.com
Visit www.2gig.com or dealer.2gig.com technical support hours of operation
For technical support outside of the USA and Canada:
Contact your regional distributor
Visit www.nortekcontrol.com for a list of distributors in your region

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Camera & Network Software Setup
Refer to the Initial IP Camera & 2GIG NVR Software Setup with included camera for step-by-step details on setting up the initial camera and network settings.

- Determine the camera’s IP address
- Set a static IP address for the camera
- Setup the camera’s port numbers
- Setup the router’s Port Forwarding
- Connect to the camera with a browser
After the initial setup, refer to the 2GIG Camera Operation Instructions included on the Support CD for details on all camera settings available.

Audio/Snapshot/Playback Functions
To enable Audio (including bi-directional audio) on the 2GIG IP Cameras, Internet Explorer with an ActivX plug-in is required. You cannot receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera, browsers.

Two steps are there to install ActivX on Internet Explorer.

Internet Explorer Security Tab
1. Access this menu in Internet Explorer through the tools -> internet options menu.
2. Click on the security tab. Click trusted sites. Click sites.
3. Enter the IP address of the IP Camera.
4. Click close.
5. Click custom level.
6. Scroll down to download signed activx controls. Download unsigned activx controls.
7. Set both of these options to prompt. Click ok.
8. Click ok to save changes.

Installing ActivX Control
1. With the Internet Explorer Web browser, login to the Live Video screen of the IP Camera.
2. Click on the link “click here to use short delay plugin for Live Video.” Click install on the prompt that appears. Live video with audio in control/Snapshot/Playback should work on the tab.

Maximum Video streams supported
The IP Cameras will support Flash and ActivX technology for video streaming. 10 concurrent video streams are supported when using the 2GIG Video app on a mobile device.

2GIG Video Troubleshooting
Q: I cannot see the IP Camera on my network.
A: Make sure that the IP Camera’s LAN connection is set to DHCP. Ensure that the power supply is plugged into the wall. On the back of the 2GIG-CAM-300P IP Camera, the Power LED should be red. Ensure that the network cable is connected to the network/switch on the Local Area Network. If using Wi-Fi, ensure that router supports Wi-Fi and is active when a device is being added.

Q: How long does it take to update the firmware?
A: The latest versions of the 2GIG Video app require high amounts of data to be processed.

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A: The latest versions of the 2GIG Video app require high amounts of data to be processed.
Android 2GIG Video Application

An Android device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Android device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set up in the router. Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for details on setting up router Port Forwarding.

Adding 10 IP Cameras

1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password. (admin / admin)
4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCEED message should be displayed.
6. Press SELECT. The IP Camera(s) names are displayed.
7. Select a Camera.
8. A video stream to view (stream can send two video streams of different quality) is displayed. The camera’s view will be displayed. Option buttons display on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
9. For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

iOS Application

An Android device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Android device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set up in the router. Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for details on setting up router Port Forwarding.

Adding 10 IP Cameras

1. After downloading the 2GIG Video app from the Google Play store, press OPEN.
2. Press AUTO DISCOVERY magnifying glass at the top of the screen. The EXISTING DEVICES screen will display.
3. Press AUTO DISCOVERY, then SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The IP addresses of the camera(s) discovered will be listed.
4. Click on a camera, then enter the default Username and Password. (admin / admin) then press OK.
5. If the camera’s username and password is OK the camera’s IP address will turn blue.
6. Repeat Steps 5 & 7 for additional cameras.
7. Press the blue camera IP address to select the camera. A blue check mark will show.
8. Press ADD. The ADD SUCCEED message should be displayed. Press OK.
9. Press the HOME icon. Press the x sign to display the available cameras.
10. Select a Camera.

The camera’s view will be displayed. Option buttons display on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.

For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

Camera & Network Software Setup refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up the initial IP camera and network settings. • Determine the camera’s IP address • Set a static IP address for the camera • Setup a DNS Server • Setup the camera’s port numbers • Setup the router’s Port Forwarding • Connect to the camera with a browser

After the initial setup, refer to the 2GIG Camera Operation Instructions included on the Support CD for details on all camera settings available.

Audio/Snapshot/Playback Functions

To enable Audio (including bi-directional audio) on the 2GIG IP Cameras, Internet Explorer with an ActiveX plug-in is required. You cannot receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera browsers.

There are two steps to install ActiveX on Internet Explorer:

Internet Explorer Security Tab

1. Access this menu in Internet Explorer through the tools -> internet options menu.
2. Click on the security tab. Click trusted sites. Click sites.
3. Enter the IP Address of the IP Camera.
4. Click close.
5. Click custom level.
6. Scroll down to download signed ActiveX controls. download unsigned ActiveX controls.
7. Set both of these options to prompt. Click ok.
8. Click ok to save changes.

Installing ActiveX control:

1. With the Internet Explorer Web Browser, login to the Live Video screen of the IP Camera.
2. Click on the link “click here to use short delay plugin for Live Video.” Click install on the prompt that appears. Live video with Audio Controls/Snapshot/Playback should work on the tab.

Maximum Video streaming supported

The IP Cameras support Flash and ActiveX technology for video streaming. 10 concurrent video streams are supported over ActiveX, two streams are supported with Flash.

2GIG Video Troubleshooting

Q: I cannot see the IP Camera(s) on my network.
A: Make sure that the IP Camera(s) are installed on. Ensure that the power supply is plugged into the wall. On the back of the 2GIG-CAM-200P IP Camera, the Power LED should be red. Ensure that the network cable is connected to the network switch on the Local Area Network. If using WPS, ensure that router supports WPS, and is active when swiping wirelessly with the IP Camera. Pressing a tablet or smart phone to detect the IP Camera, make sure the mobile device is on the same network as the IP Camera(s).

Q: The image is not clear or not at all.
A: A filter can create glare, fog, or a smudge or moisture left from fingerprints. Wipe down with a non-abrasive towel. Also make sure that objects below the angle of the IP Camera. Check the Sensor Setting in the IP Camera to verify the image position option is set. Make sure the IP Camera is not fogged or blocked. The WDR feature of the IP Cameras may need to be disabled when the IR LEDs are off.

Q: I cannot see video when I am away from my house.
A: The ports needed to see the video from a mobile device are Port 20004/20005. Port forwarding must be set up in the router. (use both 20004/20005 for the product option in the third forwarding section of the router.) When registering the device on the 2GIG Video app, the IP address will be needed from the router. The Table IP Address can be found at the home router.

Q: I cannot view multiple high resolution video streams on my mobile device.
A: High resolution streams require high amounts of data to be processed in real time. The application and mobile device are not made to handle high resolution streams on how many high resolution streams can be processed.

Q: How do I format the SD card for recording?
A: Insert the SD Card into the IP Camera(s). Refer to the installation manual for the exact location of the SD Card slot(s) on the IP Camera(s). Default User Name and Password is admin. Navigate to Device Configuration > Record Configuration > Record Directory. Add SD Card and press the Format button.

Q: What if 2GIG formatting does not work?
A: Remove the SD Card and format it to another device such as a PC. For Camera that supports SD cards. After formatting, reinstall the 2GIG IP Camera(s) and format the card again in the IP Camera(s). Note that the 2GIG SD Format needs to be used.

Q: What type of Wi-Fi networks are supported?
A: The Wi-Fi IP Camera works on 2.4Ghz compatible N and G technology for video streaming. 10 concurrent video streams are supported over AC networks.

Q: How many users can stream video on the same time on the IP Camera(s)?
A: When connected to the IP Camera using flash technology the maximum number of video connections is 2. When connected to the IP Camera using ActiveX technology, the maximum number of video connections is 10.

Q: How long does it take to install the 2GIG Camera(s) on the IP Camera?
A: The user interface is designed to install the IP Camera(s) as quickly as possible. The firmware update process can take between 5 and 25 minutes for both wired and wireless installations.

Regulatory Information

This device complies with FCC Part 15 Rules and Regulations. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Class A equipment is not suitable for use in a domestic environment. This equipment complies with the requirements of the Council Directive on the harmonisation of the laws of the Member States relating to the electromagnetic compatibility of electronic equipment designed to be operated in domestic environments. This equipment is in compliance with the low voltage directive referred to in the Council Directive on the harmonisation of the laws of the Member States relating to the safety of electrical equipment designed for use within certain prescribed voltage limits. The manufacturer is not responsible for any interference caused by unauthorised modifications not expressly approved by Nortek Security & Control LLC. It is the responsibility of the user to correct interference caused by such unauthorised modifications.

Limited Warranty

Nortek Security & Control LLC warrants to the original consumer purchaser of this product that the product is free from defects in material and workmanship under normal use for a period of two years from the original date of sale to the consumer purchaser. Nortek Security & Control LLC is not responsible for any consequential damages caused by or related to this product. Nortek Security & Control LLC does not extend any warranty to consumers. Consumers should consult the owner's manual and the limitation of liability, warranty, and disclaimers applicable to the product in question.

No warranties express or implied of any kind, are made by Nortek Security & Control LLC with respect to the product, its quality, performance, merchantability, or fitness for any particular purpose. Nortek Security & Control LLC shall not be liable for any loss, damage or claim of any kind, including special, indirect, or consequential loss, arising out of the use of the product. Nortek Security & Control LLC reserves the right to change the product at any time without notice.

Q: What type of SD cards are supported?
A: High res solutions require high amounts of data to be processed in real time. The application and mobile device are not made to handle high resolution streams on how many high resolution streams can be processed.

Nortek Security & Control LLC
1950 Camino Vida Roble, Suite 150
Carlsbad, CA 92008-6517 USA

For technical support in the USA and Canada:
Dial: 855-2GIG-TECH (855-244-4832)
Email: 2gigtechsupport@nortek.com
Visit www.2gig.com or dealer.2gig.com technical support hours of operation
For technical support outside of the USA and Canada:
Contact your regional distributor
Visit www.nortekcontrol.com for a list of distributors in your region

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1004679X 420

PRINTED INSTRUCTIONS:
INSTALL INSTRUCTIONS: 2GIG-CAM-1000 (PGY) 1830673X 300X BLACK: MATERIAL: 250GSM CARD BOARD: SIZE: 210X 105MM X 17 X 1MM ’TOLERANCES’:+ 18% OF SCALE: + 1-2MM OF 0.2
Android 2GIG Video Application

An Android device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Android device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network, that the camera(s) are installed on, Port Forwarding must be set up in the router. Refer to the Initial IP Camera & 2GIG NVR Software Setup included with the camera for step-by-step details on setting up the initial camera and network connection.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password.
4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCESS message should be displayed.
6. Press the Online Device List button.
7. Select a Camera.
8. Select a video stream to view (camera can send two video streams of different quality)
9. The camera’s view will be displayed. Option buttons are displayed on the top of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
For more details on using the app, refer to the app’s built-in help instructions accessed through the setup icon.

iOS Application

An iOS device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Apple device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set up in the router. Refer to the Initial IP Camera & 2GIG NVR Software Setup included with the camera for details on setting up router Port Forwarding.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Apple store, press OPEN.
2. Press AUTO DISCOVERY magnifying glass at the top of the screen. The EXISTING DEVICES screen will display.
3. Press AUTO DISCOVERY, then SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The IP addresses of the camera(s) discovered will be listed.
4. Click on a camera, then enter the default Username and Password. (admin / admin) then press OK.
5. If the camera’s username and password is OK the camera’s IP address will turn blue.
6. Repeat Steps 2 & 7 for additional cameras.
7. Press the blue IP camera address to select the camera. A blue check mark will show.
8. Press ADD. The ADD SUCCESS message should be displayed.
9. Press OK.
10. Select a Camera.

The camera’s view will be displayed. Option buttons are displayed on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
For more details on using the app, refer to the app’s built-in help instructions accessed through the setup icon.

Camera & Network Software Setup

Refer to the Initial IP Camera & 2GIG NVR Software Setup included with the camera for step-by-step details on setting up the initial camera and network connection.

- Determine the camera’s IP address
- Set a static IP address for the camera
- Setup optional 2DNS Server
- Connect the camera to a router
- Connect to the camera with a browser
After the initial setup, refer to the 2GIG Camera Operation Instructions included on the Support CD for details on all camera settings available.

Audio/Snapshot/Playback Functions

To enable Audio (including bi-directional audio) on the 2GIG IP Cameras, Internet Explorer with an ActiveX plug-in is required. You cannot receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera, or browsers.
There are two steps to install ActiveX on Internet Explorer.
1. Internet Explorer Security Tab
   1. Access this menu in Internet Explorer through the TOOLS > INTERNET OPTIONS menu.
   2. Click on the SECURITY Tab. Click TRUSTED Sites.
   3. Enter the IP Address of the IP Camera.
   4. Click CLOSE.
   5. Click CUSTOM LEVEL
   6. Scroll down to DOWNLOAD UNINSTALL ACTIVEX CONTROLS. CLICK DOWNLOAD UNINSTALL ACTIVEX CONTROLS
   7. Set both of these options to PROMPT.
   8. Click OK.
   9. Click to Save changes

Installing ActiveX Control
1. With the Internet Explorer Web browser, Login to the Live Video screen of the IP Camera.
2. On the link “Click here to use short delay Plugin for Live Video.” Click INSTALL on the prompt that appears. Live video with Audio Controls/Snapshot/Playback should work on the tab.

Maximum Video streaming supported

The IP Cameras support Flash and ActiveX technology for video streaming. 10 concurrent video streams are supported over ActiveX; two streams are supported with Flash.

2GIG Video Troubleshooting

Q: I cannot see the IP Camera on my network
A: Make sure that the IP Camera is connected to the network. Ensure that the power supply is plugged into the wall. On the back of the 2GIG-CAM-300MP IP Camera, the Power LED should be red. Ensure that the network cable is connected to the network jack on the Local Area Network. If using WiFi, ensure that router supports WiFi and is active when spanning wirelessly with the IP Camera. Placing a tablet or smart phone to detect the IP Camera, make sure the radio icon on the same network as the IP Camera(s).

Q: The Image is not clear at night
A: The IP Camera’s lens may have smudges or moisture left from fingerprints. Wipe down with a non-alcoholic towel. Also make sure that you are viewing on the front of the IP Camera. Check the Sensor Settings in the IP Camera to verify that the Night Vision option is enabled. The Night Vision feature of the IP Camera may need to be disabled when the IP Camera’s LEDs are active.

Q: I cannot see Video when I am away from my house.
A: The video streams require high amounts of data to be processed by mobile devices. The application and mobile device must be on the same WiFi network for the video streams to be processed.

Q: Maximum Video streams supported
A: When connected to the IP Camera using ActiveX technology, the maximum number of video connections is 2. When connected to the IP Camera using ActiveX technology, the maximum number of video connections is 10.

Q: No image display on my mobile device.
A: First set up the application while the Apple device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set up in the router. Refer to the Initial IP Camera & 2GIG NVR Software Setup included with the camera for details on setting up router Port Forwarding.

Q: What if my 2GIG Camera(s) does not have a camera on my network
A: Review the SD Card format or format into another device such as a PC. For Camera that supports 32GB cards. After formatting, review the SD Card into the IP Camera(s) and format the card again in the IP Camera(s). Note that the SD Card format needs to be reset.

Q: What type of WiFi networks are supported?
A: The WiFi IP Camera works on 2.4GHz compatible WiFi routers. It is not supported on 5GHz compatible WiFi routers or with 3G/4G networks.

Q: How many users can stream videos at the same time on the IP Camera?
A: When connected to the IP Camera using Flash technology the maximum number of video connections is 2. When connected to the IP Camera using ActiveX technology, the maximum number of video connections is 10.

Q: How long does it take to set up the IP Camera?
A: The IP Camera Setup is designed to adjust the IP Camera firmware. Note that the firmware update process can take between 5 and 10 minutes for both wired and wireless updates.

Regulatory Information

For technical support outside of the USA and Canada:
For technical support within the USA and Canada:
Visit www.nortekcontrol.com for a list of distributors in your region
Copyright © 2015 Nortek Security & Control LLC
Nortek Security & Control LLC
1950 Camino Vida Roble, Suite 150
Carlsbad, CA 92008-6517 USA
For technical support in the USA and Canada:
Dial: 855-2GIG-TECH (855-244-4832)
Email: 2gigtechsupport@nortek.com
Visit www.2gig.com or dealer.2gig.com technical support hours of operation
For technical support outside of the USA and Canada:
Contact your regional distributor
Visit www.nortekcontrol.com for a list of distributors in your region

Figure 16. Auto Discovery Button

Figure 17. Online Device List

Figure 18. Camera Discovery

Figure 19. Viewing Camera Video

Figure 20. Selecting Auto Discovery

Figure 21. Viewing Camera Video

Figure 22. Search Tool Results

Figure 23. Camera Port Configuration

Figure 24. IE Security Tab

Figure 25. Trusted Sites Setting