

Quick Guide



M Series Camera

 U.S Hotline: +1 3239021978

M.1125.001.E

BB0403

Technical Support

If you encounter any issues while using our products, please feel free to contact us. Our customer support will help you to solve your problems.



Online Customer Support

 : support@jenustech.com

Contents

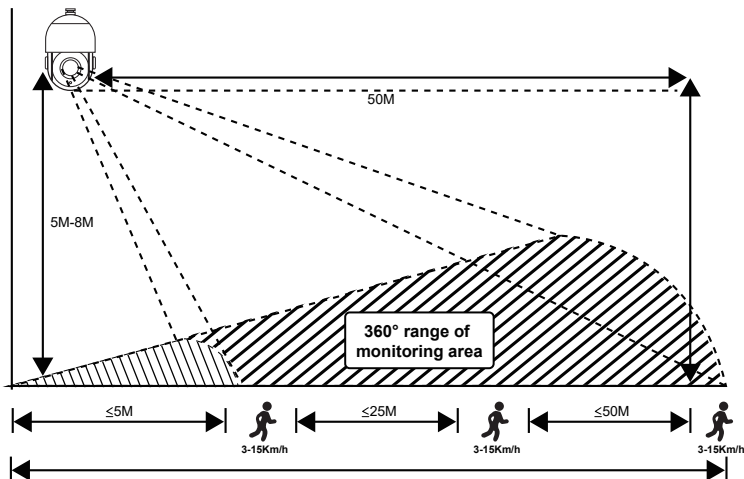
1.Camera Installation.....	01
2.Single Camera Connection.....	02
3.POE NVR Connection.....	03
4.Software Download.....	04
5.Check IP Address Before Connection.....	05
6.VideoLink Quick Guide(PC).....	06
7.Human Tracking Setting(PC).....	07
8.VideoLink Quick Guide(Phone).....	08
9. VideoLink Interface Introduction(Phone).....	10
10.Human Tracking Setting(Phone).....	10
11. FAQs.....	11
12.Activate the Warranty.....	13

Camera Installation

Installation Diagram (For tracking cameras only)

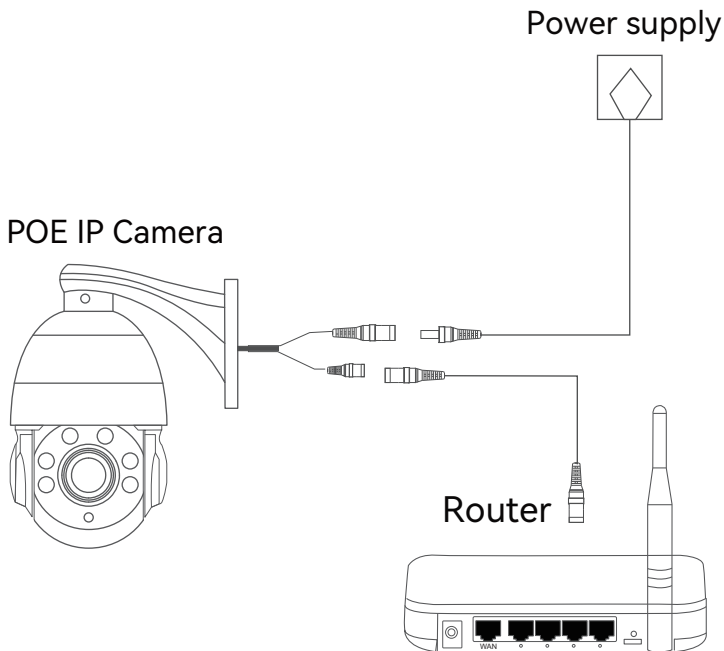
1. Please refer to the schematic diagram to adjust the appropriate installation angle;
2. When multiple targets appear at the same time, the camera will preferentially track the relatively large target;
3. The camera is suitable for border defense, reservoirs, forests, farms and other low-density scenes, which can give full play to the advantages of the product. There is a large flow of people, such as stations and squares, which are not suitable for tracking cameras.

NOTE: If the target distance is less than 3m or more than 50m, the tracking effect will be affected.



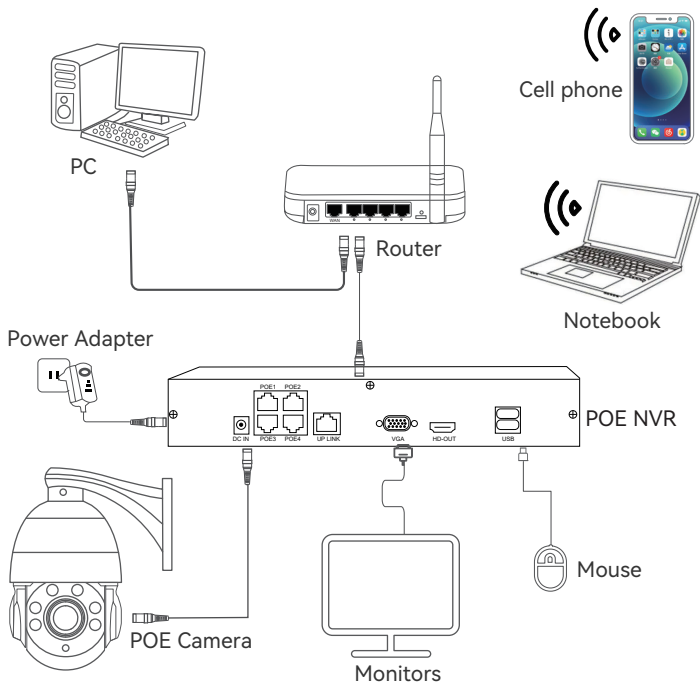
Single Camera Connection

Compatible with Onvif Protocol



POE NVR Connection

- Compatible with 8MP POE NVR which support Onvif protocol
- Compatible with Hikvision POE NVR (Plug&Play)
- Compatible with Dahua POE NVR (Plug&Play)



Software Download

Download website: <https://www.jennov.com/>

Click “Support” → “Download File” → “M-Series”

The screenshot shows the Jennov website interface. At the top, there are language selection buttons: English, Français, Deutsch, 中文, and 日本語. Below these is a navigation bar with links: Hot Deals, Security Camera, Security System, Warranty, and About Us. A red box labeled '1' highlights the 'Support' button. A dropdown menu is open under 'Support', showing options: Contact Us, Set-up Guide, and Download File. A red box labeled '2' highlights the 'Download File' option. Below the dropdown, a row of product categories is shown: EseeCloud (J Series), CamHiPro (T Series), AJCloud (H Series), Jennov (C Series), VideoLink (M Series), and TSEye (F Series). A red box labeled '3' highlights the 'VideoLink (M Series)' category. Below this, the 'Instructions' section is visible, featuring two download cards: 'VideoLink Guide Manual.EN' and 'M Series Quick Guide.EN.202410'. Both cards have a 'Download' button and a 'Preview' button. Below the 'Instructions' section, the 'APP & CLIENT' section is shown, with a 'PC Software' button. A large blue 'V' logo is displayed, and a red box labeled '4' highlights the 'Download Windows version' button.

The client only supports Windows and does not have software for Mac, but you can still view it through a browser on Mac.

Videolink Client Quick Guide 1

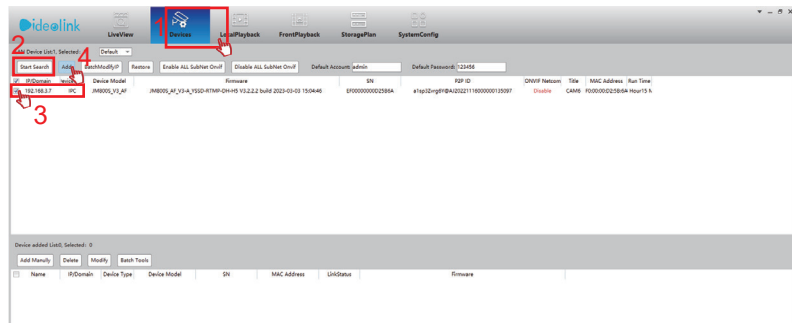
After downloading and running the Videolink, log in to the Videolink and enter User name and Password.



How to add camera?

Click “Devices”→“Start Search”→Select device→“Add”

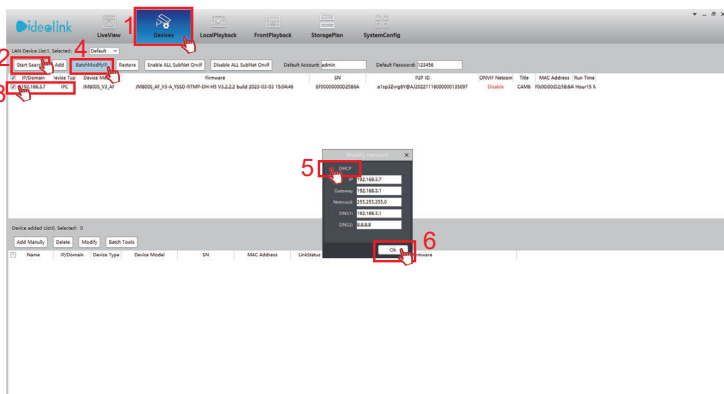
(Please make sure the camera and your router are in the same network segment)



Check IP Address Before Connection

1. Please power on the camera and plug network cable, then run the software “VideoLink” to search the camera IP address.
2. Click “Start Search” to search the camera IP address.
3. Choose the IP and click “Batch Modify IP” .
4. Select “DHCP” .
5. Click “OK” .

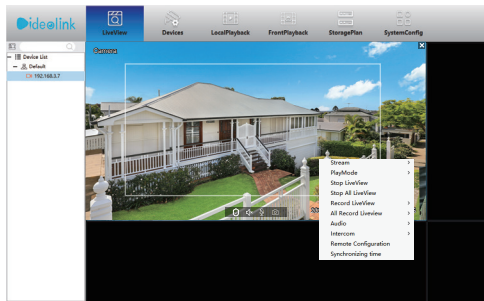
(Please make sure that the camera and your router are in the same network segment)



*If you want to reset your camera, select your device and click "Restore".

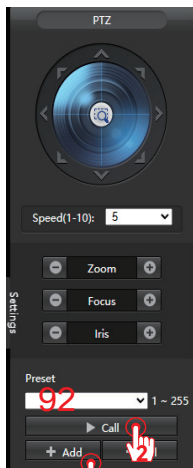
VideoLink Client Quick Guide 2

Click LiveView and then double-click IP address to view. Right click with your mouse to access the menu function.



Stream	>
PlayMode	>
Stop LiveView	
Record LiveView	>
All Record Liveview	>
Audio	>
Intercom	>
Remote Configuration	
Synchronizing time	

Human Tracking Settings



1. Move the camera to the position you want it to return to.
2. Enter "92" and then click **"Add"**.
3. Enter "92" and then click **"Call"**.

After setting up, when the camera completes automatic tracking, it will automatically return to the position you specified.

VideoLink Quick Guide 1

You can search “**VideoLink**” in Google Play or App Store.
Or you can scan the QR code below to download the APP.

Android



iPhone

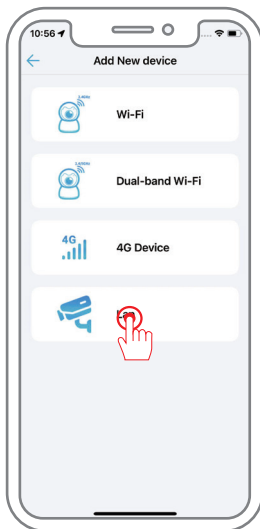
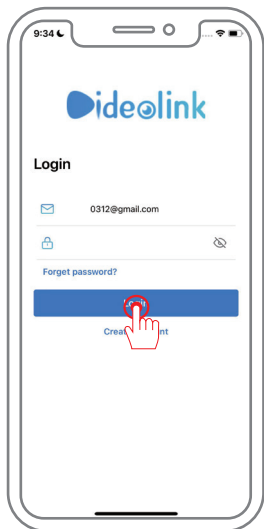


VideoLink

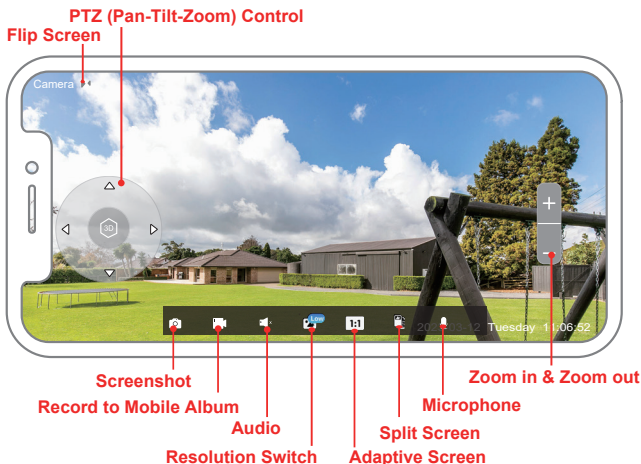


VideoLink Quick Guide 2

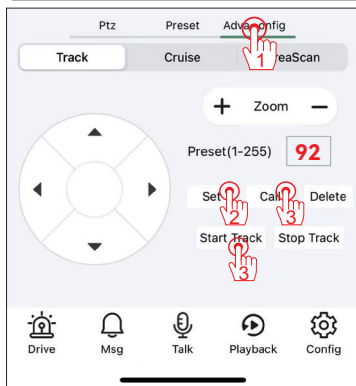
1. Register for a VideoLink personal account.
2. Click on “Add New device” in the middle.
3. Select “Lan” to Scan the QR code on the camera.



VideoLink Interface Introduction



Human tracking settings



1. Click "Advanced Configuration".
2. Move the camera to the position you want it to return to.
3. Enter "92" and then click "Set".
4. Enter "92" and then click "Call" or click "Start Track".

After setting up, when the camera completes automatic tracking, it will automatically return to the position you specified.

Please note that the operation interface of the APP may be different for different models.

FAQS

Q: Are all the functions in the IVS interface supported?

A: In the IVS interface, only human detection is supported (only some dome PTZ cameras support human detection function). If you're not sure, please feel free to consult our customer service team.

Q: Why is my camera showing offline / Internet connected failed on the AjDevTools ?

A: 1. Please download "AjDevTools" from our official website. (<https://www.jennov.com/>). (Support--Download--M-series)
"Start search"→"Batch Reset"→Right-click on your device and select "Login".
2. Check if the camera is powered on—it will perform a self-test movement upon restarting.
3. Replace the network cable connected to the camera. (For testing, a shorter cable is recommended.)

Q: How to connect it to my NVR?

A: (Please be sure to modify the IP address of the camera before connecting the camera.)

1. Download the "AjDevTools" from our official website.
2. Run the software to search the camera IP address. (If the camera IP address does not appear, please check whether the computer and the camera are in the same network segment.)
3. Select IP and click "IP Batch Settings" to modify manually, so that the camera and NVR are in the same network segment.
4. Search camera IP through NVR and add it.

User name: admin

Password: 123456

P.S. Whether the functions of the camera are available depends on the NVR

FAQS

Q: How to add if NVR is Dual IP?

A: 1. Connect the Dual IP NVR to the monitor to check the camera IP address of the NVR port.

2. Download the M-series software "AjDevTools".

3. Connect the camera to your router and run the software on the computer to manually modify the IP address.

If the IP address segment of the camera on the NVR port is 172.0.0. X, you need to manually modify the IP address of the camera to 172.0.0. X.

Note: Do not conflict with the IP of other devices on the LAN.

4. Enter NVR search and add

Troubleshooting:

★★★**NOTE:** Before connecting the NVR, please first confirm whether the IP address of the camera has been manually modified to the same network segment as the NVR, otherwise you cannot watch!

Q: Camera IP cannot be searched after connection:

A: Make sure your NVR is a national standard POE NVR. This camera only supports national standard POE power supply or DC 12V2A power supply. When the camera is normally powered on, it will automatically rotate as a self-check. If there is no rotation self-check, it means that the camera is not powered on.

B: Make sure that the camera and NVR are in the same network segment, otherwise the camera IP cannot be searched. The modification method is as above.

Q: The camera IP is searched and connected successfully, but cannot be viewed:

A: Check whether the protocol in NVR is Onvif. If not, change it to Onvif.

B: The user name and password are incorrect.

Username: admin

Default password: 123456

C: IP conflict with other camera in use.

Warranty Tips

We offer you 12 months free warranty. You can activate your warranty by choosing one of the following methods!

Method 1:

Scan the QR code below to submit a warranty activation application.



Online Customer Support

Method 2:

- (1) Send us an email with the subject line "Warranty Activation".
- (2) Include your order number and order date in the email content.

Note:

Please make sure your order number and email are correct so that we can activate the warranty for you successfully.

Contact us

✉ support@jenustech.com

☎ U.S Hotline: +1 3239021978