Smart HD WiFi Camera
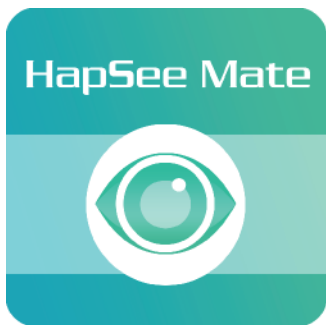
●— User's Guidance —●

HapSee Mate APP

HapSee Mate

Home Monitoring   Baby Caring   Elder Caring   Pet Safeguard   Store Surveillance

Note: Due to the continuous updating of the product and software, there may be a discrepancy between the user manual and the APP interface. All the instructions are subject to the actual operation interface.

V1.3

Table of Contents

Package list

Be sure to use only the accessories recommended by manufacturer. Before installation, please check that all of the components are present. Contact the seller that you purchased from if anything is broken or missing in the package.

- HD wifi camera X 1
- Power plug X 1
- Wall mount X 1
- User manual X 1

Important security warning

In order to keep your Wireless IP Camera secure and prevent unauthorized access, please make sure the followings:
Never use the default password for your camera. Always ensure that your password is at least 6 characters long and contains a combination of lowercase characters, uppercase characters as well as numbers.
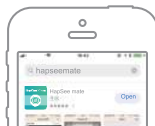
1. Download HapSee Mate

1. Scan the QR code with the phone to download HapSee Mate.
2. Download HapSee Mate from Apple App Store for iOS or Google Play Store for Android.
3. Android users can download HapSee Mate from the website: www.hapseemate.cn

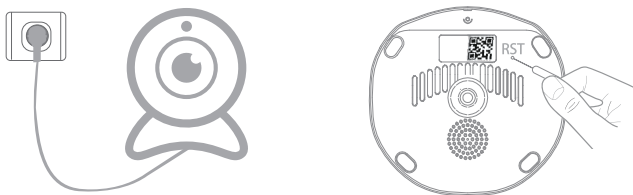Android Users   Apple Users

(This HapSee Mate has been verified by iOS APP Store and Android Google Play. It's safe to use it.)
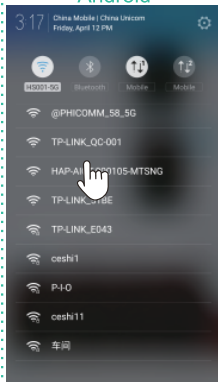
2. Wi-Fi Setup on Mobile

Before connecting to your camera, please confirm if your home Wi-Fi network is 2.4Ghz. Meanwhile, please choose 2.4Ghz Wi-Fi to connect your phone. Additionally, please put this camera close to your Wi-Fi router, it will help you connect the camera with Wi-Fi successfully.

2.1 Setup Camera by AP Hotspot

（1）Plug in power for camera.
（2）Reset camera: Long press reset hole for 3 seconds until hear a voice of "Reset success".
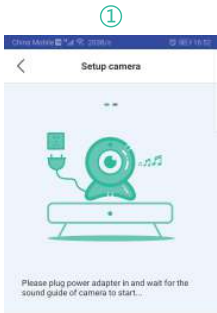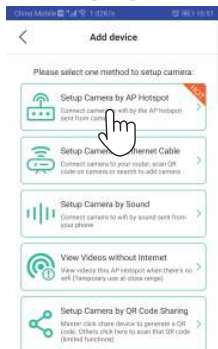（3）After 10 seconds, camera will send out voice of "Please use your mobile phone for configuration."

Android

ios

① ②

① ②

Add device

Please select one method to setup camera:

Setup Camera by AP Hotspot
Connect camera to wifi by the AP hotspot sent from camera.

Setup Camera by Internet Cable
Connect camera to your router, scan QR code on camera or search to add camera

Setup Camera by Sound
Connect camera to wifi by sound sent from your phone

View Videos without Internet
View videos thru this AP Hotspot when there's no wifi (Temporary use at close range).

Setup Camera by QR Code Sharing
Master click share device to generate a QR code. Others click here to scan that QR code (limited functions).

③

Setup camera

Please plug power adapter in and wait for the sound guide of camera to start...

Next step

④

Connect hotspot Switch WiFi

Camera hotspot HAP-AIOT-048969-CGXJH has been connected.Please click [Next step].

Next step
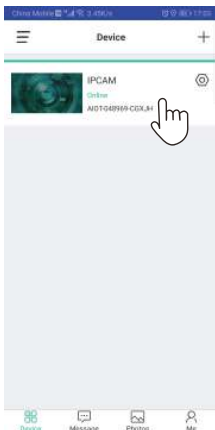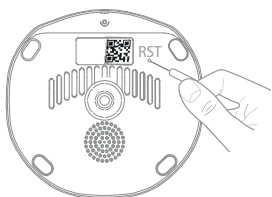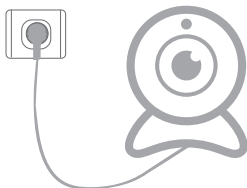
⑤

⑥   ⑦   ⑧

① Go to your phone's WLAN settings.

② Click"HAP-AIOT-XXXX-MTSNG" and connect to it.

③ Open HapSee Mate, click "+", click "Setup Camera by AP Hotspot".

④ Click "Next step".

⑤ Click "Next step".

⑥ Choose your wifi and enter wifi password.

⑦ Wait for device to connect to wifi.
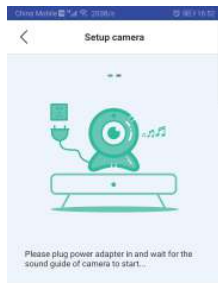
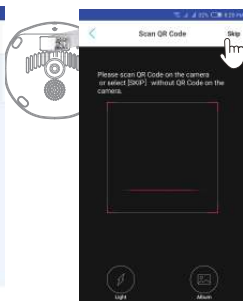⑧ Wifi connected, you can view camera now.

2.2 Setup Camera by Sound

(1) Plug in power for camera.
(2) Reset camera: Long press reset hole for 3 seconds until hear a voice of "Reset success".
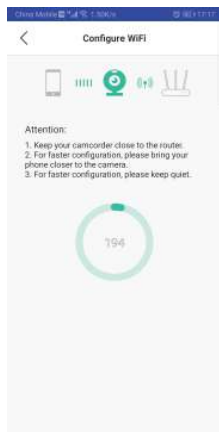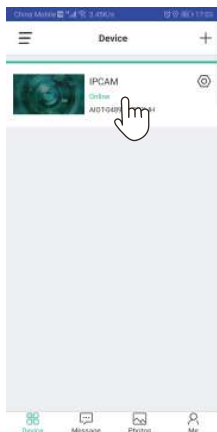(3) After 10 seconds, camera will send out a voice of "Please use your mobile phone for configuration."

①
Add device

Please select one method to setup camera:

Setup Camera by AP Hotspot
Connect camera to wifi by the AP hotspot sent from camera

Setup Camera by Ethernet Cable
Connect camera to your router, scan QR code on camera or search to add camera

Setup Camera by Sound
Connect camera to wifi by sound sent from your phone

View Videos Without Internet
View videos thru AP hotspot when there's no wifi (Temporary use at close range)

Setup Camera by QR Code Sharing
Master click share device to generate a QR code. Others click here to scan that QR code (limited functions).

②
Setup camera

Please plug power adapter in and wait for the sound guide of camera to start...

Next Step

③
Scan QR Code   Skip

Please scan QR Code on the camera or select [SKIP] without QR Code on the camera.

Light   Album

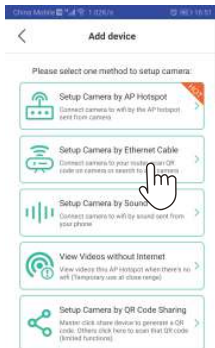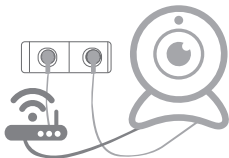|		
Connect WiFi	Configure WiFi	Device

④   ⑤   ⑥

① Click "+", click "Setup Camera by Sound".

② Click "Next step".

③ Scan QR code which is on the bottom of camera.

④ Select your wifi, enter wifi password and click "Next step".

⑤ Connect camera to wifi by sound sent from your phone.
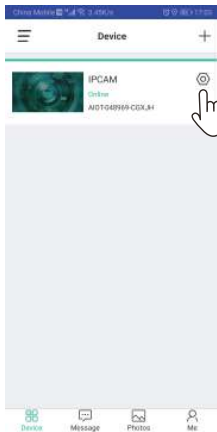
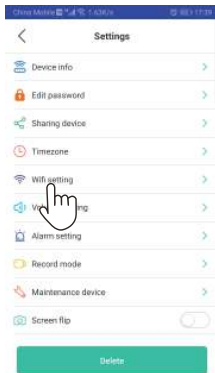⑥ Wifi connected, you can view camera now.

2.3 Setup Camera by Ethernet Cable

①

Add device

Please select one method to setup camera:

- **Setup Camera by AP Hotspot**
  Connect camera to wifi by the AP hotspot sent from camera

- **Setup Camera by Ethernet Cable**
  Connect camera to your router use QR code on camera to search to camera

- **Setup Camera by Sound**
  Connect camera to wifi by sound sent from your phone

- **View Videos without Internet**
  View videos thru AP hotspot when there's no wifi (Temporary use at close range)

- **Setup Camera by QR Code Sharing**
  Master click share device to generate a QR code; Others click here to scan that QR code (limited functions)

②

Add device

DID AIOT-048969-CGXJH

Password

IPCAM

Device found (1)
Please select a device from the search list.

- AIOT-048969-CGXJH   Added

③

Device

IPCAM
Online
AIOT-048969-CGXJH

Device   Message   Photos   Me

④

Settings

- Device info
- Edit password
- Sharing device
- Timezone
- Wifi setting
- Video setting
- Alarm setting
- Record mode
- Maintenance device
- Screen flip

Delete

⑤

Configure WiFi

Choose a WiFi nearby the camera:

Current network type

- DY4GTEST
- ChinaNet-ZWtE
- IOS
- ChinaNet-r7dN
- ceshi1
- CPE-_98BA
- DY_CamTest
- TP-LINK_QC-001
- ceshi2
- TP-LINK_9C^92
- MING-BOARD44111
- 188@QQ
- PHICOMM_S8

① Plug in power and Ethernet cable for camera, click "Setup Camera by Ethernet Cable".

② Scan QR code on camera or click "↻" to search device, enter camera password and click "√" at top right corner to add camera.(Camera's default password is 123).

③ Internet connected, pls click Setting icon ◎ and go to settings page. (Change camera from wired to wireless connection.)

④ Click "wifi settings", choose your wifi and enter wifi password.

⑤ Wait for 1 minute and plug off Ethernet cable.

2.4 View Videos without Internet

(1) Plug in Power for camera.

(2) Reset camera: Long press reset hole for 3 seconds until hear a voice of "Reset success".

(3) After 10 seconds, camera will send out a voice of "Please use your mobile phone for configuration."

(4) Go to mobile WLAN settings and click on "HAP-AIOT-XXXX" to connect to camera's AP hotspot.

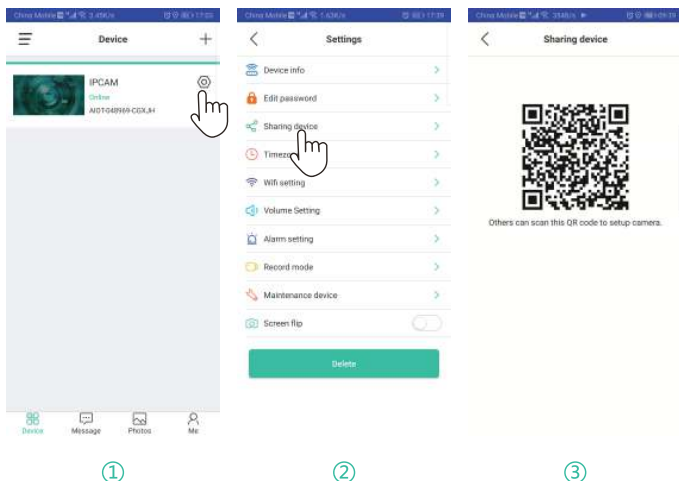(5) Click "View Videos without Internet" and you can view camera's live feed now.

Note: You are using camera's AP Hotspot to view live feed now. Camera will not work if AP hotspot disappears. AP hotspot usually lasts only for several minutes.
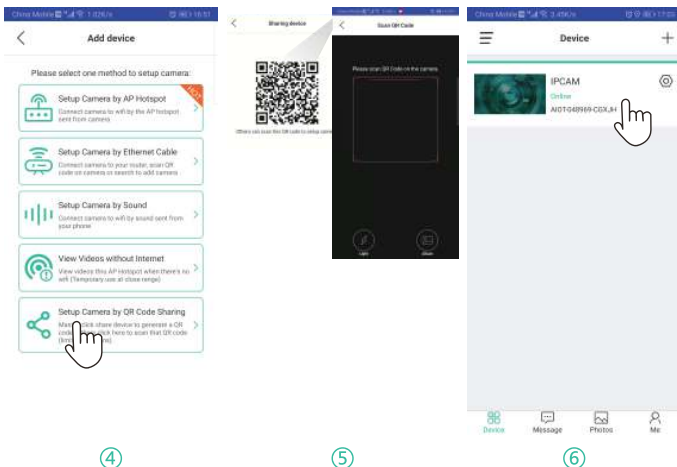
2.5 Setup Camera by QR Code Sharing

(1) After camera is connected to wifi successfully on your first device, you can click ◎ and go to Settings page.

(2) Please click "Share device" and a QR code will be generated.

(3) Your second device can click "Setup Camera by QR Code Sharing" and scan that generated QR code to setup camera.

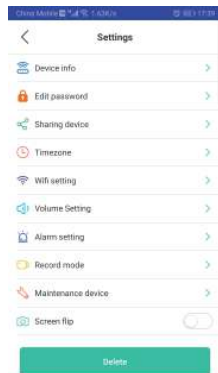Note: this method is just for sharing camera to your second/third device.

① ② ③

④   ⑤   ⑥

① Device 1 click ⊚.

② Device 1 click "sharing device".

③ Device 1 generates a QR code.

④ Device 2 click "Setup camera by QR code sharing".

⑤ Device 2 scan the QR code from device 1.

⑥ Camera is added on device 2.

3.Camera Settings

Please click ⊚ to go to camera settings page and manage other functions here.

4.Troubleshooting

4.1 Get more help from HapSee Mate app:
Path: HapSee Mate - Me - User manual / Help And feedback(There are operational videos and the latest problem solving contents).

4.2 If you can not connect your camera with Wi-Fi successfully, please confirm:
① Your home Wi-Fi network is 2 4G. Our camera does not support 5G Wi-Fi network. Please check your Wi-Fi Frequency band of the Wi-Fi router, or search its brand and model on google.
② If your router is dual band, please choose 2.4G Wi-Fi to connect your phone and the camera.

③ Please put this Wi-Fi camera more close to the router.
④ Please check if the Wi-Fi router is operating properly first, then turn on the DHCP of router, and set up WAP2-PSK for security recognized by the camera.
⑤ If camera still fails to connect with wifi, please reset camera and reconnect it.

4.3 If camera's network connection breaks off after you change network provider or router, please reset this camera and re-install it.

4.4 If you want to download/delete the videos recorded on SD card, please take out yourSD card and download/delete videos on your computer.

4.5 If camera can't record normally, here are some tips:
① Check whether your SD card is at Class 10. (8G-64G)
② Please check the SD card status on app. (Path: Hapsee mate - ⓞ device settings - Device info - TF-Card status) If you have inserted it into the camera, but it shows there's no TF-Card. Please plug off the power for camera and re-inserted SD card and then format the SD card in the app. (Path: Hapsee mate - ⓞ device settings - Maintenance device - TF-Card format)
③ If still not work, pls format the SD card on your computer and choose FAT32 or exFAT when formating.

4.6 If you can not receive alarm notifications after detecting a moving object, please confirm:
① The Alarm for Motion Detection turns on (Path: Hapsee mate - ⓞ device settings - Alarm Setting - turn on "Alarm notification" - Motion detect - "Low" - OK).

② The right for HapSee Mate to send notifications to your phone (Path: phone settings - notifications - HapSee Mate ; phone settings - all apps - HapSee Mate - notifications).

4.7 Loud Whistling is heard when using two way talk feature on APP. This is caused by the short distance of camera and your mobile phone. To improve this condition, please use this talk feature when you're at a further distance from camera.

4.8 APP shows wrong password, pls try:
◎ Device settings - Delete camera - Reset camera - Setup camera again.

4.9 Why I still can't hear much though I've turned the volume all the way up?Path: HapSee Mate - ◎ Device settings - Volume Settings - adjust the volume of Speaker and Mic.

4.10 How to add a second camera to your phone?Path: HapSee Mate - click "+" - select one method to setup camera (AP Hotspot/Sound/ Ethernet cable)

5.Important safeguards and warnings

5.1 Electrical Safety
All installation and operation should conform to your local electrical safety codes. We assume no liability or responsibility for any fires or electrical shock caused by improper handling or installation.

5.2 Transportation Security
Heavy stress, violent vibrations, and excess moisture should not occur during transportation, storage, and installation of the device.

5.3 Repair Professionals

All the examination and repair work should be done by qualified service engineers.We are not liable for any problems caused by unauthorized modifications or user-attempted repair.

5.4 Environment

The camera should be kept in a cool, dry place away from direct sunlight, flammable materials, explosive substances,etc.

6.Warranty Policy

6.1 You enjoy the free warranty in the warranty period and preferential services outside the warranty period.

6.2 Products enjoy a 30-day return, 90-day replace and 1-year warranty repaired.

6.3 If you have any question or doubt, please contact us anytime with your detailed problem and order number. You can contact us via amazon message and email to our customer support.