Smart HD WiFi Camera

User's Guidance

HapSee Mate

HapSee Mate is the app for your camera

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.

V1.6

Table of Contents

- PREPARATION 01

1. PREPARE YOUR PHONE 01

2.1 Setup Camera by Sound 02

2.2 Setup Camera by Ethernet Cable 04

2.3 Setup Camera by AP Hotspot 06

2.4 Share Camera to Others 08

3. Camera settings 11

4. Troubleshooting 11

5. Important safeguards and warnings 13

6. Warranty policy 14

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

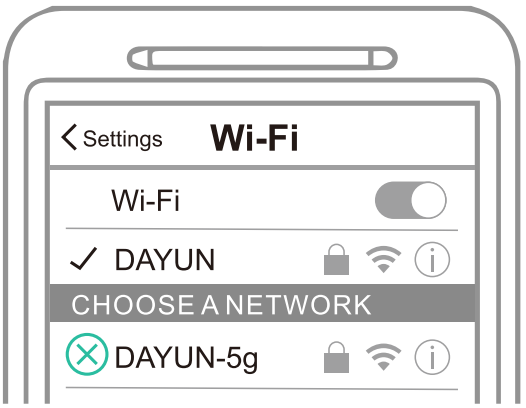
PREPARATION

1. PREPARE YOUR PHONE

1.1 Connect your smartphone to **2.4GHz Wi-Fi**.

*** **DO NOT** choose **5G Wi-Fi** if you use a Dual-Band router.

*** **5G Wi-Fi** can be supported only from 5G/2.4G Dual-Band cameras.



1.2 **Raise the volume** on your smartphone to hear the connecting process.

1.3 **Download & Install** the HapSee Mate.

Get the HapSee Mate app through App Store(ios) or Google Play Store (Android). Scan HapSee Mate app QR Code (notnecessary).

Android Users

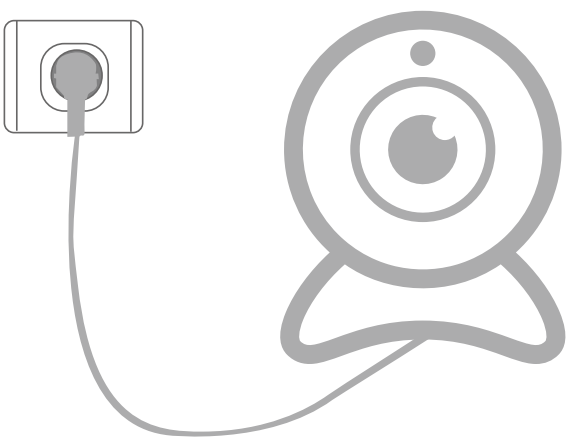
Apple Users

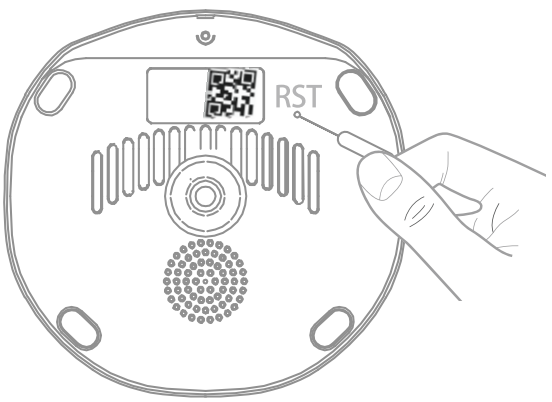
Android user also can download the APP from web: www.hapseemate.cn.

1.4 **Register an account** and set up a username and password.

2.1 Setup Camera by Sound

camera start-up

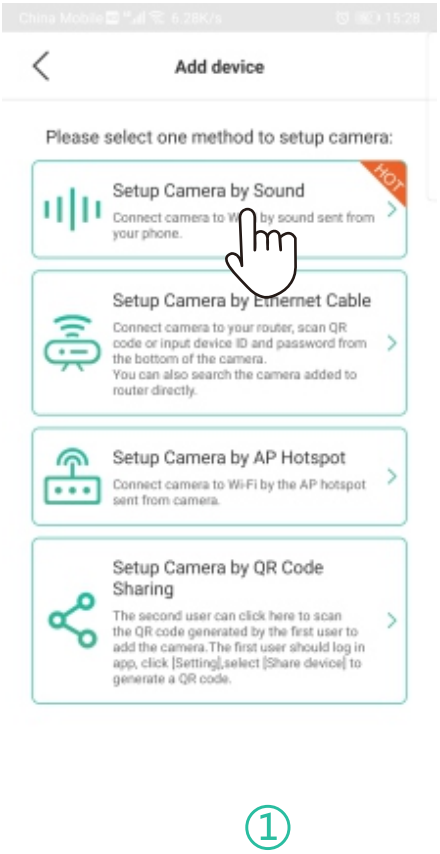




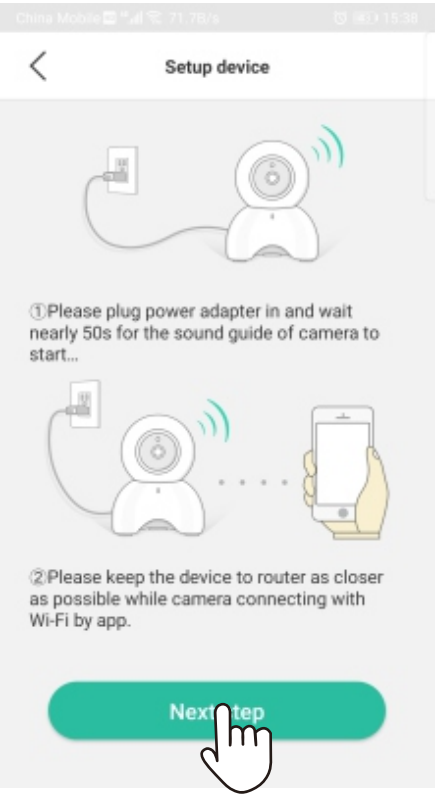
(1) Plug in power for camera, wait for 20 seconds until camera gives out a voice of "Please use your mobile phone for configuration".

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

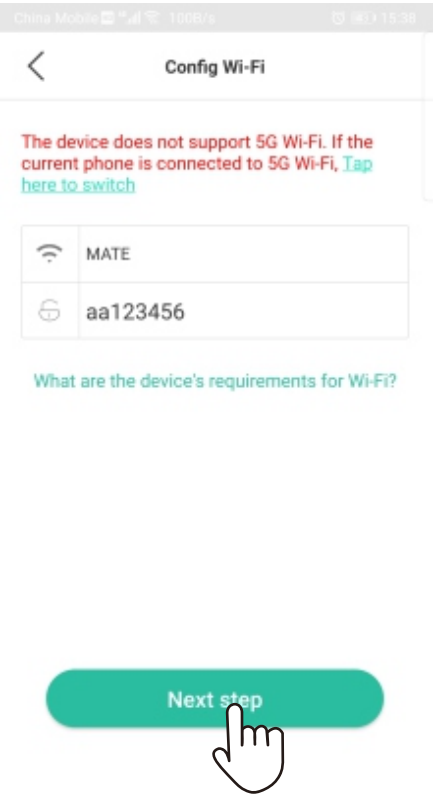
(3) After 20 seconds, camera will give out a voice of “Please use your mobile phone for configuration”again.


Add device
Please select one method to setup camera:
Setup Camera by Sound
HOT
Setup Camera by Ethernet Cable
Connect camera to your router, scan QR code or input device ID and password from the bottom of the camera.
You can also search the camera added to router directly.
Setup Camera by AP Hotspot
Connect camera to Wi-Fi by the AP hotspot sent from camera.
Setup Camera by QR Code Sharing
The second user can click here to scan the QR code generated by the first user to add the camera.The first user should log in app, click [Setting],select [Share device] to generate a QR code.

①


Setup device
①Please plug power adapter in and wait nearly 50s for the sound guide of camera to start...
②Please keep the device to router as closer as possible while camera connecting with Wi-Fi by app.
Next step

②


Config Wi-Fi
The device does not support 5G Wi-Fi. If the current phone is connected to 5G Wi-Fi, Tap here to switch
MATE
aa123456
What are the device's requirements for Wi-Fi?
Next step

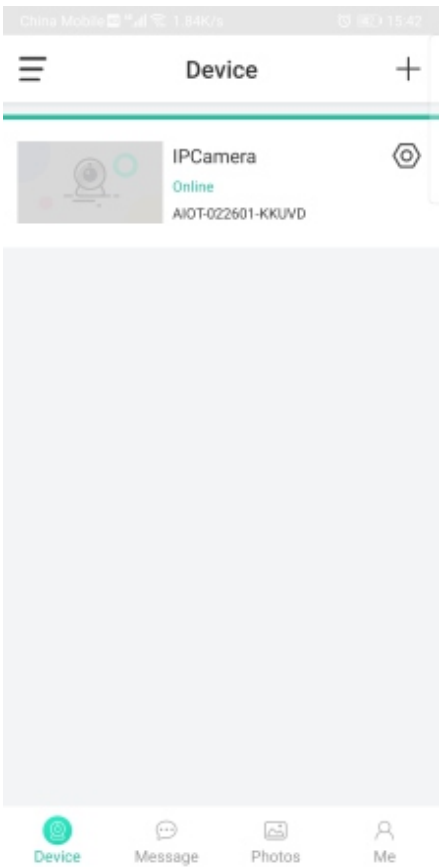
③

Wi-Fi Configuration
Cancel
10cm
Please adjust the speaker of the mobile phone during configuration and place it at 10cm next to the camera.
198s
Camera
Router
Server

④

Wi-Fi Configuration
Cancel
10cm
Please adjust the speaker of the mobile phone during configuration and place it at 10cm next to the camera.
38
Camera
Router
Server

⑤

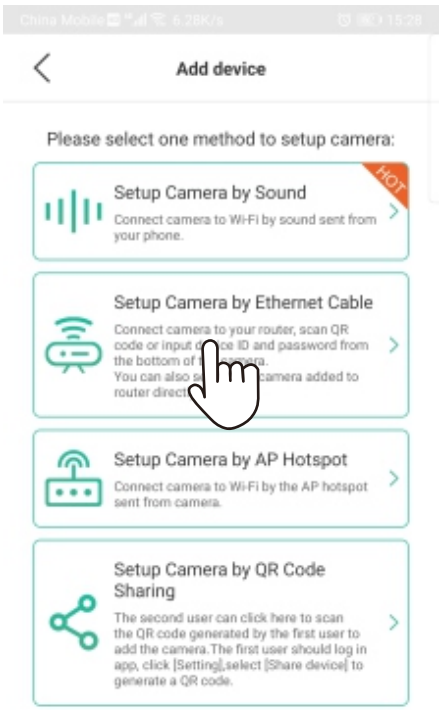

Device
IPCamera
Online
AIOT-022601-KKUVD
Device
Message
Photos
Me

⑥

① Click “+”, click “Setup Camera by Sound”.
② Click “Next step”.
③ Select your wifi, enter wifi password and click “Next step”.
④⑤ Connect camera to wifi by sound sent from your phone.
⑥ Wifi connected, you can view camera now.

UNSUCCESSFUL CONNECTION?
1) Reboot your phone
2) Reset camera
3) Setup camera again

2.2 Setup Camera by Ethernet Cable



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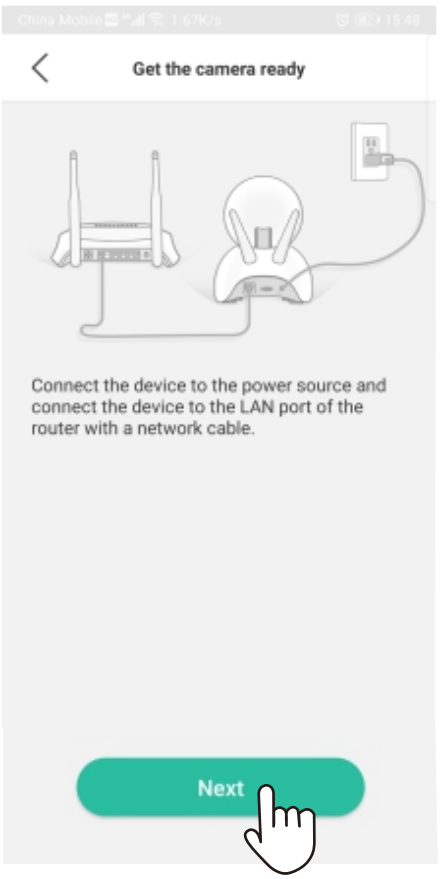

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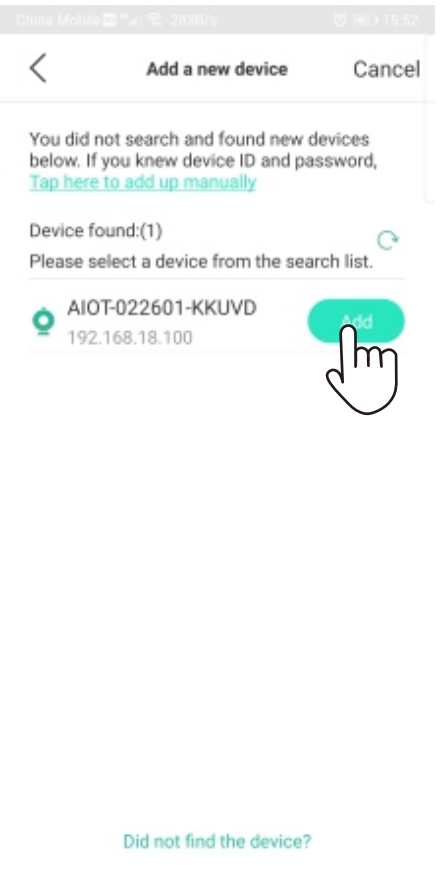

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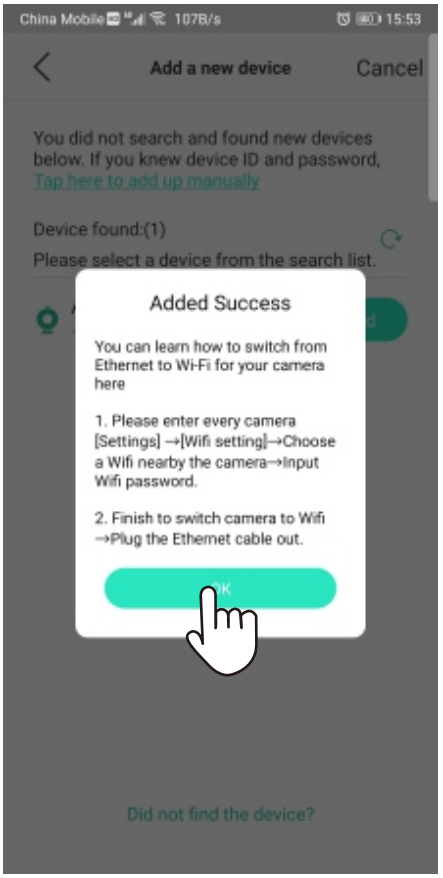

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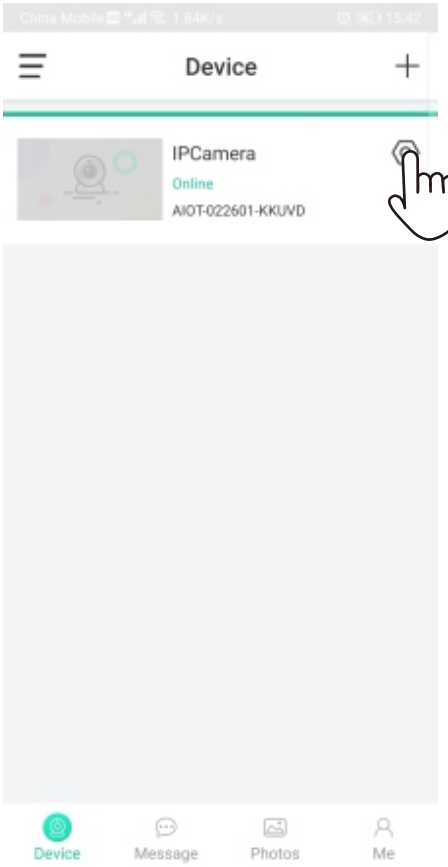

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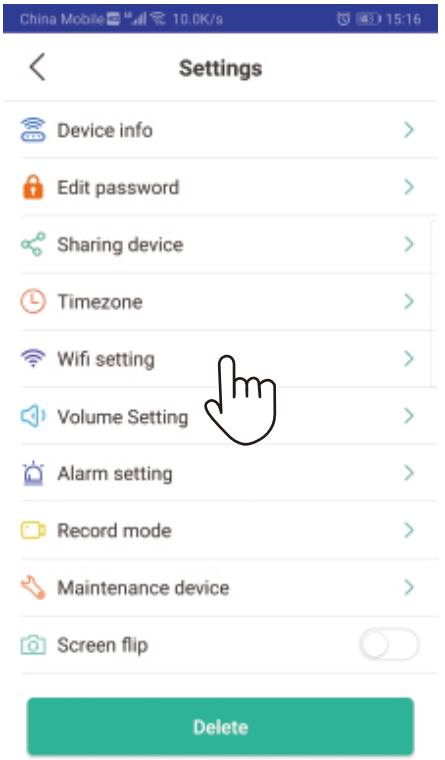


⑥

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

② Click “Next"

③ Click " ↻ ", the camera ID appears and then click "Add".

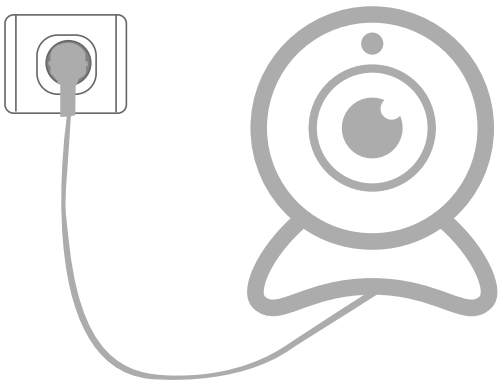
④ Click "OK"

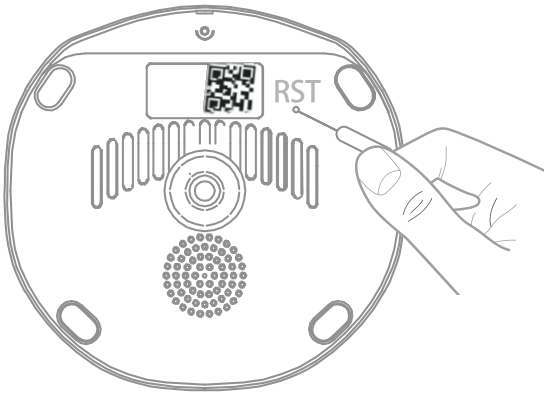
⑤ Internet connected, pls click Setting icon ⬡ and go to settings page. (Change camera from wired to wireless connection.)

⑥ Click “wifi settings”, choose your wifi and enter wifi password. Wait for 1 minute and plug off Ethernet cable.

2.3 Setup Camera by AP Hotspot

camera start-up



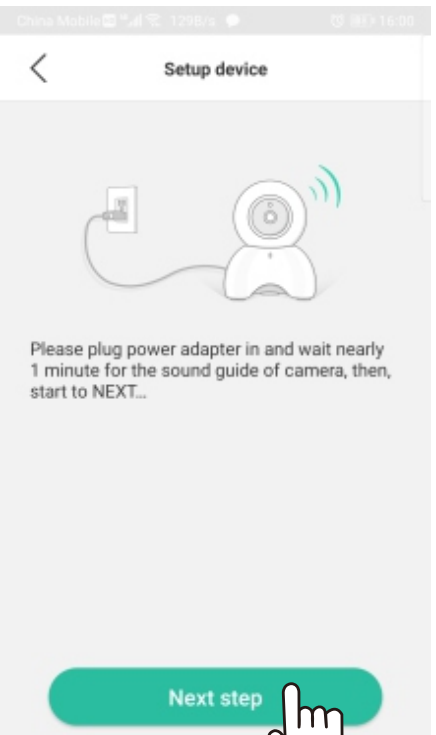


(1) Plug in power for camera, wait for 20 seconds until camera gives out a voice of "Please use your mobile phone for configuration".

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

(3) After 20 seconds, camera will give out a voice of “Please use your mobile phone for configuration”again.

①



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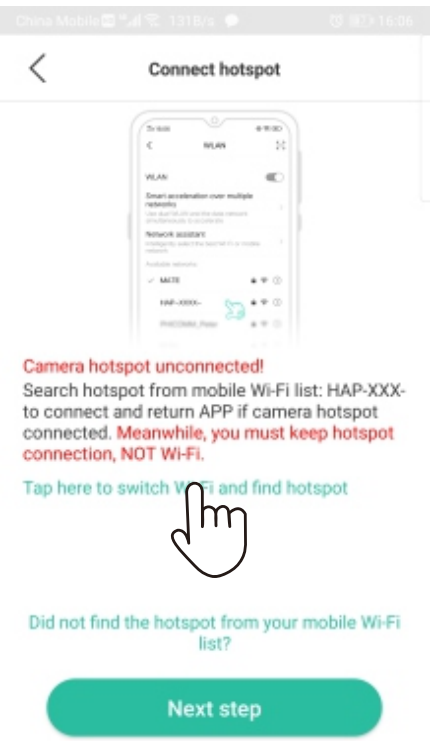
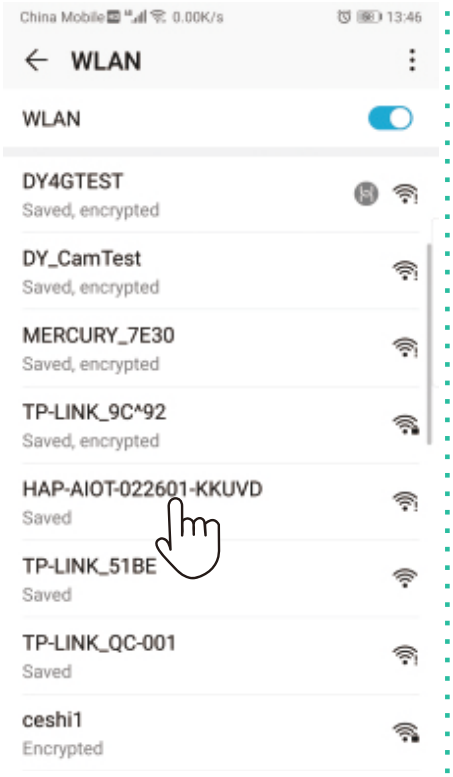
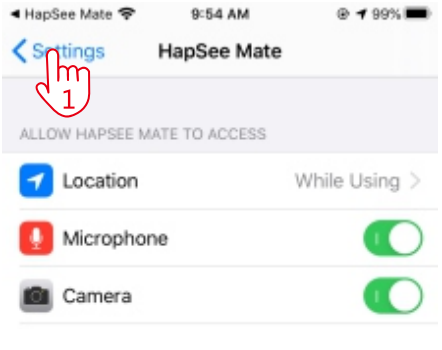


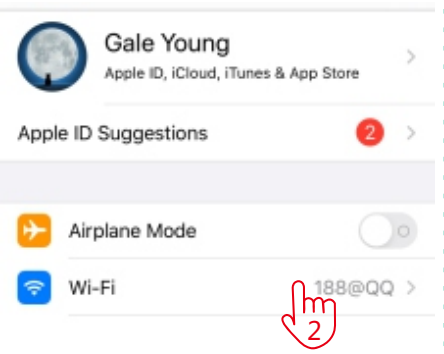
③

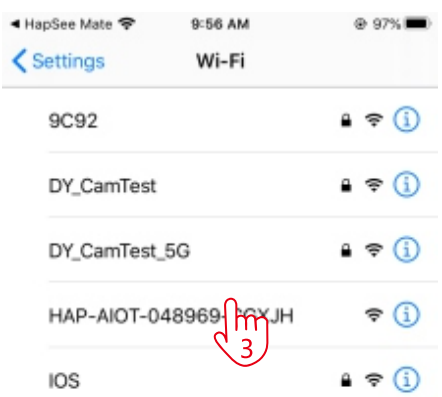
Android

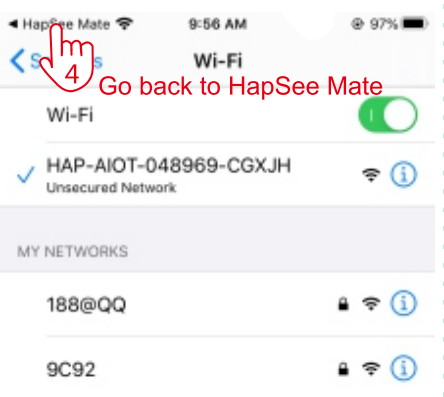


ios

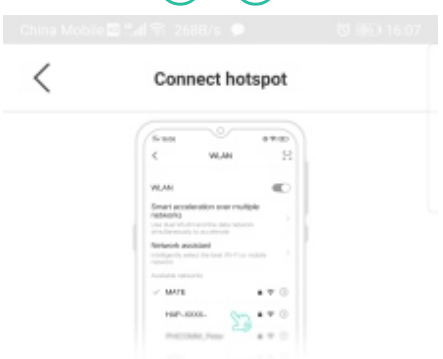


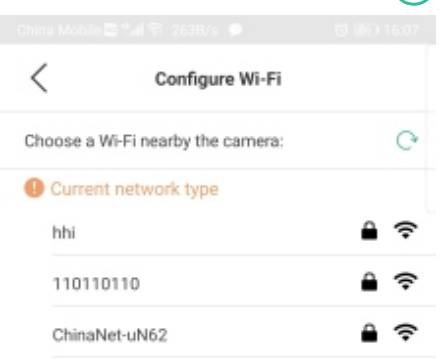


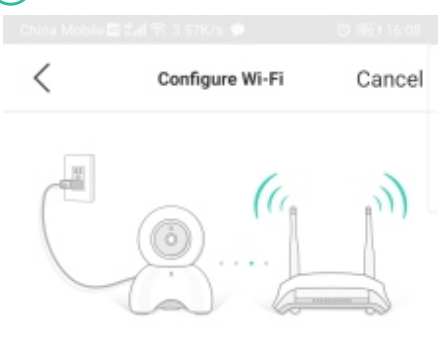




④ ⑤ ④ ⑤







⑥ ⑦ ⑧

① Open HapSee Mate, click “+”, click “Setup Camera by AP Hotspot”.
② Click “Next step”.
③ Click “Tap here to switch Wi-Fi and find hotspot”.
④ Go to your phone’s WLAN settings.
⑤ Click “HAP-AIOT-XXXX-MTSNG” and connect to it.
⑥ Return HapSee mate.Click “Next step”.
⑦ Choose your wifi and enter wifi password.
⑧ Wait for device to connect to wifi.
⑨ Wifi connected, you can view camera now.

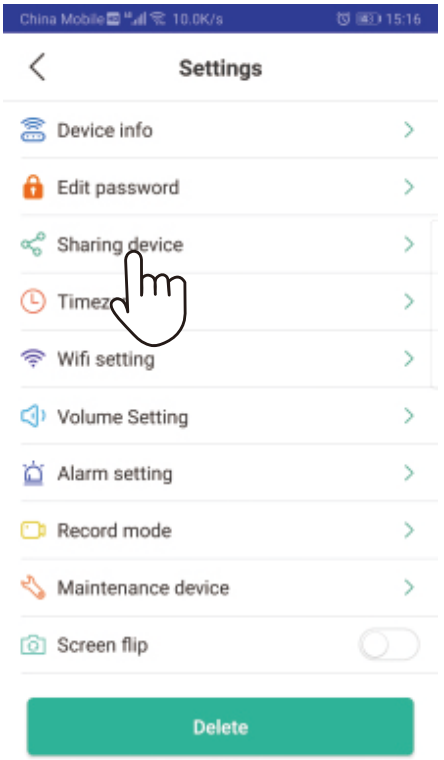
2.4 Share Camera to Others

(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.

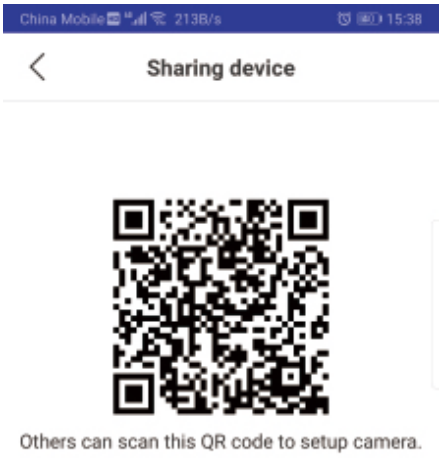
Note: this method is just for sharing camera to your second/third device.

Device
IPCamera
Online
AIOT-022601-KKUVD
Device
Message
Photos
Me

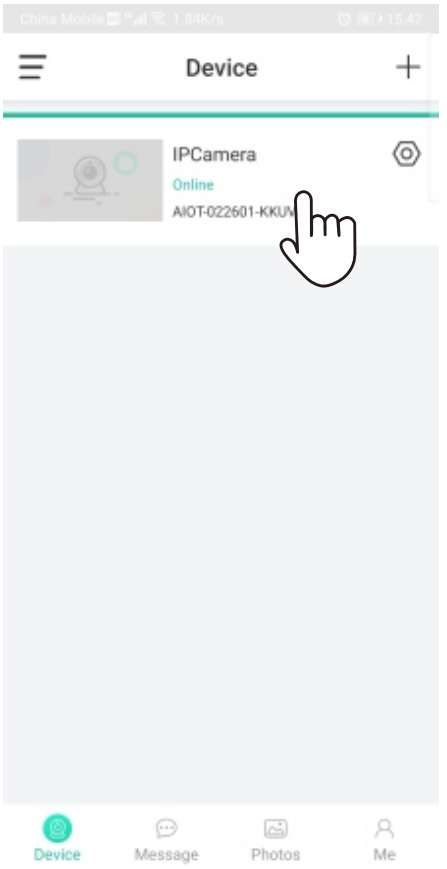
①


Settings
Device info
Edit password
Sharing device
Timez
Wifi setting
Volume Setting
Alarm setting
Record mode
Maintenance device
Screen flip
Delete

②


Sharing device
Others can scan this QR code to setup camera.

③



④ ⑤ ⑥

① Device 1 click ⚙.

② Device 1 click "sharing device".

③ Device 1 generates a QR code.

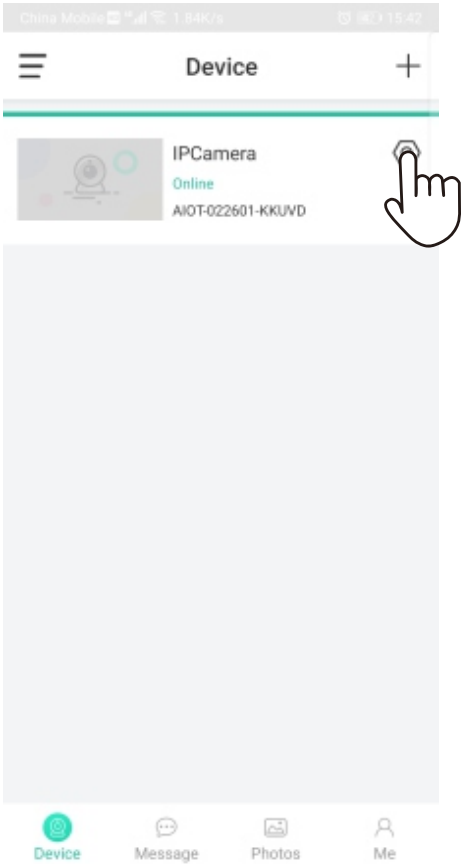
④ Device 2 click “Setup camera by QR code sharing”.

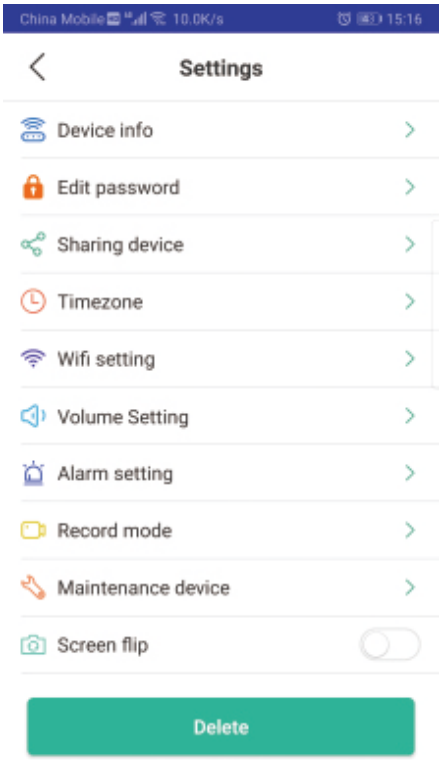
⑤ Device 2 scan the QR code from device 1.

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.