



**Packaging List**

After opening the package, please make sure the camera is in good condition and the accessories are complete.

**Package Contents:**

- HD WiFi Camera x1
- Power Adapter x1
- User Manual x1

**IMPORTANT**

FOR YOU AND YOUR FAMILY'S SAFETY, PLEASE KEEP YOUR CAMCORDER'S LOGIN PASSWORD PRIVATE TO PREVENT PERSONAL INFORMATION FROM BEING DISCLOSED.

**NOTE: WHEN YOU PLUG IN THE MEMORY CARD, REMEMBER TO FIRST TURN OFF THE DEVICE TO PREVENT DAMAGE TO THE MEMORY CARD OR DEVICE, (MEMORY CARD TO USE READ AND WRITE SPEED CLASS10, AND TO FORMAT THE FAT32 FILE SYSTEM)**

**I. DOWNLOAD AND INSTALL THE MOBILE APP**

Please ensure your mobile device is connected to WIFI. 5G WIFI camera is not supported. You can download the HapSee from Google Play for Android and the App Store for IOS.

**Android Users**

Please download the HapSee from the Google Play Store.

**Apple Users**

Please download the HapSee from the App Store.

**IMPORTANT**

DONOT WORRY ABOUT THAT HAPSEE IS SAFE AND AUTHORIZED FROM GOOGLE AND APPLE WHILE YOU MEET INDICATING THAT RISK OF HAPSEE APP DOWNLOAD. PLEASE OPEN ALL OF FUNCTIONS WHILE YOU ARE INSTALLING HAPSEE BY MOBILE FOR COMPLETE USE.

1. Open the app and click "NO ACCOUNT YET, REGISTER NOW"
2. Enter the mailbox name to register an account
3. Enter the account after successful registration and password login.

**II. CONNECT YOUR DEVICE TO A POWER SUPPLY**

(1) Find the camera's power connector and insert the power cord, turning on the power. The camera automatically checks after 10 seconds. Wait for the camera to send a voice prompt, indicating that the camera has started to work.

(2) At this time, press and hold the RST button or use a RST needle for 3 seconds at bottom of camera - otherwise it will affect the camera's access to WIFI.

(3) Listen for the camera to send a voice prompt that will say "Please use Mobile Phone for WIFI Configuration"; then open the HapSee Camera App. Enter "My Camera" and tap on "+" in the upper right-hand corner of the screen.

**NOTE: KEEP YOUR CAMERA CLOSE TO YOUR WIFI ROUTER WHILE CONNECTING TO WIFI ON YOUR DEVICE**

**III.I PAIRING WIFI WITH THE QR CODE**

(1) Launch the HapSee Camera app, enter the "My Camera" screen and click on the "+" on the upper right-hand corner. Choose "QR Code" as the pairing method.

(2) Scan the QR Code found at the bottom of the camera.

(3) "Tap on "Add APP Camera"; then look for the camera's hotspot (WIFI) with the same CID number and connect. After the connection has been successfully made, tap on "Set WIFI for the Camera."

(4) Enter the wireless network settings page. Find the WIFI you want to connect to, and input the correct WIFI password for the network. The camera will send a message while the WIFI connects. Please wait for around 1 minute.

(5) The camera will notify you once the WIFI connection has been established. It will then automatically return to the monitor page.

**III.II PAIRING WIFI Through Sound Add**

(1) In the "My Camera" screen, click on the "+" on the upper right-hand corner. Choose "Sound Add" as the pairing method and follow the on-screen instructions.

(2) The camera will notify you once the WIFI connection has been established. It will then automatically return to the monitor page.

**III.III PAIRING WITH CID (ETHERNET CABLE NEEDED)**

After you are successfully logged in to the app, use an Ethernet Cable to connect your camera to a router. After the camera is powered on (see figure below), type in the CID and password located at the bottom of the camera. You will be prompted when the camera is added successfully.

**Notes:**

- Please keep quiet while sound waves are sending out, and make sure your WIFI password is CORRECT
- 5G WIFI CANNOT BE SUPPORTED
- If network issues lead to a connection failure while using the QR code or AP connection, please reset the camera. Then use a third way connection: Add by CID (Add by Ethernet Cable)

If you want to switch to a wireless WIFI connection, please follow the steps below:

Tap on the Settings icon, then tap on "Network Settings". Select the WIFI name you want to add and enter the WIFI password. The camera will send a "Please wait for WIFI to connect". After being prompted that the connection is successful, you can unplug the ethernet cable.

**FREQUENTLY ASKED QUESTIONS**

1. I can't connect to the network.

A. Make sure that the camera is securely connected to the network cable. Then, in the app, navigate to "Add by CID", where you can directly enter the CID number. The default password 123 can be used.

B. If using WIFI, make sure the WIFI password is correct. Do not insert the network cable. Meanwhile, listen for the camera to start the voice prompt. Reset with the needle, select "QR code to add" according to the prompt operation. If there is strong interference or WIFI usage peak, it is recommended to use the network cable connection.

**Note:**

Be sure to check that your camera is powered on and starts up normally, listening for the camera prompt. The camera needs to use the standard power supply. The phone cannot guarantee the normal operation of the camera.

2. How many cell phones can be simultaneously reviewed by one camera?

Theoretically there is no limit. According to the level of customer phone configuration, a camera can have up to 5 people watching online at the same time.

3. Is it normal that the sound is noisy?

Please try using the phone and camera in separate rooms. It is possible that the phone was too close to the camera, causing extra noise.

4. Why isn't the camera sounding when using the intercom? Hold the intercom button, talk, and then release the button. If the phone still cannot hear the sound from the camera, check that the mute is not enabled (through the mute icon).

5. Why doesn't my app receive the alarm notification?

In the app, set the alarm to "push reminder". Turn on "Buzzer" for the camera to issue after the alarm sound. The bottom left corner of the main page has a lock icon - if the lock is yellow, the alarm is on, and if it is gray, the alarm is off.

6. Can I watch footage on a PC?

Yes, you need to download a computer client software - use the following address: <http://www.hapsee.cn> click to download to the computer. Note: computer does not support Apple operating systems.

7. How do I check camera recordings? Can I take out the TF card to put in my PC?

For your privacy, recorded files are encrypted. You must watch recorded files through mobile phone or PC playback. Taking the TF card out directly for footage playback is prohibited.

8. How do I set the alarm function?

Click the gear icon in the lower right corner of the device. Enter the setting interface of the camera, click "Alarm Setting". Turn on "Smart Detect", "Push Reminder" and "Buzzer". The alarm occurs when the device will push the alarm message to your mobile phone.

9. What's the problem with image stop?

The camera needs a certain upload bandwidth to maintain a stable connection. It is recommended that the network where the network uplink bandwidth of more than 2M and mobile phone network downlink bandwidth is recommended at 2M or more. If the camera access is through WIFI, it is recommended to re-test after inserting camera cables.

10. Can the camera monitor at night?

The camera has built-in infrared light, so that it can monitor at night. When installing, please avoid placing the side of the lens near glass, white walls or other reflective objects, so as to avoid the picture being too bright, too dark or white.

11. Why am I prompted with a network error?

The network error may be a result of cell phone WIFI or 4G signal caused by instability.

12. Why am I prompted with a password error?

The password is incorrect because the password was entered incorrectly when the camera was added, or the camera was offline.

13. Is it normal for the connection to run slower when adding a device?

It is normal because at this time, the camera's user information is being saved to the server cloud. It takes time for the two to communicate with each other. If a phone is lost, replace the old phone as long as the login account remains unchanged. The camera will not need to reenter all the information.

14. How do I use cloud storage?

Click on the camera home page cloud icon, go to the mall to buy a cloud card. After PayPal payment, you will be able to store video footage with the cloud. Cloud storage only stores the images in alarm state (non-alarm state does not record). To buy cloud storage, please enable the camera alarm button. THIS CAMERA DOES NOT SUPPORT CLOUD REFUNDS AFTER PURCHASE.

15. How to record and play back footage?

After the SD card is inserted, it will be formatted to ensure that it is not problematic. Select either the timer recording or alarm recording in the camera settings. The video will be

recorded in the SD card. Click the video button on the left side of the camera. In the computer software, click on the video recorded to the computer. Click on the album to view the recorded phone or screenshot of the picture, click on the TF card logo that is recorded to record the image in the TF card. As long as the SD card does not have quality problems, the camera will automatically record the alarm image.

**IMPORTANT**

FOR MAKING SURE OF IMAGE QUALITY, PLEASE USE AUTHENTIC TF MEMORY CARD.

**FCC Caution:**

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

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.