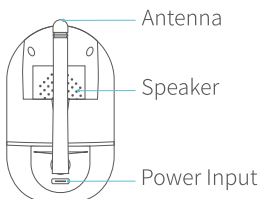
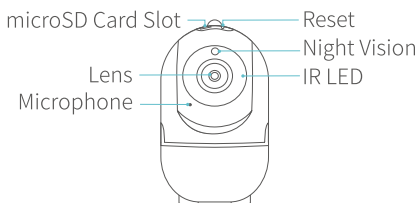


# HD Smart Wi-Fi Camera HM202 User Manual

Please read all instructions carefully before using this product and keep this User Manual as a reference for future use. If you have any question, please feel free to contact us at [support@heimvision.com](mailto:support@heimvision.com).

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## Product Overview



## Download the App

Option 1: Search and download YCC365 Plus from App Store or Google Play;

Option 2: Scan the QR code below to download.



For Android



For iOS

## Account Registration and Login

Please register an account with a valid email address at your first use of this App, then log in.

The image displays three sequential mobile app screens for account management. The first screen, titled 'Hi, You are welcome', features a 'Sign Up' section with input fields for 'Email address' and 'Password' (with a toggle for visibility), a 'Log in' button, and a 'Local login' link. The second screen, titled 'Email address', shows a single input field and a 'Next' button. The third screen, titled 'Password', includes a text hint about password requirements (8-26 digits, uppercase, lowercase, and numerals), input fields for 'Password' and 'Confirmation password' (both with visibility toggles), and a 'Next' button.

### Tip:

If you cannot receive an activation email, please check your SPAM box or contact us at [support@heimvision.com](mailto:support@heimvision.com).

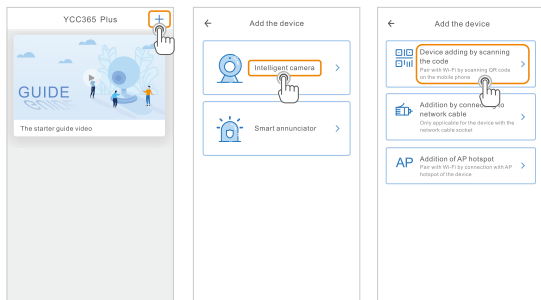
## Connecting the Camera

### Important:

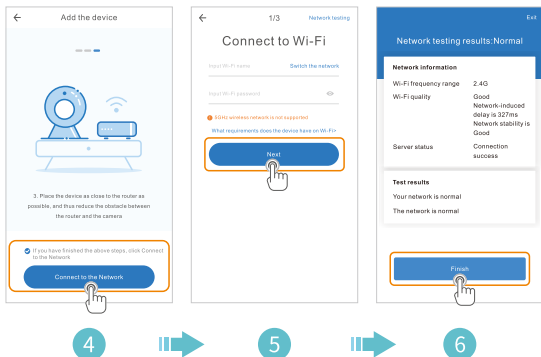
- (1) For all connecting options, you will hear "Please configure camera by scanning code or AP hotspot" after the camera is powered on. Use the pin to slightly press and hold the **Reset** button for 5-6s to reset the camera if no voice prompts. You will hear "Reset Success" at a successful reset;
- (2) This camera only supports 2.4GHz Wi-Fi;
- (3) For a stable network connection, please make sure the camera and the mobile device are close to the router.

## 1. Connecting by Scanning the QR Code

Step 1: Connect the mobile device to your Wi-Fi, then log in to YCC365 Plus. Tap **+** in the upper right corner, select the **Intelligent camera** and **Device adding by scanning the code**;



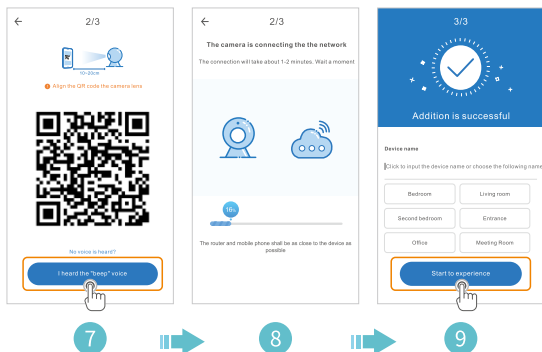
Step 2: Tick **If you have finished the above steps**, tap **Connect to the Network**, then tap **Connect to the network**. Select the Wi-Fi your mobile device is connected, enter the correct password and tap **Next** to continue;



Tip: Tap **Network Testing** in the upper right corner of **Connect to Wi-Fi** interface to check the status of your Wi-Fi connection.

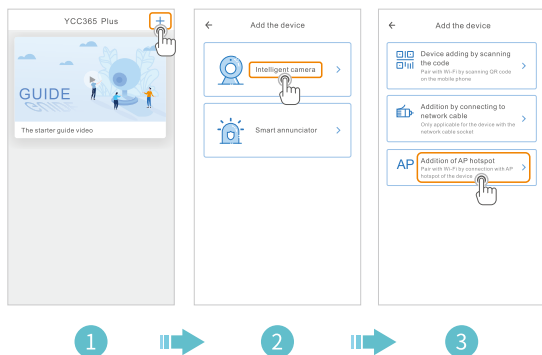
Step 3: Align the QR code on your mobile device with the camera lens and keep a distance of 4-8 inches. When the QR code is clear, you can slightly move your mobile device forward and backward for better scanning.

Tap I heard the "beep" voice to connect to the Internet after 2 beeps from the camera. During the process, you will hear "Please wait for Wi-Fi connecting" and "Please wait for Internet connecting". When you hear "Internet connected, welcome to use cloud camera", the camera is connected successfully.



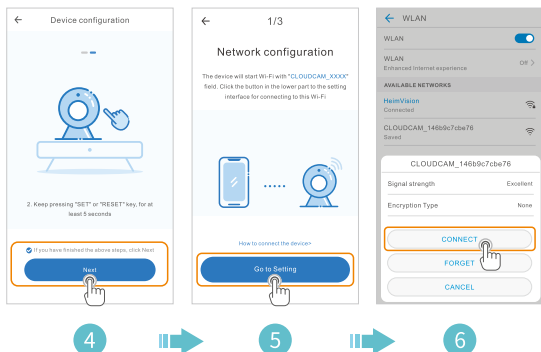
## 2. Connecting by AP Hotspot

Step 1: Connect the mobile device to your Wi-Fi, then log in to YCC365 Plus. Tap **+** in the upper right corner, select **Intelligent camera** and **Addition of AP hotspot**;



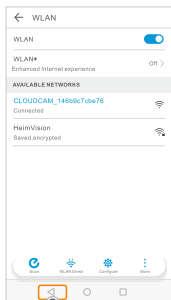
Step 2: Tick **If you have finished the above steps**, tap **Next**, then tap **Next** to enter the **Network configuration** interface;

Step 3: Tap **Go to Setting** to enter the network setting interface of the mobile device, then connect to the **CLOUDCAM\_XXXX** Wi-Fi;

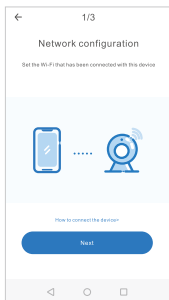


Step 4: Tap ◀ to get back to **YCC365 Plus** to enter **Network configuration** interface, then tap **Next** to continue;





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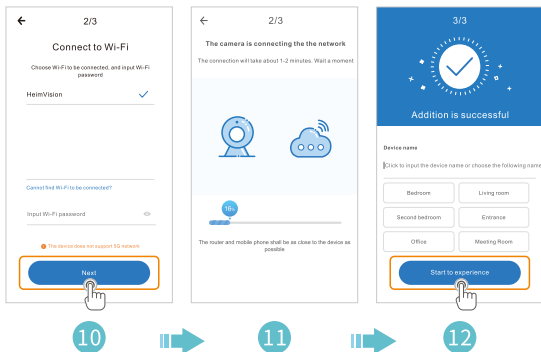


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## Tip:

- \* There will be a pop-up window if the **CLOUDCAM\_XXXX** Wi-Fi connection is failed. Tap **Confirm** to connect the Wi-Fi again.
- \* If you still cannot connect to **CLOUDCAM\_XXXX**, it may be prohibited by the safety setting of your mobile device. Please check your setting or contact us at [support@heimvision.com](mailto:support@heimvision.com).

Step 5: Select the Wi-Fi your mobile device is connected, enter the correct password, then tap **Next**. The camera will connect to the Internet after 2 beeps from the camera. During the process, you will hear "Please wait for Wi-Fi connecting" and "Please wait for Internet connecting". When you hear "Internet connected, welcome to use cloud camera", the camera is connected to Wi-Fi successfully.




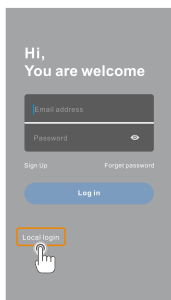
## Note:

- \* Addition by connecting to network cable is not supported in this model currently.
- \* If the connection is failed, please do not hesitate to contact us.

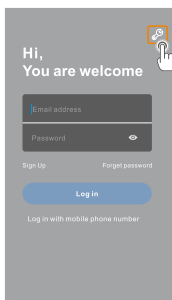
## \*Off-line Direct AP Connection

Connect your mobile device to the Wi-Fi of the camera to watch the videos or set up the camera when there is no network connection. However, your mobile device must be located within the range of the camera's Wi-Fi signal.

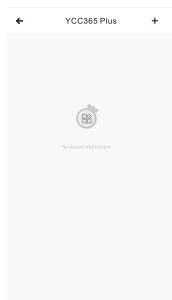
Step 1: Enter the login interface of the App and tap **Local Login** or the  icon to enter the camera connecting interface, then tap **+** on the right upper corner to continue.



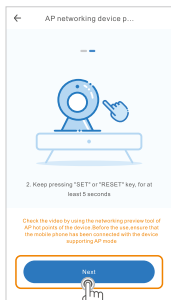
1



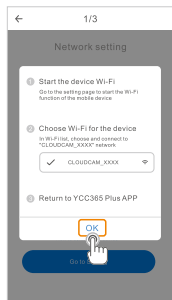
2



Step 2: Tap **Next**. There will be a pop-up window and tap **OK** to enter the **Network setting** interface of the App. Tap **Go to Setting** to enter the network setting interface of the mobile device;



3

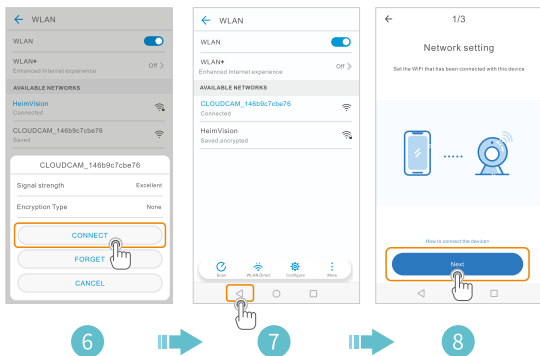


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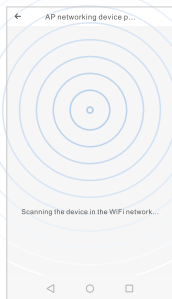


5

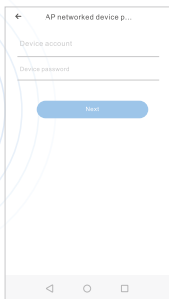
Step 3: Connect to the **CLOUDCAM\_XXXX** Wi-Fi. After connected, tap **<** to get back to **YCC365 Plus** to enter the **Network setting** interface, then tap **Next** to enter a scanning interface;



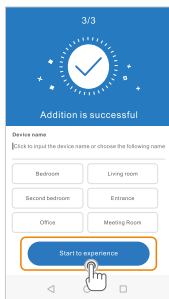
Step 4: After the scanning is successful, enter the account name **YCC365** and the password **0123456**, then tap **Next** to start to connect the camera. You can watch the live video and set up the camera after a successfully connection!



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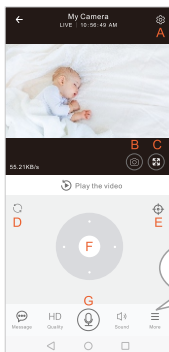
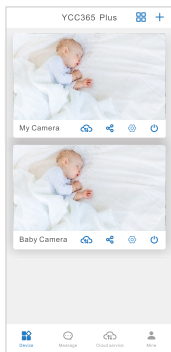
11

## Note:

All the communications will be disconnected from the network and some functions of **YCC365 Plus** are not available when your mobile device is connecting to the camera's Wi-Fi.

## Functions Introduction

Tap the thumbnail of the camera in the main interface of **YCC365 Plus** to enter the **LIVE** interface.



- A. Setting
- B. Snapshot
- C. Full Screen
- D. Pan & Tilt Reset
- E. Preset
- F. Pan & Tilt Control
- G. Hold to talk


- \* Tap **Play the video** to play the historical videos
- \* Tap to rotate the camera back to the default factory position
- \* Tap to preset the certain focal points for this camera
- \* Touch to rotate the camera following your finger touch
- \* Hold to talk, then release to send the audio to the camera
- \* Tap **HD Quality** to change the quality of image
- \* Tap **Record** to record the video to the internal storage of your mobile device.

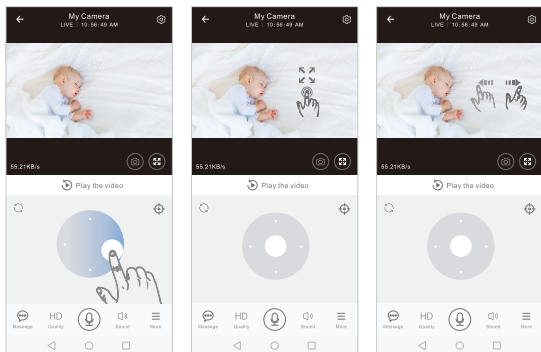
### Tip:

To hear the sound from the camera, make sure you unmute **Sound** here ( means the sound is muted).

# 1. Pan & Tilt Control and Preset

## (1) Pan & Tilt Control

- \* Touch  in the **LIVE** interface to rotate the camera upward/downward/leftward/rightward;
- \* Double-taping of the picture in the live screen can digitally zoom in and zoom out the picture;
- \* Rotate the camera upward/downward/leftward/rightward by sliding the live screen with your finger.






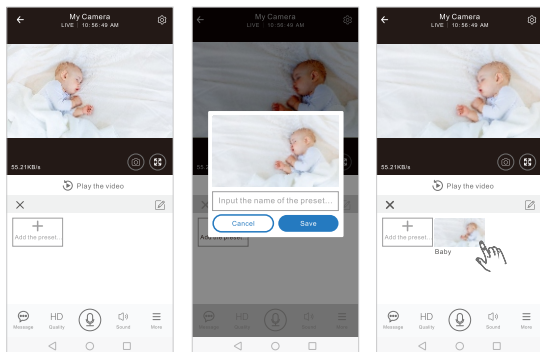
### Tip:

- \* Due to the network environment, the rotation of the camera may not be smooth and the stream of the live video may lag.
- \* Make sure the network quality for the camera and mobile device is excellent when using App. Try to adjust the Quality of live video from **HD** to **SD** for smoother streaming if the network quality is not good enough.


## (2) Preset

Tap  to preset the certain focal points for this camera, which can be added, called and deleted;

- \* Add a **Preset**: tap  to add a preset, enter the name, then tap **Save**;
- \* Call a **Preset**: the camera will directly rotate to the preset focal point by tapping the thumbnail.
- \* Delete a **Preset**: tap , then tap  to delete the **Preset**.




## 2. Video Playback

Tap  **Play the video** to enter the video playback interface. It will replay the historical videos in the **Cloud Service** of the camera by default.

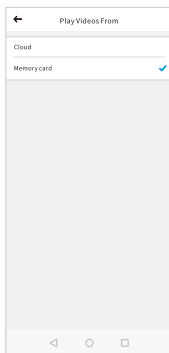
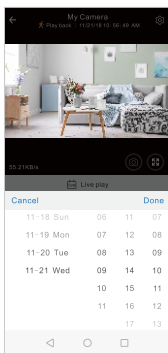
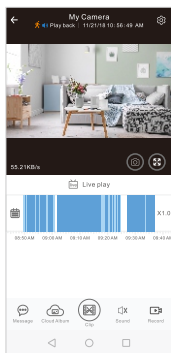
Slide your finger on the timeline to check the historical videos.



- \* Dark blue in the timeline means the videos recorded when the camera detects the sound, motion and so on, while the light blue means the normal videos;
- \* Tap the  to replay the video recorded on the selected date;
- \* Tap the **X1.0** to control the playback speed, among which **X0.5** is slow motion, **X1.0** is normal speed, while **X2.0** and **X4.0** are fast forward.

### Tip:

- \* Enter the interface of **Setting**, tap **Play Videos From**, then select **Memory card** to watch the videos in the microSD card;
- \* Colors in the timeline of the videos in the microSD card are the same;
- \* **Fast forward** and **Slow motion** are not supported when playing the videos from microSD card.



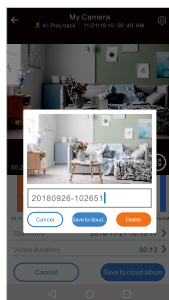
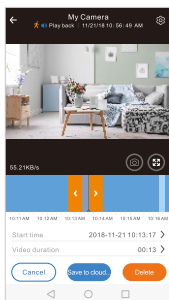
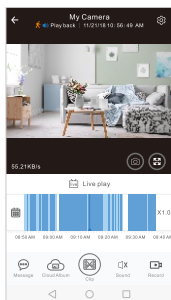
### 3. Video Cut (Only Available in the Camera with Cloud Service)

Tap  **Play the video** to enter the video playback interface.

Step 1: Drag the timeline, stop to the starting time of the video, then tap ;

Step 2: Slide the orange bar leftward and rightward, or set up the **Start time** and **Video duration** to cut the video;


Step 3: Enter the name and tap **Save to cloud album**.




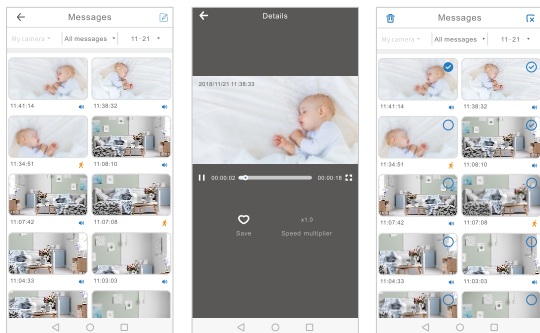
#### Tip:

The cut video is saved to the **Cloud Album** by default. You can enter the **Cloud Album** for watching and renaming, for sharing on **Facebook**, **Twitter**, **YouTube**, etc., and for downloading to the mobile device.

## 4. Messages (Only Available in the Camera with Cloud Service)

Tap  to watch all the videos recorded when the camera detects the sound, motion and so on.

- \* Filter the videos by different cameras, message types and dates;
- \* Tap the thumbnail to watch the detail of the selected video;
- \* Tap , then select the video to delete.



### Note:

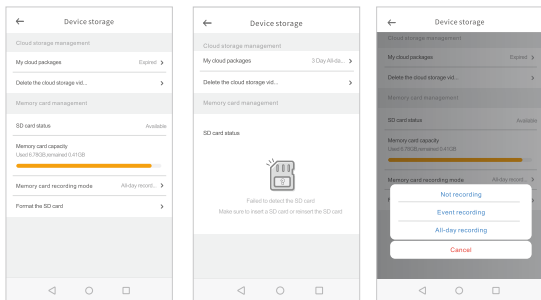
The duration of videos is the same as the record time of the selected cloud service package, and the videos are automatically deleted when the cloud service expires. The camera will loop to record video and the former video will be automatically covered by the new video.

## 5. The microSD Card

### Important:

Install the microSD card into the camera, then power on the camera when using the microSD card; or reboot the camera after installing the microSD card.

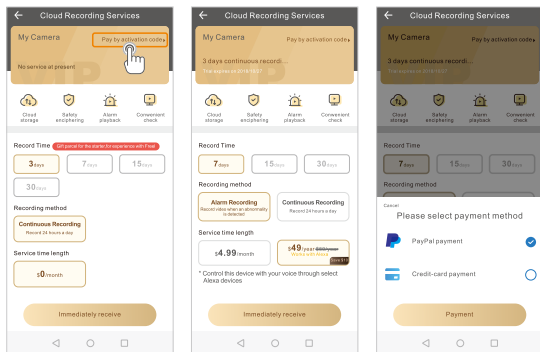
- \* This camera can support the microSD card up to 128G;
- \* Go to **Setting > Device storage > Memory card management**:
  - \* to check the microSD card status;
  - \* to check the remaining capacity of the microSD card;
  - \* to format the microSD card (it is recommended to format before using the microSD card);
  - \* to set the memory card recording modes for the microSD card. Selecting **Not Recording** means that the camera will not save any video, selecting **Event recording** means that the camera will record videos when detecting any sound, motion etc., and selecting **All-day recording** means that the camera will always record the video.
- \* a microSD card is a consumable. Getting a microSD card with brands, such as Kingston and SanDisk , is recommended.




## 6. Optional Cloud Service

Select **Cloud Service** in the main interface or go to **Setting > Device storage > Cloud storage management** to check subscription packages.



- \* We offer 30-day free cloud service and can save the video recorded for the latest 3 days (loop to record);
- \* The camera with a cloud service package that is paid yearly can be upgraded to support **Alexa**;
- \* Pay for the selected package by PayPal or credit card;
- \* The data in the **Cloud Service** is safe because we are using Amazon's cloud storage.



## Note:

- \* Since the cloud service package is bound to the registered account, please contact HeimVision if you need to switch to another account.
- \* To enter the activation code of your Cloud Service, tap the  in the main interface of the App or tap **Cloud Service** on the bottom bar to show the **Cloud Recording Service** interface, then tap **Pay by activation code** on the upper right corner.

## 7. Other Functions Introduction

Enter the interface of **Setting** to check other functions by tapping the  in the main interface of YCC365 Plus or the  in the **LIVE** interface.

## Notification Settings

### \* Motion detection: ON

The camera will record the videos when detects the moving objects, then **YCC365 Plus** will push the alert notification to the notification bar of your mobile device;

### \* Sound detection: ON

The camera will record the videos when detects the sound like the baby's crying , then **YCC365 Plus** will push the alert notification to the notification bar of your mobile device;

## Push Notification Settings

### \* Receive notification

You can select to receive all notifications or just receive a summary. If select **Receive summary**, you can set up the interval time for receiving the alert notifications with the same type;

### \* Stop notification time:

You will not receive alert notifications from the camera within a certain time after adding schedule(s);

### \* Receive app notifications: ON

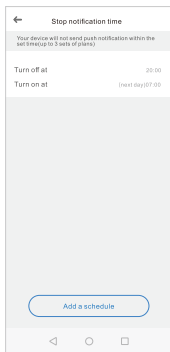
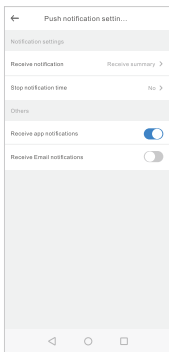
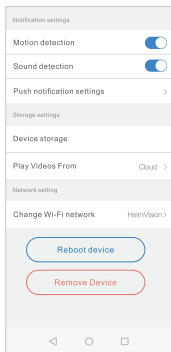
**YCC365 Plus** will push the alert notifications to the notification bar of your mobile device;

### \* Receive Email notifications: ON

**YCC365 Plus** will send the alert notifications to your email (only available in the camera with cloud service).

## Important:

For receiving the real-time alert notifications, please switch on all the options: **Motion detection**, **Sound detection**, **Receive app notification** and **Receive Email notifications**.





## More functions

A: turns on/off the camera.

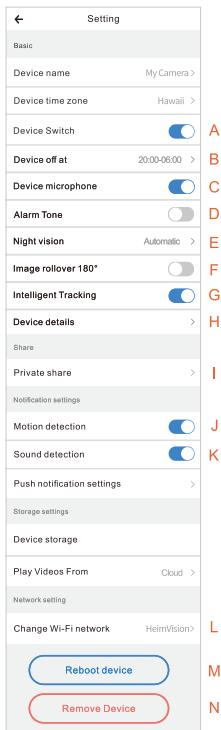
B: switches off the camera at the set time;

C: switches on and off the microphone of the camera. You will not hear the sound from the camera and there is no sound when recording the videos when it's off;

D: the built-in buzzer will make an siren alert when the camera detects the sound, motion and so on if you switch on this button;


E: turns on and off the IR LED of the camera. You can also set up to automatically switch on or off the IR LED based on the environment. After switching on the IR LED, the image will be white and black unless you change the setting; while after switching off the IR LED, the image will be colorful unless you change the setting;

F: flips the picture of the video when the camera is mounted under the roof of the buildings;

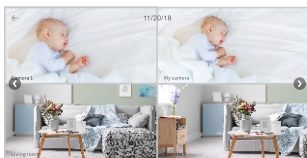
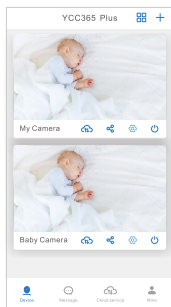


- G:** the camera will rotate following the moving object when it's on. To keep the camera still and to reduce the noise, please switch off **Intelligent Tracking**. If the moving object is out of the range of monitoring, the camera will get back to the position before tracking. However, the camera will not track the moving object when you are using **Pan & Tilt Control**;
- H:** checks the device ID, Mac address and the Firmware version of the device;
- I:** shares the camera with the account of your family member, then they can watch live videos, watch the video playback or control the PTZ of the camera according to the selected function(s).The shared account should be a registered account of **YCC365 Plus**.
- J:** the camera will not push alert notification to your mobile device when detects any motion if you switch off this button;
- K:** the camera will not push alert notification to your mobile device when detects any sound if you switch off this button;
- L:** you can change the Wi-Fi for the camera when it needs to connect another Wi-Fi; however, the current Wi-Fi and the Wi-Fi you'd like to change should be connected at the same time;
- M:** reboots the camera remotely;
- N:** clicks this button when you are no longer using the current camera or when connecting this camera with another registered account.

## Simultaneously watch videos from multiple cameras

Multiple cameras can be connected to the same registered account. You can watch the live video of multiple cameras at the same time through the split screen by tapping the  in the upper right corner of the main interface.

YCC365 Plus and PC can support 4 split screens currently, which means that you can simultaneously watch live videos from 4 cameras in the same screen at most. When there are more than 4 cameras connecting to this App, you can slide the screen to watch the live video of each camera.



### Tip:

Simultaneously watching the live videos of multiple cameras has higher requirements for network bandwidth, so it may occur the video buffer and lag.

## How to Watch the Videos on the Computer

Enter your email address and log in with your password after visiting [www.ucloudcam.com](http://www.ucloudcam.com). For detailed introduction of functions, please refer to the above introduction for YCC365 Plus.

## Troubleshooting Guide

**Q1: How should I do when the camera fails to connect during the process?**

- \* Use the pin to press and hold the **Reset** button for 5-6s to reset the camera before connecting the camera. You will hear "Reset Success" at a successful reset;
- \* The camera only supports 2.4GHz Wi-Fi. Please make sure to connect to the correct Wi-Fi;
- \* You will hear different voice prompts when connecting the camera. Please take corresponding measures according to the voice prompts.
  - "Please configure camera by scanning code or AP hotspot". You will hear this after the camera is powered on. If not, use the pin to press and hold the **Reset** button for 6s to reset the camera, then try again;
  - "Please wait for Wi-Fi connecting". You will hear this after select your Wi-Fi account and enter the password. If not, the Wi-Fi connection is failed. Please check whether the lens of the camera is blocked, whether the account and password are correct;

- "Please wait for Internet connecting". If you cannot hear this, it means that the camera cannot get the IP address from the router. Please make sure the router works well and try to reduce the number of users who can access the current Wi-Fi; or, restart the router and try again;
- "Internet connected, welcome to use cloud camera". This voice prompt means the camera has been connected successfully. If you cannot hear this after trying many times, please contact us.

## Q2: What can I do if **YCC365 Plus** shows "Uh-oh! Device disconnected"?

- \* Make sure the camera is powered on and the network of the router works well.
  - Solution 1: Tap **Trouble Shooting** on the same page to fix.
  - Solution 2: Restart the camera. If the camera still disconnects after the restart, please remove the camera from the App, then connect it again.

## Q3: How can I get my camera connected to another Wi-Fi?

- \* If the current Wi-Fi of the camera and Wi-Fi you would like to switch can be connected at the same time, you can switch the Wi-Fi directly by selecting **Change Wi-Fi Network** in the interface of **Setting**.
- \* If the camera is disconnected to the current Wi-Fi, the App will say "Device disconnected". Tap **Trouble Shooting** to connect to another Wi-Fi directly. Or remove the camera from **YCC365 Plus**, then connect the camera to the Wi-Fi you would like to switch.

**Q4: Why are there blank parts in the timeline of the video?**

- \* If you are using the **Trial** package or **Alarm Recording** package of **Cloud Service**, or you select **Event Recording** in **Memory card recording mode**, it will have blank parts in the timeline of the video. Because those options make camera recording videos when it detects the sound, motion etc..

**Q5: I installed the microSD card, selected **All-day Recording** in **Memory card recording mode**, but why are there blank parts in the timeline of the video?**

- \* Make sure you select **Memory Card** in **Play Videos From**;
- \* Make sure the **SD card status** is **available**; If not, please format the microSD card. If there are blank parts in the timeline of the video after formatting, please change to another microSD card.

**Tip:**

When the camera is clearing cache memory and restarting, it will also make the blank parts in the timeline of the video.

**Q6: Why cannot the camera read the microSD card?**

- \* Please make sure the microSD card is not damaged. If the microSD card is damaged, please change to another microSD card.
- \* When the quality of the network is poor, the camera may not read the microSD card. You can change the quality of the picture from **HD** to **SD** in the **LIVE** interface.

### Tip:

- \* Reboot the camera after installing and uninstalling the microSD card.
- \* Do not install or uninstall the microSD card when powering on the camera, which may damage the videos or the microSD card.

### Q7: Why is the timeline of the video blank when using a microSD card after the cloud service expires?

- \* Videos in the **Cloud Service** can't be played if the cloud service package expires. If the camera hasn't installed the microSD card before, there would have no videos.

### Q8: How can I watch the microSD card videos on the mobile device and computer?

- \* Watch on the mobile device: If the **SD card status** is **Available**, change **Play Videos From** to **Memory Card**.
- \* Watch on the computer: Install the microSD card into the computer, or copy the videos to the computer, then watch them with the player that supports MP4 format.

### Q9: Why can't I get the notifications on my phone?


- \* Make sure you allow **YCC365 Plus** to send you notifications in the settings of your mobile device.
- \* Make sure you switch on all the options in **Push Notification Settings**.
- \* Make use the current time is not during the scheduled time that stops the notification. Usually, **YCC365 Plus** will push notifications to your mobile device when the camera records videos after detecting the sound or motion; however, notifying

by the sound or the vibration depends on the setting of the mobile device itself.

**Tip:**

When you watch the live video of the camera, the mobile device will not get any notification.

**Q10: How many accounts can I share when I select **Private Share**? How can I cancel the sharing?**

- \* The limitation of network bandwidth and too many users accessing the camera at the same time will affect the connection and the video quality of the camera. The camera with cloud service subscription package can share with 10 accounts at most; while the camera without can share with 3 accounts at most;
- \* In the interface of **Private Share**, press and hold the account you want to cancel the sharing, then tap .

**Q11: Why is there a circle in the video and why does the video have buffers when watching the video?**

- \* The circle in the video means it's still loading, please check the network connection of the camera and the mobile device. You can also change the quality of the video from **HD** to **SD** for smoother streaming.

**Q12: Why is there image noise when the environment is dark?**

- \* This is a normal phenomenon. However, to improve the image quality, the IR LED can be turned on when the environment is dark; at the same time, the color of the image will be black and white.



### Q13: Why does the camera make noise?

- \* When the camera rotates, the motor will make a subtle sound, then the App will record the noise through the camera's microphone. It can be eliminated by switching off the **Sound** in the **LIVE** interface, or switching off the **Device microphone** in the interface of **Setting**. In addition, it will occur an echo when the distance between the mobile device and the camera is very close. It can be eliminated by moving the mobile device away from the camera. If the camera makes an unusual noise that cannot be eliminated, please contact us.

### Q14: Do I have to subscribe to the cloud service package to use this camera?

- \* You don't have to subscribe to the cloud service package. We offer 30-day free cloud service. You can use the SD card for video recording after the expiration; otherwise, you can only watch the real-time video.
- \* For better experience and safer storage, HeimVision recommends renewing the free trial package after expiration. If you have subscribed a cloud service package, please renew it before expiration. Otherwise, please get a microSD card in time to avoid the interruption of video recording; and back up the important videos in the **Cloud Service** in time to avoid the situation that you can't watch them after the cloud service expires.

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.



HeimVision

CUSTOMER SUPPORT

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