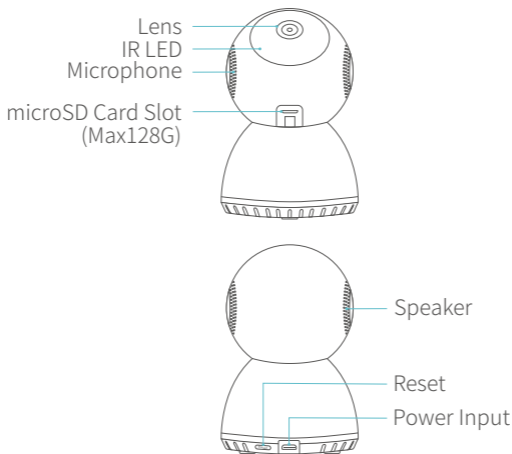


HD Smart Wi-Fi Camera HM205 User Manual

Please read this user manual carefully before using and keep it for future use.

Product Overview.....	01
Download the App.....	01
Account Registration.....	02
Connecting the Camera.....	02
1.Connecting by Scanning the QR Code.....	03
2.Connecting by AP Hotspot.....	05
*Off-line Direct AP Connection.....	08
Connecting the Camera to Amazon Alexa.....	11
Functions Introduction.....	14
1. Pan & Tilt Control and Preset.....	16
2. Video Playback.....	18
3. Video Cut.....	19
4. Messages.....	20
5. The microSD Card.....	21
6. Optional Cloud Service.....	23
7. Other Functions Introduction.....	24
How to Watch the Videos on PC.....	30
Troubleshooting Guide.....	30

Product Overview



Download the App

Option 1:

Search and download **Pixplus** from Google Play or **Pixplus-EN** from App Store ;

Option 2:

Scan the QR code below to download.



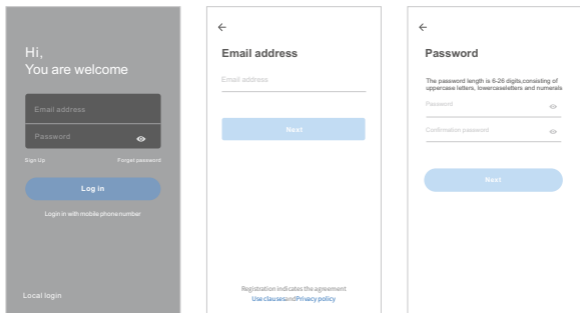
For Android



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.



Note:

If you did not receive an activation email, please check your SPAM or contact us.

Connecting the Camera to Your Mobile Device

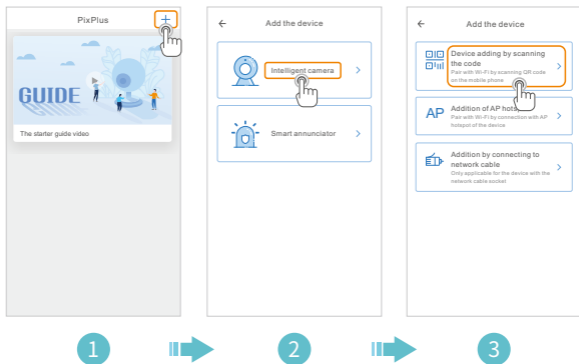
IMPORTANT:

- (1) For all connecting options, you will hear "Camera start. Wait for connection" after the camera is powered on. Press and hold the **Reset** button for 5-6s to reset the camera if no voice prompts. You will hear "Reset success, please wait reboot" at a successful reset;
- (2) This camera only supports 2.4GHz Wi-Fi;
- (3) For stable network connection, please make sure the camera and the mobile device are close to the router.

1. Connecting by Scanning the QR Code

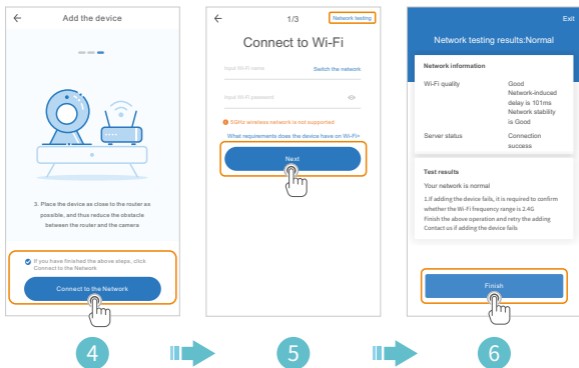
Step 1:

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



Step 2:

Tick If you have finished the above steps, click **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:

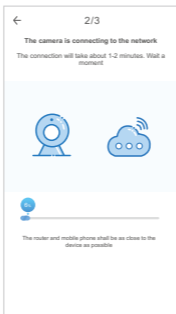
Align the QR code on your mobile device with the camera lens and keep a distance of 4-8 inches. When the QR code is clear, slightly move your mobile device forward and backward for better scanning.

Step 4:

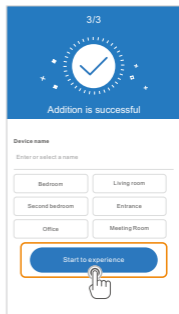
Tap **I heard the "beep" voice** to connect to the Internet after 2 beeps from the camera. During the process, you will hear "Network connecting, please wait". When you hear "Wi-Fi connection success. Camera is online", the camera is connected to **Pixplus** successfully.



7



8

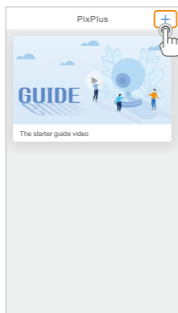


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2. Connecting by AP Hotspot

Step 1:

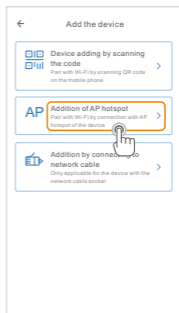
Connect the mobile device to your Wi-Fi, then log in to Pixplus. Tap + in the upper right corner, then select Intelligent camera and Addition of AP hotspot;



1



2



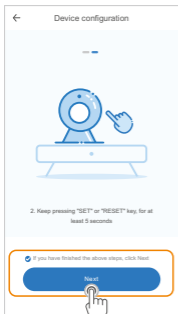
3

Step 2:

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

Step 3:

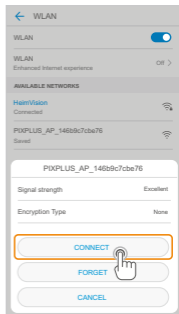
Tap **Go to Setting** to enter the network setting interface of the mobile device, then connect to the **PIXPLUS_AP_XXXX** Wi-Fi;



4



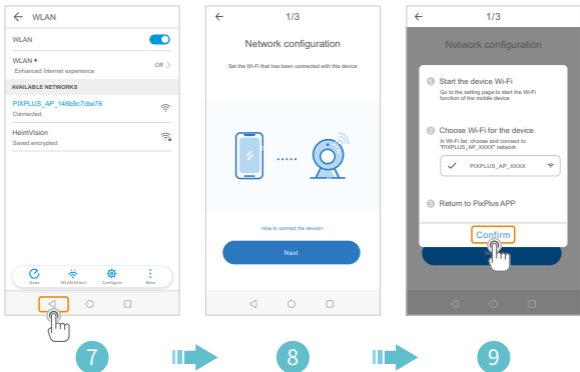
5



6

Step 4:

Tap **<** to get back to **Pixplus** to enter **Network configuration** interface, then tap **Next** to continue;

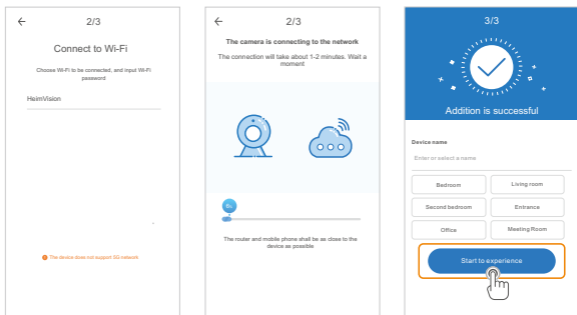


Tips:

1. There will be a pop-up window if the **PIXPLUS_AP_XXXX** Wi-Fi connection is failed. Tap **Confirm** to connect again;
2. If you still cannot connect to the **PIXPLUS_AP_XXXX** Wi-Fi, it may be prohibited by the security setting of your mobile device. Please change your setting or contact with us.

Step 5:

Select the Wi-Fi your mobile device is connected, enter the correct password, then tap **Confirm**. The camera will connect to the Internet after 2 beeps from the camera. During the process, you will hear "Network connecting, please wait". When you hear "Wi-Fi connection success. Camera is online", the camera is connected to **Pixplus** successfully.



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12


Note:

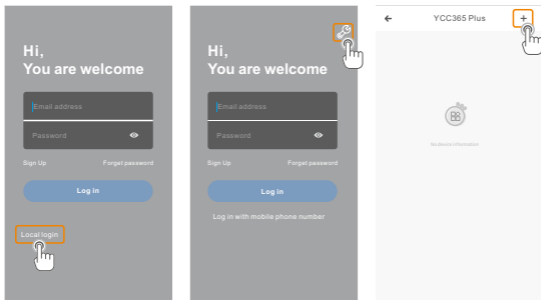
Addition by connecting to network cable is not supported in this model.

*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:

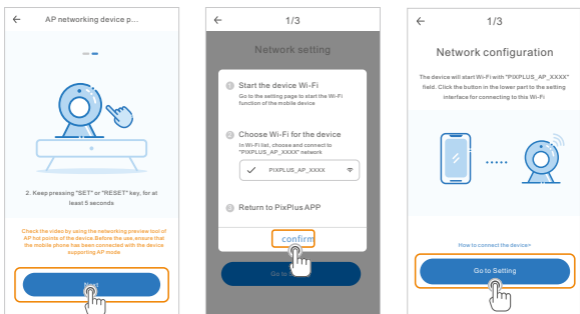
Enter the login interface of the App and tap **Local Login** or the  icon to enter the camera connecting interface, then tap **+** on the right upper corner to continue;



1 → 2

Step 2:

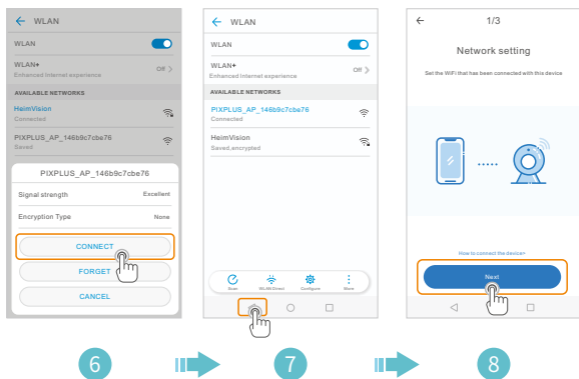
Tap **Next**. There will be a pop-up window and tap **OK** to enter the **Network setting** interface of the App. Tap **Go to Setting** to enter the network setting interface of the mobile device;



3 → 4 → 5

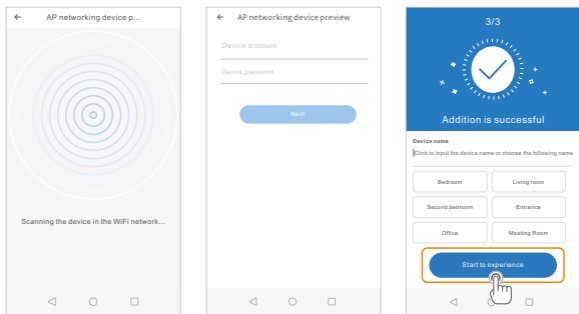
Step 3:

Connect to the **PIXPLUS_AP_XXXX** Wi-Fi. After connected, tap **<** to get back to PixPlus 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 **PixPlus** and password **123456**, then tap **Next** to start to connect the camera. You can watch the live video and set up the camera after a successful connection!



9



10




11

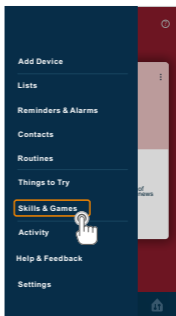
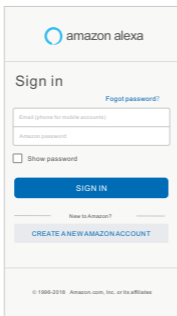
Note:

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

Connecting the Camera to Amazon Alexa

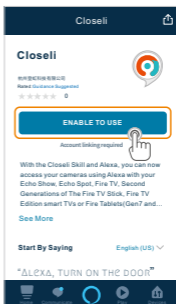
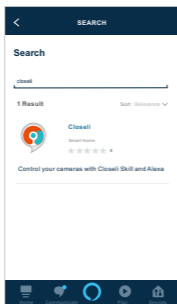
Step 1:

Log in to **Amazon Alexa** with your Amazon account after downloading and installing it, tap  on the left upper corner of the Home page, then select **Skills & Games**;



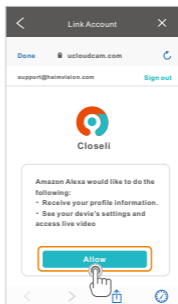
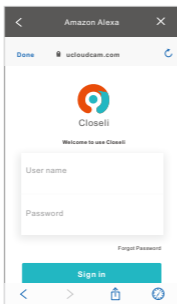
Step 2:

Search and select **Cloveli**, then enable it by tapping **ENABLE TO USE**;



Step 3:

Log in to **Cloveli** with your Pixplus account, then allow Amazon Alexa to link with your Pixplus account by tapping **Allow**.

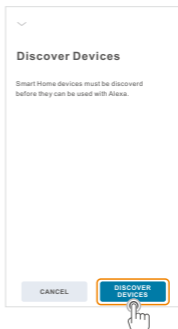
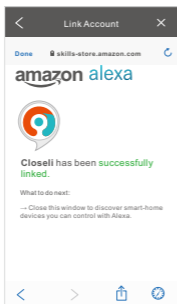


Note:

Closeli is the application that helps Pixplus realize Alexa's Skill.

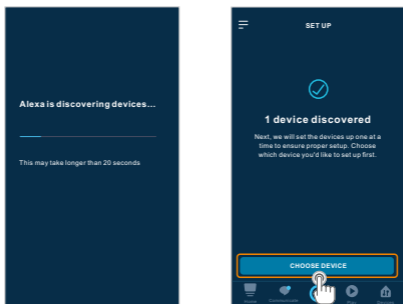
Step 4:

Close the page of Closeli has been successfully linked after a successful link, then tap **DISCOVER DEVICES** in the pop-up page to discover the camera in the Pixplus App.



Step 5:

After discovering, tap **CHOOSE DEVICE** to start the experience. You can control your camera with Amazon Alexa by starting to say "Alexa, show the camera" to enter the LIVE video interface, then say "Alexa, stop" to exit from it.

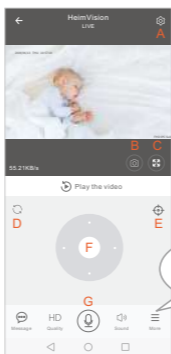
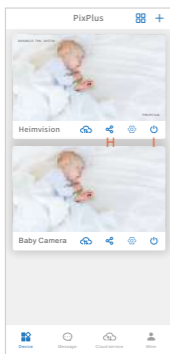


Note:







For renaming the linked camera or linking the new camera in the Pixplus App with Amazon Alexa, please discover the device again.

Functions Introduction


Tap the thumbnail of the camera in the main interface of PixPlus 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
- H. Private Share
- I. Device Switch


- * 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 the image from HD to SD for smoother streaming.
- * Tap  to share your camera with your family members. The shared account should register **PixPlus App**.
- * Tap  to record the video to the internal storage of your mobile device.

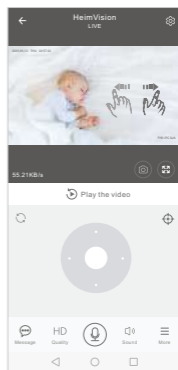
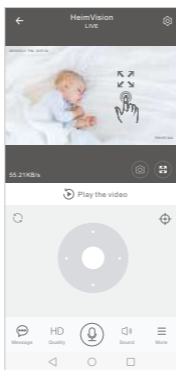
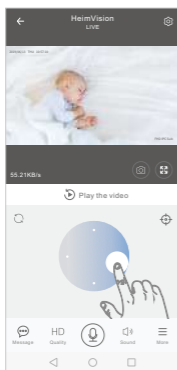
Tip:

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-tapping 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.




Tips:

- * 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.

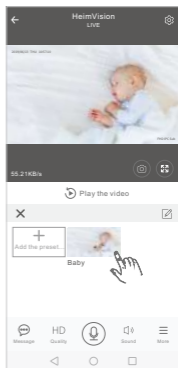
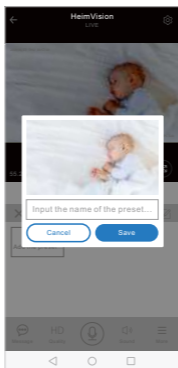
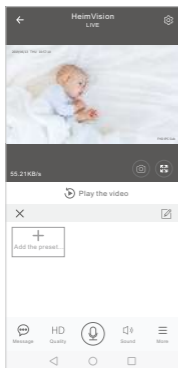
(2) Preset

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

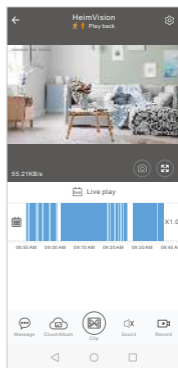
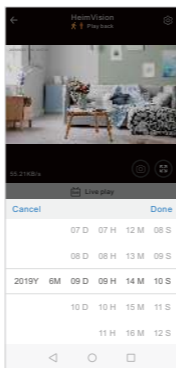
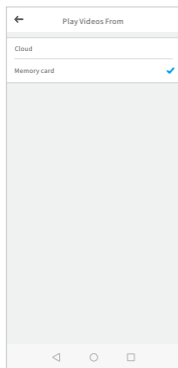
Tap  **Play the video** to enter the video playback interface. It will replay the historical videos in the **Cloud Service** of the camera by default.

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 human, motion, 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.

Tips:


- * 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 stored 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:

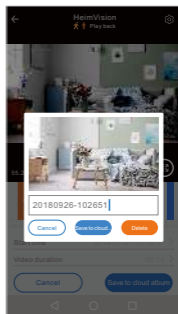
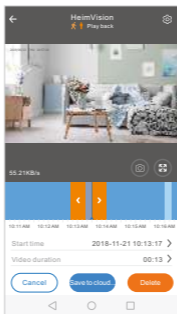
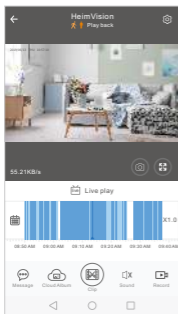
Drag the timeline, stop at the starting time of the video, then tap  ;

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**.




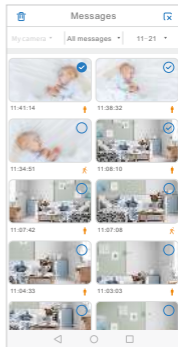
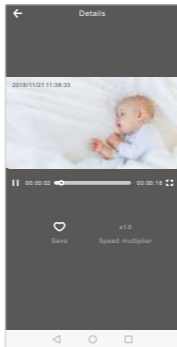
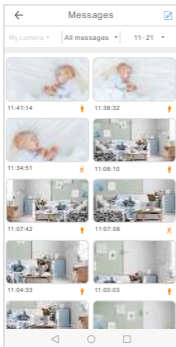
Tip:

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 human or motion.

- * 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

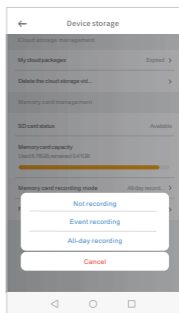
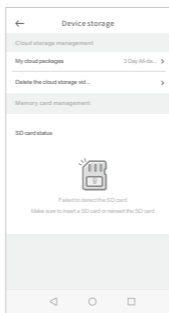
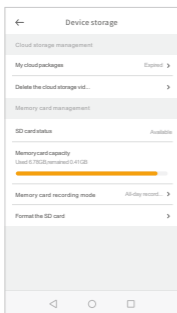
Important:

Insert the microSD card when the camera is off.

Reboot the camera if you insert the microSD card when the camera is on.

* Go to **Setting > Device storage > Memory card management**:

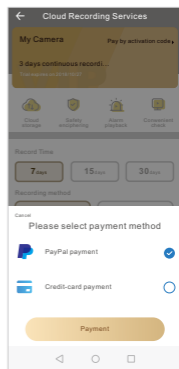
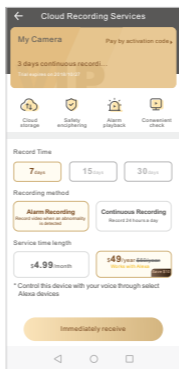
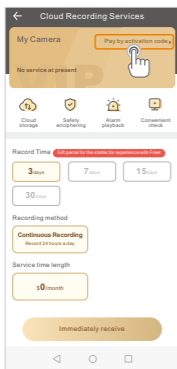
- to check the microSD card status;
 - to check the remaining capacity of the microSD card;
 - to format the microSD card (it is recommended to format at the first use);
 - to set the recording modes of the microSD card. Selecting **Not Recording** means no videos will be saved in microSD card. Selecting **Event recording** means videos with human or motion will be recorded and saved in microSD card. Selecting **All-day recording** means the camera will record videos uninterruptedly.
- * 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);
- * 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 and the encryption algorithm.



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

Notification Settings

* **Motion detection: ON**

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

* **Humanoid detection: ON**

The camera will record videos when detects human body, then **PixPlus** will push the alert notification to your mobile phone.

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 in 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

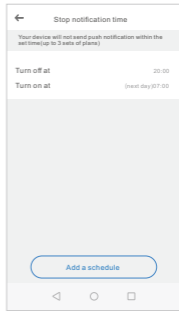
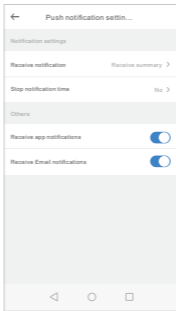
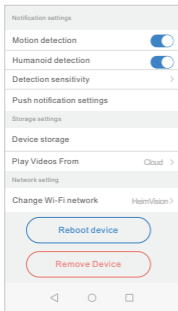
PixPlus will push the alert notifications to your mobile device;

* Receive Email notifications: ON

PixPlus 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**, **Humanoid 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;

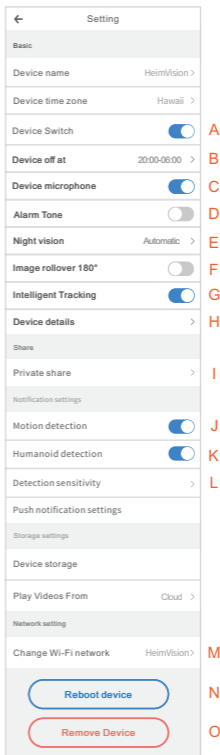
D: the built-in buzzer will make a siren alert when the camera detects the human body, motion and so on if you switch on this button;

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**;

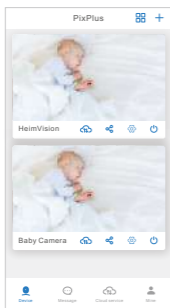


- H:** checks the device ID, Mac address and the Firmware version of the device;
- I:** shares the camera with the account of your family member, then they can watch live videos, watch the video playback or control the PTZ of the camera according to the selected function(s).The shared account should be a registered account of **PixPlus**;
- J:** the camera will not push alert notification to your mobile device when detects an motion if you switch off this button
- K:** the camera will not push alert notification to your mobile device when detects any human body if you switch off this button;
- L:** you can lower the detection sensitivity to reduce the false alerts.
- M:** 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;
- N:** reboots the camera remotely;
- O:** 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.

PixPlus and PC support 4 split screens currently, which means that you can simultaneously watch live videos from 4 cameras at most in the same screen. 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 PC

Enter your email address and log in with your password after visiting <https://www.ucloudcam.com>. For detailed introduction of functions, please refer to the above introduction for PixPlus.

Troubleshooting Guide

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

- * 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.
 - "Camera start. Please use your mobile phone to configure the network". 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;
 - "Network connecting, please wait". 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;

- "Wi-Fi connection success". 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;
- "Camera is online". 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 **PixPlus** 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 **PixPlus**, 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.

Tips:

- * 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 **PixPlus** 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, **PixPlus** 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.

For detailed user manual,
please visit www.heimvision.com or contact us.



CUSTOMER SUPPORT

North America: support@heimvision.com

United Kingdom: support.uk@heimvision.com