YI Technology 3m CVR plan

YI/Kami Cloud Plan Instruction Manual

Brand: YI Technology | **Model:** 3m CVR plan

1. Introduction

This manual provides comprehensive instructions for the YI/Kami Cloud Plan, a continuous video recording (CVR) storage service designed for YI Home and Kami camera series. This service ensures secure and accessible footage storage, eliminating the need for physical memory cards.

The 3-month CVR plan for one camera offers a reliable solution for continuous surveillance footage storage. YI Cloud employs financial-industry standard encryption to safeguard your data, ensuring that only authorized account holders can access the footage.



Image 1.1: Visual representation of the YI Cloud Plan, highlighting its key features: cloud storage, support for one camera, 24/7 Continuous Video Recording (CVR), and a 3-month duration.

2. Key Features

- **Constant Coverage, No Cooldowns:** Ensures continuous protection without missing any moments, as advanced YI Cloud plans feature zero cooldown periods.
- **100% Security:** Utilizes financial-industry standard encryption to secure data and footage, making it accessible only by the account holder(s).
- **No Extra Costs, No Compromises:** Transparent pricing with no hidden fees or missing features, allowing users to pay only for what is needed.
- **Enhanced Peace of Mind:** Safeguards footage from potential theft or damage, providing reliable backup.
- **All-in-One Protection:** Supports the entire YI Home and Kami Home camera series, with options to cover up to five cameras on a Standard Plan subscription.

3. Setup and Activation

To activate your YI/Kami Cloud Plan, follow these steps:

1. **Purchase and Receive Code:** After purchasing the YI/Kami Cloud Plan, you will receive an online code. This code is typically delivered via email or accessible through your purchase history.
2. **Download YI Home/Kami Home App:** Ensure you have the latest version of the YI Home or Kami Home application installed on your mobile device (iOS or Android).
3. **Log In or Create Account:** Open the app and log in to your existing YI/Kami account. If you do not have an account, follow the prompts to create one.
4. **Navigate to Cloud Services:** Within the app, locate the "Cloud" or "Cloud Service" section. This is usually found in the main menu or settings.
5. **Redeem Code:** Select the option to redeem a cloud service code or activate a new plan. Enter the online code you received accurately.
6. **Assign to Camera:** Once the plan is activated, you will be prompted to assign it to one of your connected YI Home or Kami cameras. Select the camera you wish to link with this 3-month CVR plan.
7. **Confirmation:** A confirmation message will appear, indicating that your cloud plan is active and linked to your chosen camera. Continuous video recording will begin automatically.

For PC/Mac users, you can also manage your cloud plan through the YI Home or Kami Home desktop application or web portal. Visit the official YI Technology website for direct links to software downloads and web access.

4. Operating the Cloud Service

Once activated, the YI/Kami Cloud Plan operates seamlessly in the background, providing continuous video recording for your assigned camera. Here's how to interact with the service:

- **Accessing Footage:** Open the YI Home or Kami Home app. Select the camera linked to the cloud plan. You will see a timeline or event list. Drag the timeline to review continuous footage or select specific event alerts.
- **Event Playback:** The cloud service records continuously. However, motion-triggered events are often highlighted on the timeline for quick access. Tap on these highlights to jump directly to the event.
- **Downloading Footage:** To save specific video clips, navigate to the desired footage on the timeline. Look for a download or record button within the app's playback interface. Saved clips will typically be stored in your device's local storage or the app's gallery.
- **Managing Multiple Cameras:** If you have multiple cameras, ensure the correct cloud plan is assigned to the desired camera. Standard plans may support up to five cameras, but this specific plan is for one camera.
- **Web Portal Access:** For a larger viewing experience and easier management, log in to your YI/Kami account via a web browser on your PC or Mac. The web portal offers similar functionalities for viewing and managing cloud footage.

5. Maintenance and Best Practices

To ensure optimal performance and security of your YI/Kami Cloud Plan:

- **Keep App Updated:** Regularly update the YI Home or Kami Home app to the latest version to benefit from new features, security patches, and performance improvements.
- **Secure Your Account:** Use a strong, unique password for your YI/Kami account. Enable two-factor authentication (2FA) if available for added security.

- **Monitor Storage:** While CVR plans offer continuous recording, be aware of the plan's duration (3 months for this specific plan). Footage older than the plan's retention period will be automatically overwritten. Download important clips before they expire.
- **Internet Connection:** A stable and strong internet connection is crucial for continuous uploading of video footage to the cloud. Ensure your camera has a reliable Wi-Fi connection.
- **Camera Health:** Ensure your camera itself is functioning correctly. A malfunctioning camera cannot upload footage to the cloud.

6. Troubleshooting

Problem	Possible Cause	Solution
Cloud footage not recording.	Plan not active, camera not assigned, poor internet connection, camera offline.	Verify plan activation in the app. Ensure the plan is assigned to the correct camera. Check camera's internet connection and power supply. Restart camera and router.
Cannot view past footage.	Footage retention period expired, app glitch.	Check if the footage is older than 3 months. Update the app. Clear app cache. Reinstall the app if necessary.
Activation code not working.	Incorrect code entry, code already redeemed, regional restrictions.	Double-check the code for typos. Ensure it hasn't been used before. Contact YI Technology support if issues persist.

7. Specifications

- **Service Type:** Continuous Video Recording (CVR) Cloud Storage
- **Plan Duration:** 3 Months
- **Camera Support:** 1 Camera (per this specific plan)
- **Compatibility:** Entire YI Home and Kami camera series
- **Encryption:** Financial-industry standard encryption
- **Minimum System Requirements:**
  - Operating System: Android, Windows (All), Mac OS X (All)
- **Manufacturer:** YI Technology
- **First Available Date:** August 1, 2020

8. Warranty and Support

As a digital service, the YI/Kami Cloud Plan does not typically come with a traditional hardware warranty. However, YI Technology is committed to providing reliable service and support.

- **Service Guarantee:** YI Technology aims to provide uninterrupted cloud service. In case of service disruptions, please refer to the official YI Technology website for status updates and announcements.
- **Technical Support:** For any issues related to activation, usage, or technical difficulties with your YI/Kami Cloud Plan, please contact YI Technology customer support.

- **Contact Information:** Visit the official YI Technology Support Page for FAQs, troubleshooting guides, and contact options (email, live chat, or phone support).
- **Refund Policy:** For information regarding refunds or cancellations of digital service plans, please consult the terms and conditions of your purchase or contact the vendor from whom the code was acquired.

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Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

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Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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