ISNATCH 67689436

HeyCam Move - 1080P Motorized Outdoor Wi-Fi Camera User Manual

Model: 67689436 | Brand: ISNATCH

1. Introduction

Thank you for choosing the ISNATCH HeyCam Move outdoor Wi-Fi camera. This manual provides detailed instructions for the installation, operation, and maintenance of your new security camera. Please read this manual thoroughly before use and keep it for future reference.
The HeyCam Move is a 1080P motorized outdoor Wi-Fi camera designed for enhanced home security. It features pan and tilt capabilities, two-way audio, motion detection with tracking, night vision, and compatibility with popular voice assistants like Amazon Alexa and Google Assistant.

2. Safety Information

To ensure proper operation and avoid damage, please observe the following safety precautions:

- Use only the provided power adapter.
- Do not expose the camera to extreme temperatures or humidity.
- Ensure the camera is securely mounted to prevent falling.
- Keep the camera away from direct sunlight for prolonged periods to prevent overheating.
- Do not attempt to disassemble or repair the camera yourself. Contact customer support for assistance.
- Ensure all cables are properly connected and secured to avoid tripping hazards or damage.

3. Package Contents

Please check the package contents upon opening. If any items are missing or damaged, contact your retailer or ISNATCH customer support.

- HeyCam Move Outdoor Wi-Fi Camera
- Power Adapter (AC/DC)
- Mounting Screws and Wall Plugs

- User Manual (this document)



Image: The HeyCam Move product box, showing the camera and branding.

4. Product Overview

Familiarize yourself with the components of your HeyCam Move camera:



Image: Front view of the HeyCam Move camera with labels pointing to Antennas, Microphone, 6 LED with light function, 6 IR LEDs, and 3.6mm Optic lens.



Image: Rear view of the HeyCam Move camera showing the Speaker, Micro SD slot, Reset button, 12 VDC power cable, and RJ45 Ethernet cable.

Key Features:

- **IP65 Protection Rating:** Designed for outdoor use, resistant to dust and water jets.
- **Motorized Pan & Tilt:** Horizontal rotation (PAN) of 355° and vertical tilt (TILT) of 90°.
- **1080P Video Resolution:** High-definition video capture.
- **Micro SD Card Support:** Supports up to 128GB (not included) for audio/video recording.
- **Motion Detection & Tracking:** Sends push notifications to your mobile device upon motion detection and can track movement horizontally.
- **Two-Way Audio:** Built-in microphone and speaker for real-time communication.
- **Advanced Night Vision:** Equipped with 4 IR LEDs for night vision up to approximately 50m and 4 white LEDs to illuminate the scene.
- **Real-Time Viewing:** Monitor live feed, capture photos, and remotely search/export recordings.
- **App Control:** Manage and view via the HEY SMART app (Android & iOS).
- **Voice Assistant Compatibility:** Works with Amazon Alexa and Google Assistant.
- **Device Sharing:** Share camera access and management with other users via the HEY SMART app.

5. Setup

5.1 Physical Installation

Choose a suitable outdoor location for mounting the camera, ensuring it has a clear view and is within Wi-Fi range. The camera is designed for outdoor use with an IP65 rating.

1. Mark the drilling positions on the wall using the camera's base as a template.
2. Drill holes and insert the wall plugs.
3. Secure the camera base to the wall using the provided screws.
4. Adjust the camera's angle as needed before final tightening.



Image: The HeyCam Move camera mounted on an exterior wall of a building, overlooking a patio area.

5.2 Power Connection

Connect the provided AC/DC power adapter to the camera's 12VDC input port and then plug it into a power outlet. Ensure the connection is secure and protected from weather elements if exposed.

5.3 App Installation and Account Creation

The HeyCam Move camera operates with the HEY SMART app.

1. Download the "HEY SMART" app from the Google Play Store (for Android) or Apple App Store (for iOS).
2. Open the app and register for a new account if you don't have one. Follow the on-screen instructions to complete the registration process.
3. Log in to your HEY SMART account.

5.4 Wi-Fi Connection

To connect your camera to your home Wi-Fi network:

1. In the HEY SMART app, tap the "+" icon to add a new device.
2. Select "Security Camera" or "Smart Camera" from the device list.
3. Follow the in-app instructions to put the camera into pairing mode (usually indicated by a flashing LED).
4. Enter your Wi-Fi network name (SSID) and password. Ensure you are connecting to a 2.4GHz Wi-Fi network, as the camera does not support 5GHz.
5. The app will generate a QR code. Position your phone screen in front of the camera lens (approx. 15-20 cm away) until you hear a confirmation sound from the camera.
6. Once connected, the camera's LED indicator will turn solid, and you will see the camera added to your device list in the app.

5.5 Micro SD Card Installation (Optional)

For local video storage, install a Micro SD card (up to 128GB, not included).

1. Locate the Micro SD card slot on the camera (refer to Product Overview).
2. Gently insert the Micro SD card into the slot until it clicks into place.
3. In the HEY SMART app, navigate to the camera settings and format the Micro SD card for optimal performance.

6. Operating Instructions

6.1 Live View

Open the HEY SMART app and tap on your HeyCam Move camera from the device list to access the live video feed.

6.2 Pan & Tilt Control

On the live view screen, use the directional controls (joystick icon) to remotely pan the camera horizontally (355°) and tilt it vertically (90°) to adjust the viewing angle.

6.3 Two-Way Audio

To speak through the camera's speaker, tap the microphone icon in the live view. To listen to audio from the camera's microphone, ensure the speaker icon is enabled.

6.4 Motion Detection and Tracking

The camera can detect motion and automatically track the moving object horizontally.

- Enable motion detection in the camera settings within the HEY SMART app.
- Adjust sensitivity levels as needed.
- Enable "Horizontal Tracking" to allow the camera to follow detected motion.
- You will receive push notifications on your mobile device when motion is detected.

6.5 Night Vision

The camera automatically switches to night vision mode in low-light conditions. It utilizes 4 IR LEDs for standard night vision up to 50m and 4 white LEDs that can illuminate the scene for color night vision or as a deterrent. You can configure night vision settings (e.g., auto, IR only, white light on motion) in the app.

6.6 Recording and Playback

If a Micro SD card is installed, the camera will record events based on your settings (e.g., continuous, motion-triggered).

- To view recorded footage, go to the playback section in the HEY SMART app.
- Select the date and time to review recordings.
- You can also capture photos or export video clips directly from the app.

6.7 Voice Assistant Integration

The HeyCam Move is compatible with Amazon Alexa and Google Assistant, allowing for voice control of certain functions (e.g., viewing live feed on compatible smart displays).



Image: Graphic showing the HeyCam Move camera and a smartphone, with logos for "Works with Alexa", "Works with Google Home", and "Hey Smart" app, indicating compatibility.

1. **For Amazon Alexa:**
    - Open the Alexa app, go to "Skills & Games".
    - Search for "HEY SMART" and enable the skill.
    - Link your HEY SMART account.
    - Discover devices. You can then say, "Alexa, show me the [Camera Name]".
2. **For Google Assistant:**
    - Open the Google Home app, tap "+" > "Set up device" > "Works with Google".
    - Search for "HEY SMART" and link your account.
    - Assign the camera to a room. You can then say, "Hey Google, show me the [Camera Name]".

6.8 Device Sharing

The HEY SMART app allows you to share access to your camera with family members or trusted individuals.

1. In the HEY SMART app, select the camera you wish to share.
2. Go to the settings menu (usually a gear icon).
3. Find the "Share Device" or "Device Sharing" option.
4. Enter the HEY SMART account email or phone number of the person you want to share with. They will receive an invitation to view and manage the device.

7. Maintenance

7.1 Cleaning

Regularly clean the camera lens and housing to ensure clear image quality and proper operation.

- Disconnect power before cleaning.

- Use a soft, damp cloth to wipe the camera body.
- For the lens, use a lens cleaning cloth and solution to avoid scratches.
- Do not use harsh chemicals or abrasive cleaners.

7.2 Firmware Updates

Periodically check for firmware updates through the HEY SMART app. Updates can improve performance, add new features, and enhance security.

- In the app, go to the camera settings.
- Look for "Firmware Update" or "Device Version".
- If an update is available, follow the on-screen instructions. Do not power off the camera during an update.

8. Troubleshooting

Problem	Possible Cause	Solution
Camera offline/Cannot connect to Wi-Fi	Weak Wi-Fi signal; Incorrect Wi-Fi password; Camera too far from router; Router settings (e.g., 5GHz network).	• Ensure camera is within 2.4GHz Wi-Fi range. • Verify Wi-Fi password. • Move camera closer to router or use a Wi-Fi extender. • Reset the camera and try re-pairing.
No recording to Micro SD card	SD card not inserted correctly; SD card full; SD card not formatted; Faulty SD card.	• Reinsert the SD card. • Format the SD card via the app. • Check recording settings in the app. • Try a different SD card.
Motion detection not working	Motion detection disabled; Sensitivity too low; Obstructions in view.	• Enable motion detection in app settings. • Increase sensitivity. • Clear any obstructions.
Poor image quality	Dirty lens; Poor lighting; Network bandwidth issues.	• Clean the camera lens. • Ensure adequate lighting. • Check network speed.

9. Specifications

Feature	Specification
Model Name	HeyCam Move
Model Number	67689436
Brand	ISNATCH
Usage Environment	Outdoor (IP65 rated)
Connectivity Technology	Wireless (Wi-Fi 2.4GHz)
Video Capture Resolution	1080p
Pan Range	355° Horizontal
Tilt Range	90° Vertical
Night Vision Range	Up to 50 meters (IR LEDs)
LED Type	LED, Infrared (4 IR LEDs, 4 White LEDs)
Storage	Micro SD card (up to 128GB, not included)
Power Source	AC/DC Adapter (12 Volts CA)
Compatible Devices	Smartphones (Android, iOS)
Voice Assistant Compatibility	Amazon Alexa, Google Assistant
Material	Rubber
Dimensions (LxWxH)	170 x 105 x 230 cm
Weight	500 grams

Note: Dimensions (170 x 105 x 230 cm) appear to be unusually large for a camera and might refer to packaging or a different unit of measurement in the source data. Please refer to product packaging for exact dimensions.

10. Warranty and Support

For warranty information and technical support, please refer to the warranty card included with your product or visit the official ISNATCH website. You can also contact your retailer for assistance.
For common issues, please refer to the troubleshooting section of this manual or the FAQ section on the HEY SMART app or ISNATCH support page.

© 2024 ISNATCH. All rights reserved.

Ask a question about this manual

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.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

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.

Submit question