

## Yoosee Yoosee Camera App

# Yoosee Camera App

## USER MANUAL

### Introduction

This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of the Yoosee Camera App. The Yoosee app allows you to connect to and manage your Yoosee-compatible security cameras, providing live viewing, recording, and alert functionalities directly from your mobile device.

### 1. Setup

#### 1.1. App Download and Installation

The Yoosee app is available for both iOS and Android devices. Ensure your device meets the minimum operating system requirements.

- **For iOS:** Search for "Yoosee" in the Apple App Store and tap 'Get' to download and install.
- **For Android:** Search for "Yoosee" in the Google Play Store and tap 'Install' to download and install.

#### 1.2. Account Registration

1. Open the Yoosee app after installation.
2. Tap 'Register' or 'Sign Up'.
3. Enter your email address or phone number and create a secure password.
4. Follow the on-screen prompts to complete the registration process, which may include email or SMS verification.
5. Log in with your newly created credentials.

#### 1.3. Adding a Device (Camera)

Before adding a device, ensure your camera is powered on and within range of your Wi-Fi network.

1. From the app's home screen, tap the '+' icon or 'Add Device'.
2. Select the appropriate method for adding your camera (e.g., 'Scan QR Code', 'AP Hotspot', 'Wired Connection', 'Smart Link'). The recommended method is usually 'Smart Link' or 'Scan QR Code'.

3. **For Smart Link:** Ensure your phone is connected to the 2.4GHz Wi-Fi network you intend to use for the camera. Enter your Wi-Fi password in the app. The app will generate a sound wave to configure the camera.
4. **For QR Code:** Position your phone's screen with the generated QR code in front of the camera lens until you hear a confirmation sound.
5. Follow any additional on-screen instructions to complete the pairing process.
6. Once connected, you can name your camera and access its live view.

## 2. Operating

### 2.1. Live View

Tap on a connected camera from the device list to access its live video feed. From the live view screen, you can:

- **Pause/Play:** Control the live stream.
- **Snapshot:** Capture a still image.
- **Record:** Manually start and stop video recording.
- **Two-Way Audio:** Tap the microphone icon to speak through the camera's speaker. Tap the speaker icon to listen to audio from the camera.
- **PTZ Control (if applicable):** Use the directional controls to pan, tilt, or zoom the camera.

### 2.2. Playback

To review recorded footage:

1. From the live view screen, tap the 'Playback' or 'History' icon.
2. Select the date and time range you wish to view.
3. The timeline will display recorded events (e.g., motion detection). Drag the timeline to navigate through footage.

### 2.3. Alerts and Notifications

Configure motion detection and receive alerts:

1. Go to the camera's 'Settings' (gear icon).
2. Navigate to 'Alarm Settings' or 'Motion Detection'.
3. Enable motion detection and adjust sensitivity levels as needed.
4. Ensure 'Push Notifications' are enabled in both the app settings and your phone's operating system settings to receive alerts.

### 2.4. App Settings

Access general app settings and individual camera settings:

- **General App Settings:** Found in the main menu, these include account management, notification preferences, and app version information.
- **Camera-Specific Settings:** Accessed from the live view screen (gear icon), these include video quality, recording modes, motion detection zones, storage management, and firmware updates.

## 3. Maintenance

### 3.1. App Updates

Regularly check for and install app updates from your device's app store. Updates often include new

features, performance improvements, and security patches.

### 3.2. Camera Firmware Updates

For optimal performance and security, ensure your connected cameras have the latest firmware. Firmware updates are typically managed through the Yoosee app:

1. Go to the specific camera's 'Settings'.
2. Look for 'Firmware Update' or 'Device Version'.
3. If an update is available, follow the on-screen instructions. Do not power off the camera during the update process.

### 3.3. Storage Management

Manage your recording storage to prevent loss of important footage:

- **SD Card:** If your camera uses an SD card, the app allows you to view its status, format it, or set recording overwrite rules.
- **Cloud Storage:** If you subscribe to Yoosee cloud storage, manage your subscription and view cloud recordings within the app.

### 3.4. Security Best Practices

- Use strong, unique passwords for your Yoosee account and Wi-Fi network.
- Enable two-factor authentication (if available).
- Regularly review who has access to your camera feeds.

## 4. Troubleshooting

Issue	Possible Cause	Solution
Cannot connect to device	Incorrect Wi-Fi password, camera too far from router, 5GHz Wi-Fi network used, camera not in pairing mode.	Verify Wi-Fi password. Move camera closer to router. Ensure router broadcasts 2.4GHz Wi-Fi. Reset camera and try pairing again.
No notifications received	Notifications disabled in app or phone settings, motion detection off, app not running in background.	Check app's 'Alarm Settings' and phone's notification settings. Ensure app has background refresh permissions.
Poor video quality	Weak Wi-Fi signal, low bandwidth, camera settings.	Improve Wi-Fi signal strength. Reduce video quality in camera settings. Check internet speed.
Playback not working	No SD card inserted, SD card full or corrupted, cloud storage subscription expired.	Ensure SD card is inserted and formatted. Check cloud storage status.

If you encounter issues not listed here, please refer to the support section for further assistance.

## 5. Specifications

- **App Compatibility:** Requires iOS 10.0 or later / Android 5.0 or later.
- **Supported Devices:** Compatible with a wide range of Yoosee-branded IP cameras and other ONVIF-compliant devices.

- **Network Requirements:** Stable 2.4GHz Wi-Fi network for camera connection. Mobile data or Wi-Fi for app access.
- **Storage Options:** Supports local storage via MicroSD card (up to 128GB, camera dependent) and optional cloud storage services.

## 6. Warranty

The Yoosee Camera App is provided "as is" without any express or implied warranty of any kind. Yoosee does not guarantee that the app will be uninterrupted or error-free. For warranty information regarding specific Yoosee camera hardware, please refer to the documentation provided with your camera device.

## 7. Support

For technical support, frequently asked questions, or further assistance, please visit the official Yoosee support website or contact their customer service:

- **Official Website:** [www.yoosee.co](http://www.yoosee.co) (Please check the website for the most current contact information and support resources.)
- **Email Support:** Refer to the 'About Us' or 'Contact Us' section within the Yoosee app for specific email addresses.