

UMOVAL

Smart 2.4GHz Wi-Fi Security Cameras

User's Manual



Thanks for purchasing UMOVAL Smart 2.4GHz Wi-Fi Security Cameras! Please read the instructions carefully before using the device and keep it for later reference. The model numbers and SKUs are as below:

Model # \ Wi-Fi Type	Application Area	2.4GHz Wi-Fi	5GHz Wi-Fi
UM20-2MP-16	Outdoor	Support	Not Support
UM25-2MP-12	Outdoor	Support	Not Support
UM20-2MP-10	Outdoor	Support	Not Support
UM25-2MP-32	Outdoor	Support	Not Support
UM35-2MP-12	Outdoor	Support	Not Support
UM20-3MP-16	Outdoor	Support	Not Support
UM25-3MP-12	Outdoor	Support	Not Support
UM20-3MP-10	Outdoor	Support	Not Support
UM25-3MP-32	Outdoor	Support	Not Support
UM35-3MP-12	Outdoor	Support	Not Support
UM20-4MP-16	Outdoor	Support	Not Support
UM25-4MP-12	Outdoor	Support	Not Support
UM20-4MP-10	Outdoor	Support	Not Support
UM25-4MP-32	Outdoor	Support	Not Support
UM35-4MP-12	Outdoor	Support	Not Support

1. How to Download APP?

Step 1: Search the keyword “YCC365 Plus” in Apple Store or Android APP Store to download APP.

Step 2: Or scan the QR code to download APP.



2. How to Add Your Device on APP & Connect the Camera?

2.1 Register a New Account

Step 1: If it is the first time for you to use the APP, you need to register a new account by your email. Please click "Sign Up" and register an account according to the procedure, or Log in with your mobile phone number.

Step 2: If you forget your password, you can reset your password, just click "Forgot password" on the login page.

Note: Password should be at least 6 characters and no more than 26 characters. It should be a combination of letters and numbers. Only support mobile phone number registration in some regions. Otherwise please use email address to register in other regions.

2.2 Connect the Camera

2.2.1 Scan QR Code to Connect

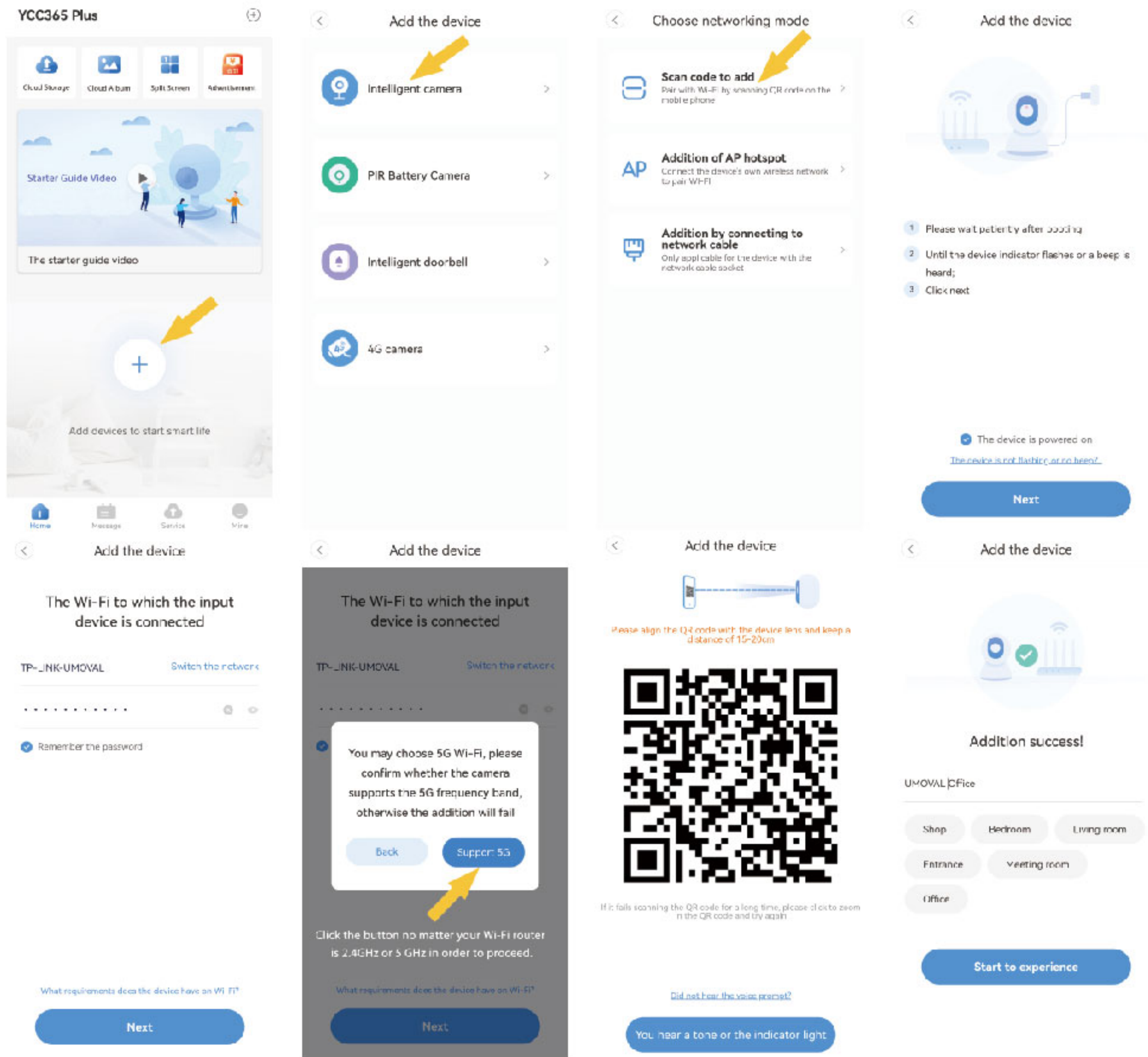
Step 1: Please make sure that your phone has been connected to Wi-Fi router.

Step 2: Select your own Wi-Fi router and enter the router password.

Step 3: Scan QR code on the APP interface by the camera lens toward it (Please keep QR code and camera lens in a straight line at a distance of 10-20cm).

Step 4: Click the button "You hear a tone or the indicator light" after you hearing the voice of beep. Then please wait for the connecting, and the connection process will take around 1 or 2 minutes. Please wait for a moment. The connection will be done successfully when you hear a voice "Welcome to use the device!"

Important Note: It will pop up and display a short message "You may choose 5G Wi-Fi, please confirm whether the camera supports the 5G frequency band, otherwise the addition will fail". Please click the button "Support 5G" no matter your Wi-Fi router is 2.4GHz or 5GHz in order to proceed.



2.2.2 Connection by Network Cable

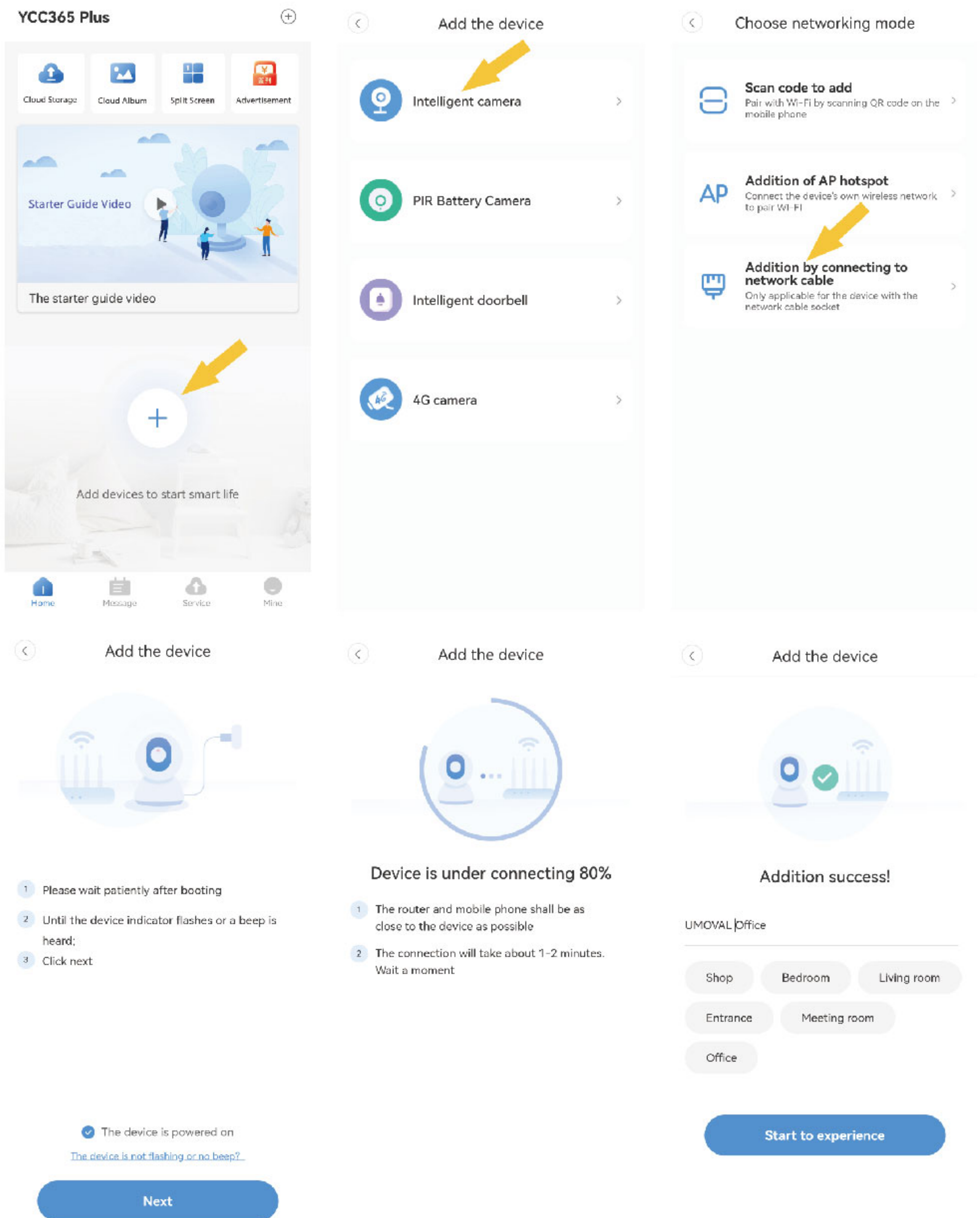
Please Note: Only Support LAN Port Device, such as Outdoor PTZ IP Cameras, not Indoor PTZ IP Cameras.

Step 1: Click the button + in the upper right corner on the APP interface.

Step 2: Choose the device type “Intelligent camera”, and then choose “Addition by connecting to network cable”.

Step 3: Plug in the power adapter to the camera, and make sure the device LAN port is connected to network cable. And then scan QR code displayed on the upper side of device body.

Step 4: Please wait for a moment. The connection will be done successfully in around 1 minute when you hear a voice “Welcome to use the device!”



2.2.3 Connection by AP Hotspot

Step 1: Click the button + in the upper right corner on the APP interface.

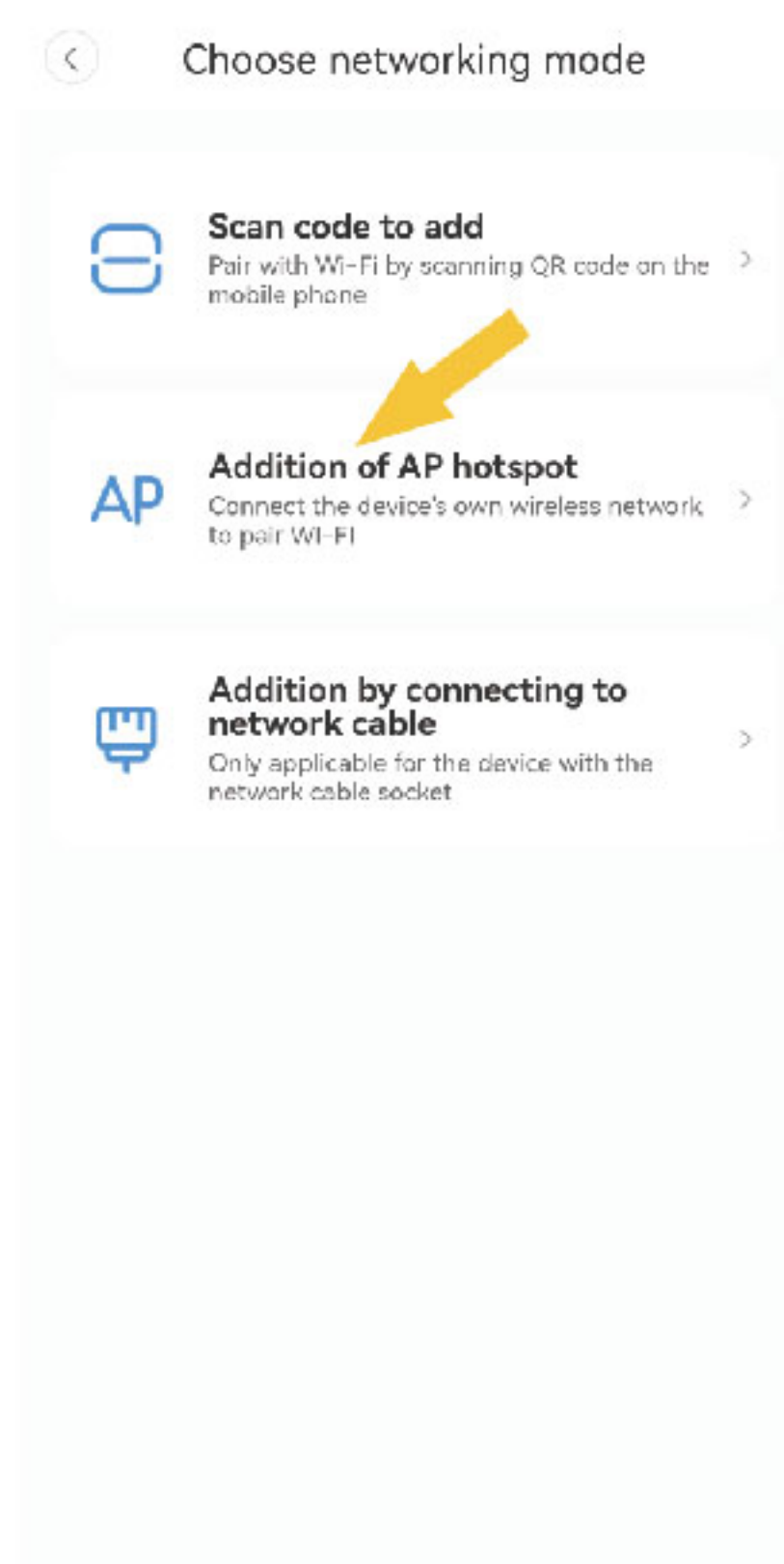
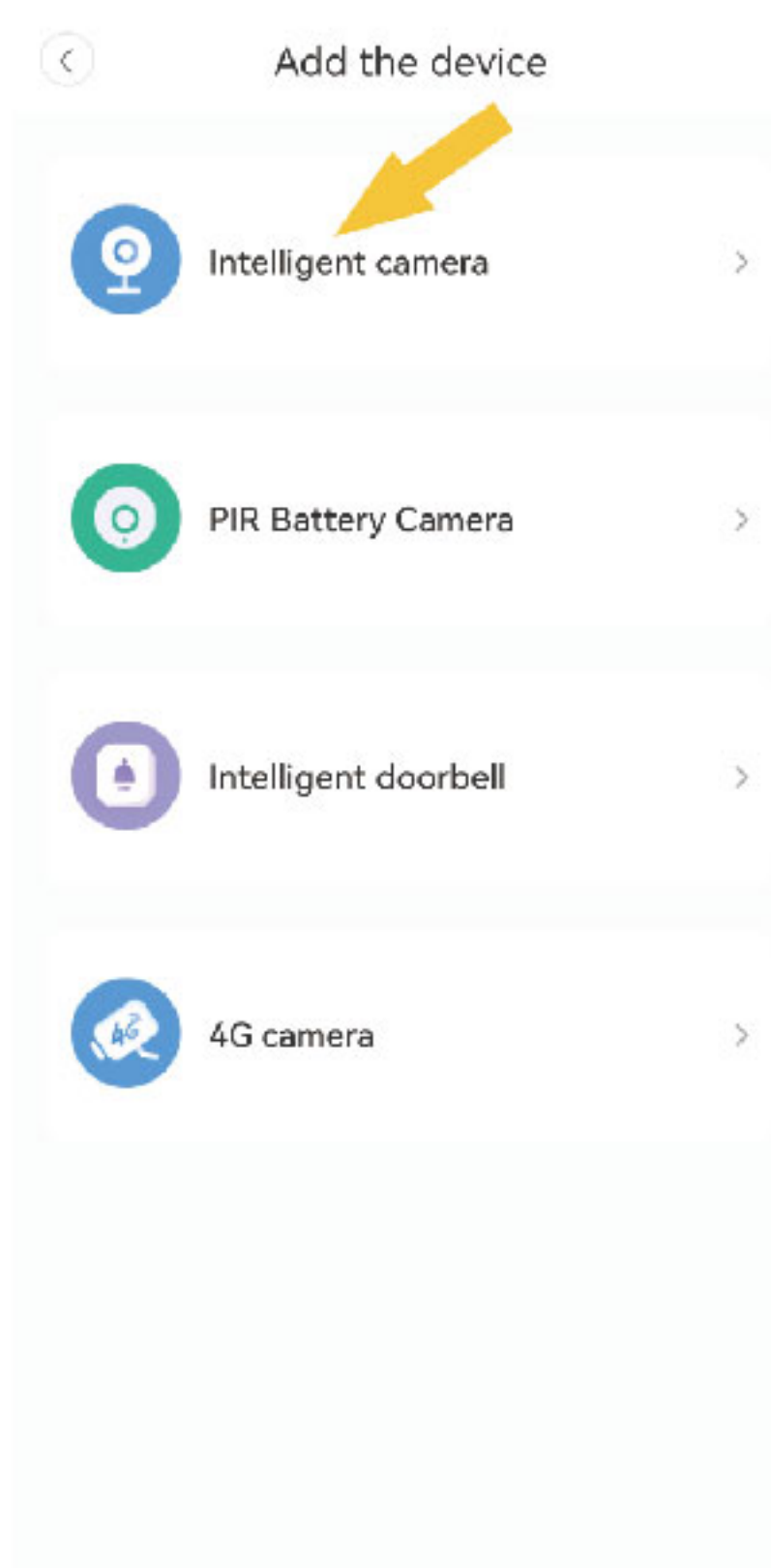
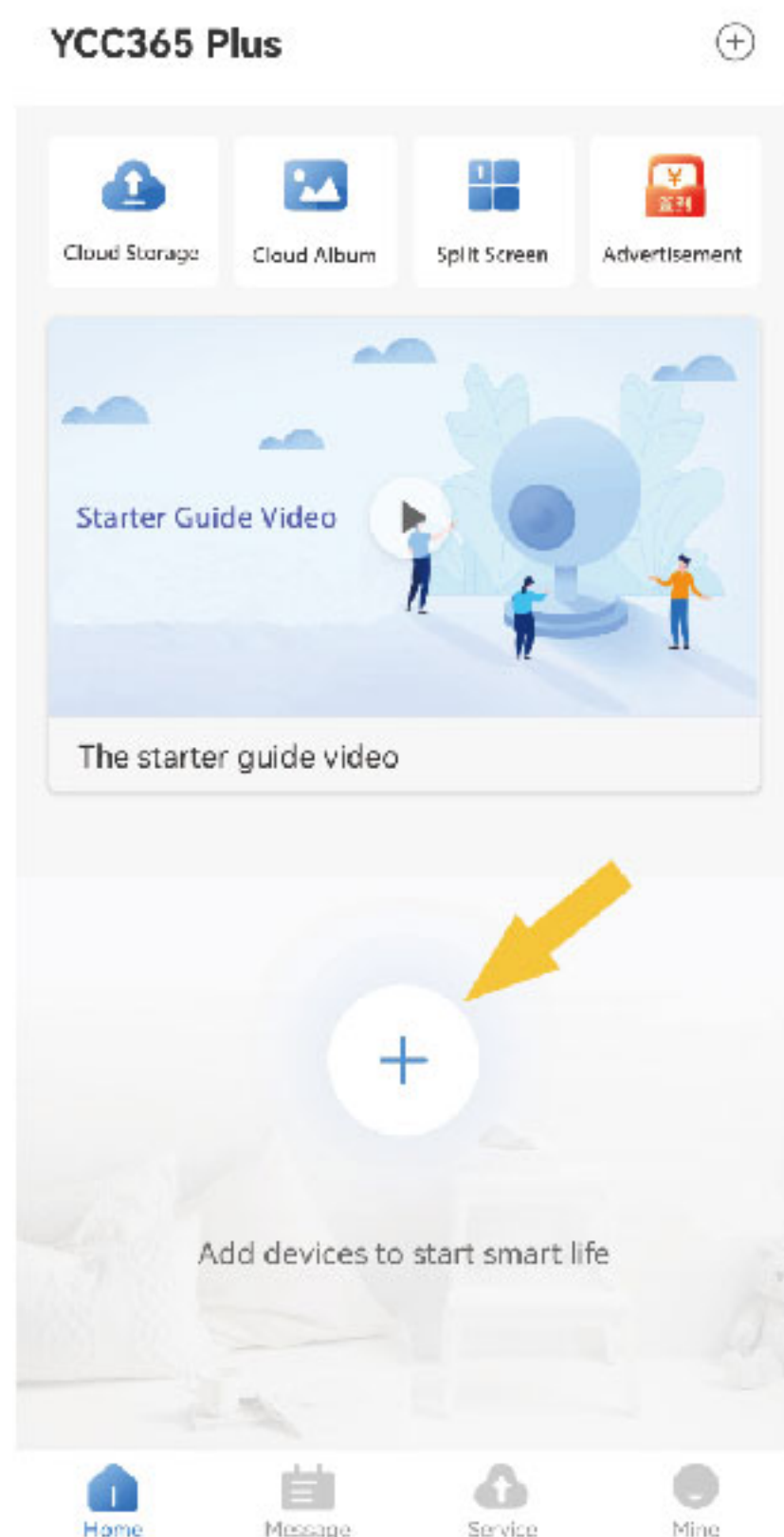
Step 2: Choose the device type “Intelligent camera”, and then choose “Addition of AP hotspot”.

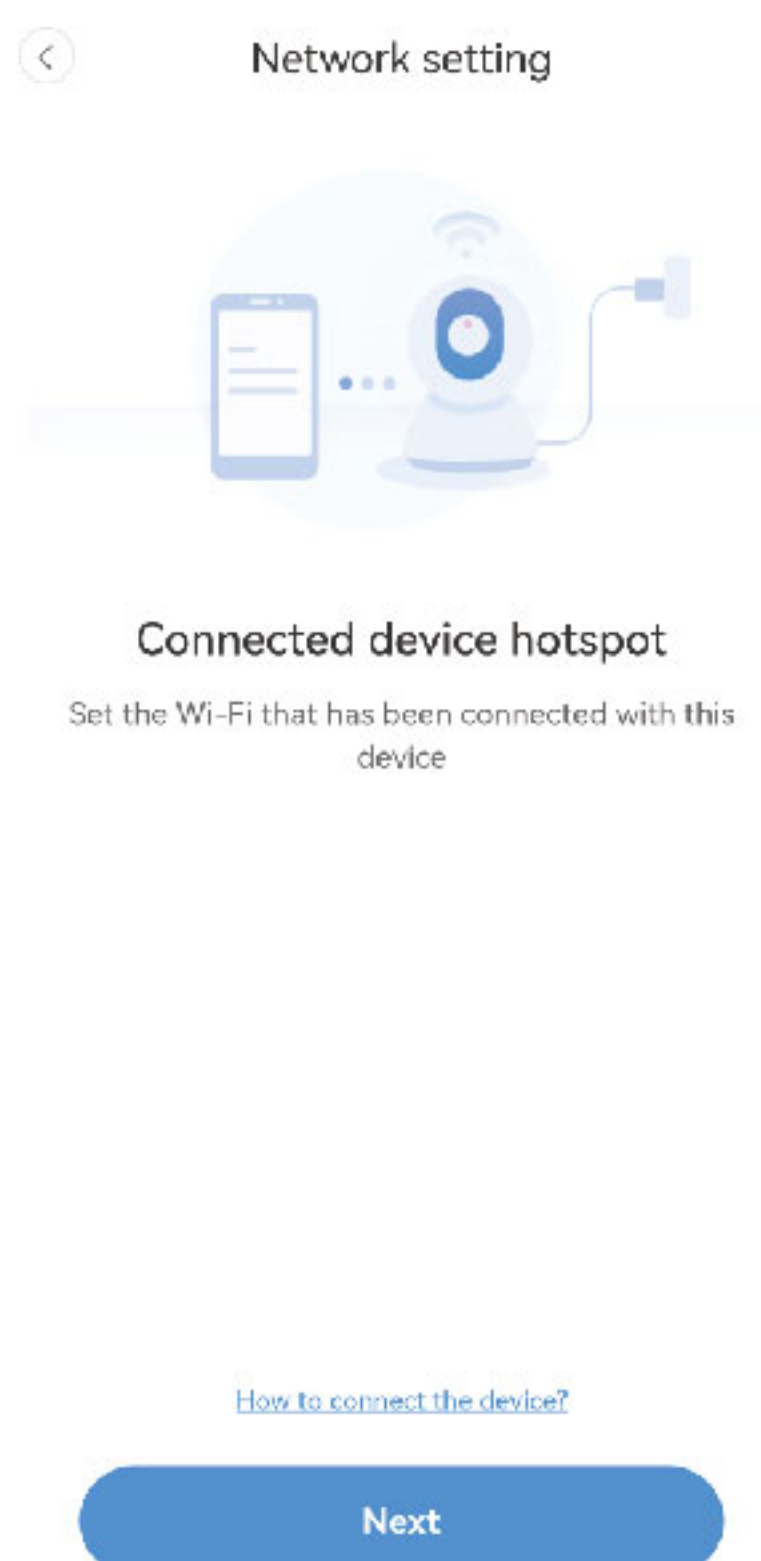
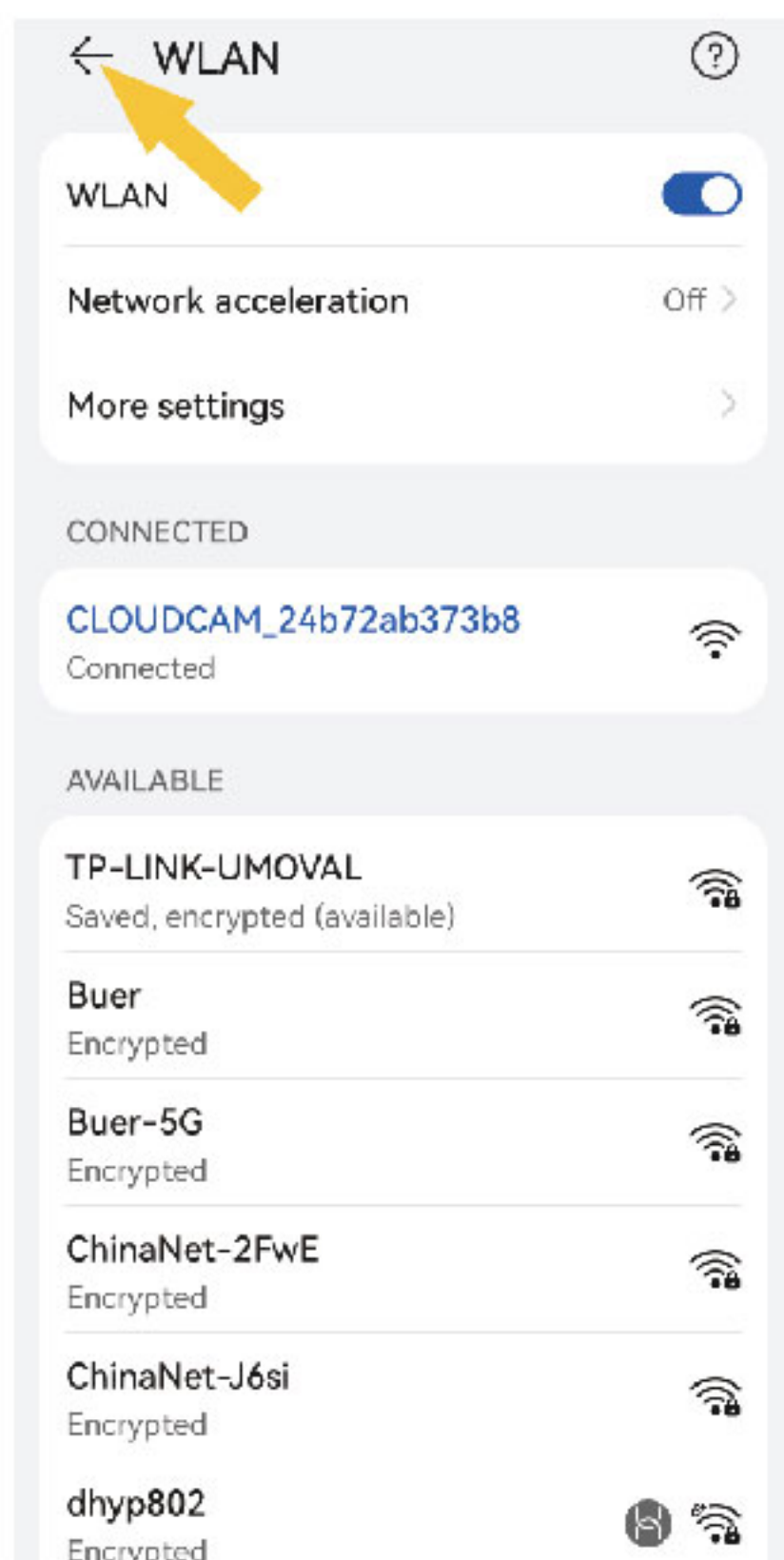
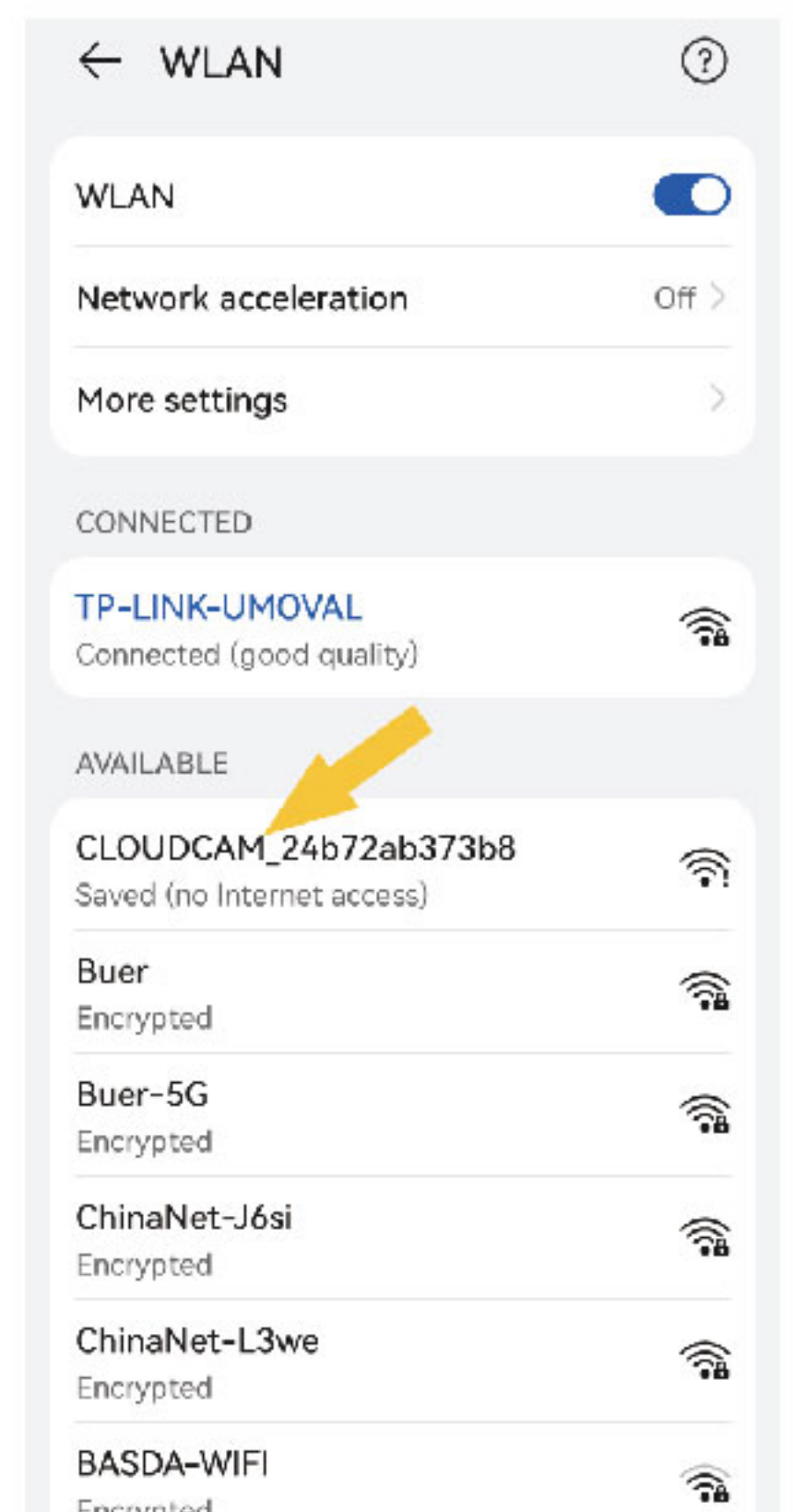
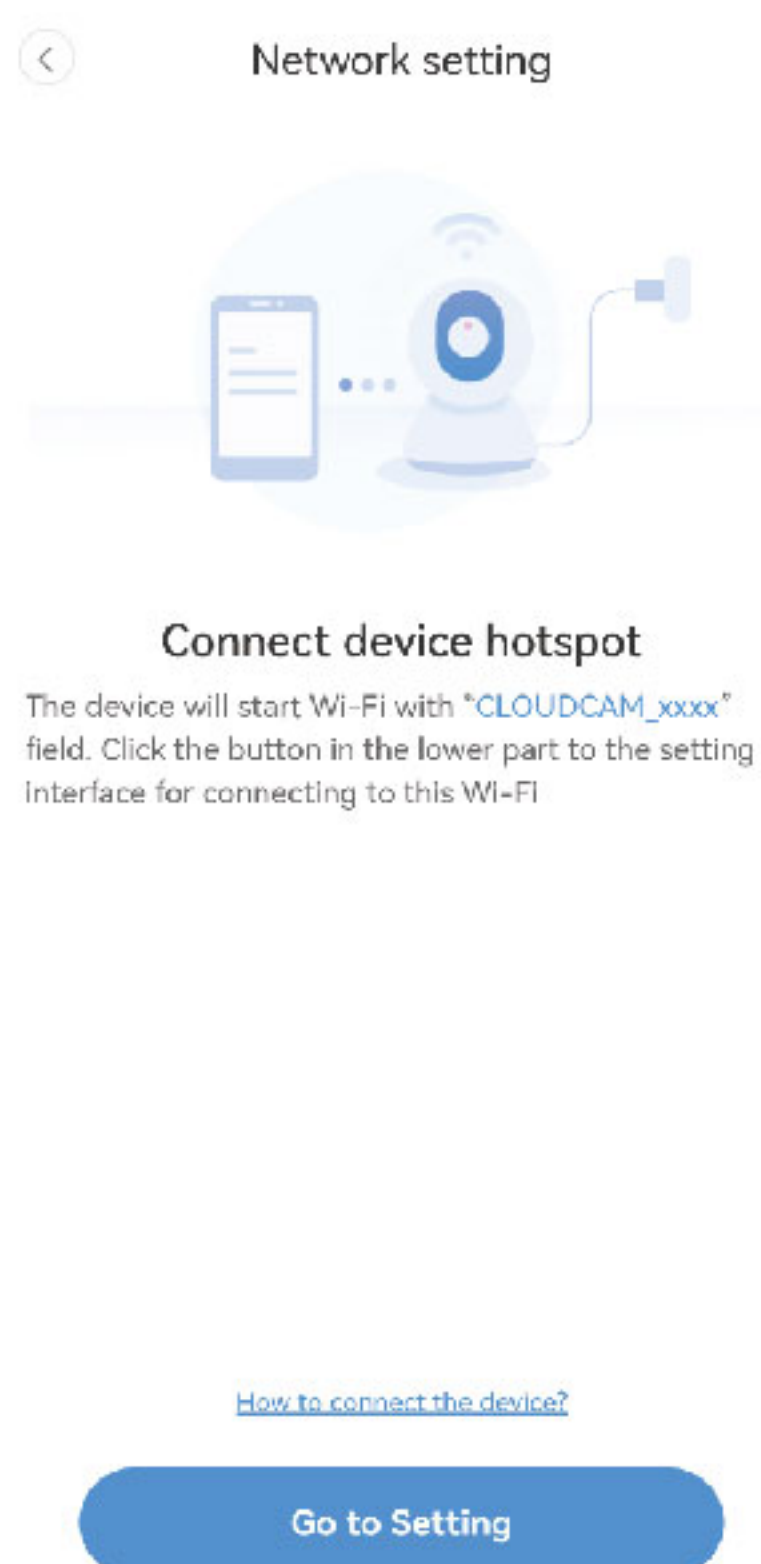
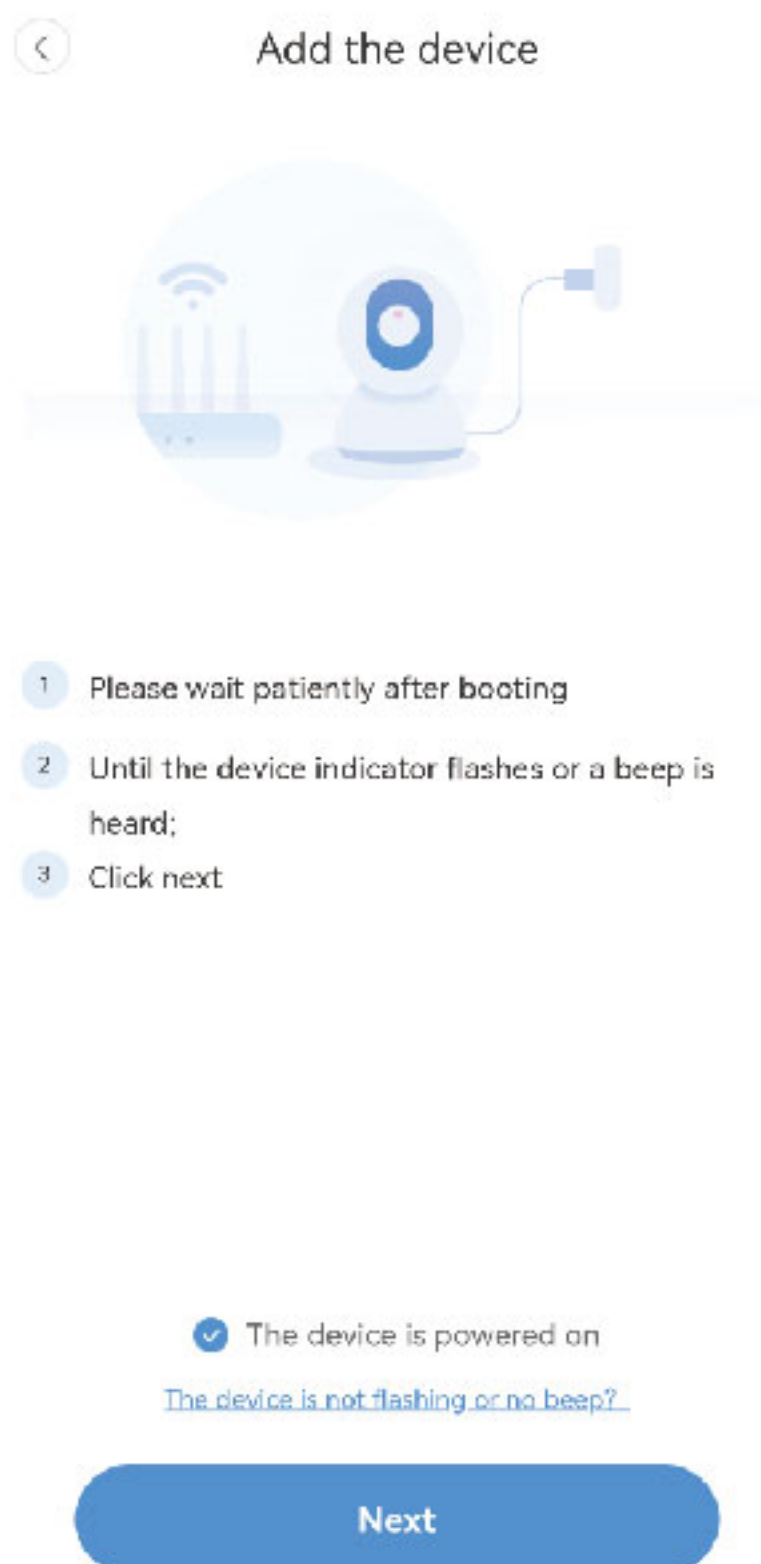
Step 3: Plug in the power adapter to the camera, and then wait patiently for the device to operate by itself and you will hear a tone “Please connect your device by AP hotspot or scanning code”. Now it is time for you to click the button of Next to proceed.

Please Note: If you don’t see any tips, your camera may be connected by other ways, such as Connect by Scanning QR Code or by Network Cable. Please delete the current collection on your APP interface.

Step 4: Please go to the Wi-Fi list and find the name “CLOUDCAM_XXXX”. Click it to go ahead and your mobile device will connect with the camera hotspot successfully soon and display in blue. Then please click the button < in the upper left corner to return to APP interface after hotspot connection.

Step 5: Please click the button of Next on the returned interface and come to the interface of “Connect to Wi-Fi”. Then choose your Wi-Fi router and input correct Wi-Fi password. At last, click the button of Confirm, which will take around 1 minute to finish AP hotspot connection finally.





3. How to Use the Camera for More Functions?

3.1 Live Preview Interface & Diagram

YCC365 Plus

Cloud Storage

Cloud Album

split screen

Advert sement

UMOVAL Offic...

Home

Message

Service

More

Office LIVE

C

D

E

F

G

Cloud storage
3 days alarm recording

H

I

Expiration Date: 1970-01-01

J

K

L

Cloud Album

Playback

A: Menu	B: HD/SD
C: Sound	D: Snapshot
E: Hold to Talk	F: Record Video to Your Phone or Tablet
G: Full Screen	H: Cloud Storage
I: Start Alarm Recording	J: Cloud Album
K: Control Panel	L: Video Playback

Turn off

PTZ reset

Presets

Floodlight

Share

Notice

1

2

3

4

5

6

3.2 PTZ/Preset PTZ

You can control the camera's rotation angle by clicking the upper or bottom, left or right side on the steering wheel.

- ① Turn Off.
- ② PTZ Reset.
- ③ Presets: Click the Presets icon to enter the preset management interface.
- ④ Floodlight.
- ⑤ Share.
- ⑥ Notice: Preset notice on Motion Detection, Sound Detection and Notification Frequency.

Note: The actual display interface may prevail since different camera models have different functions.

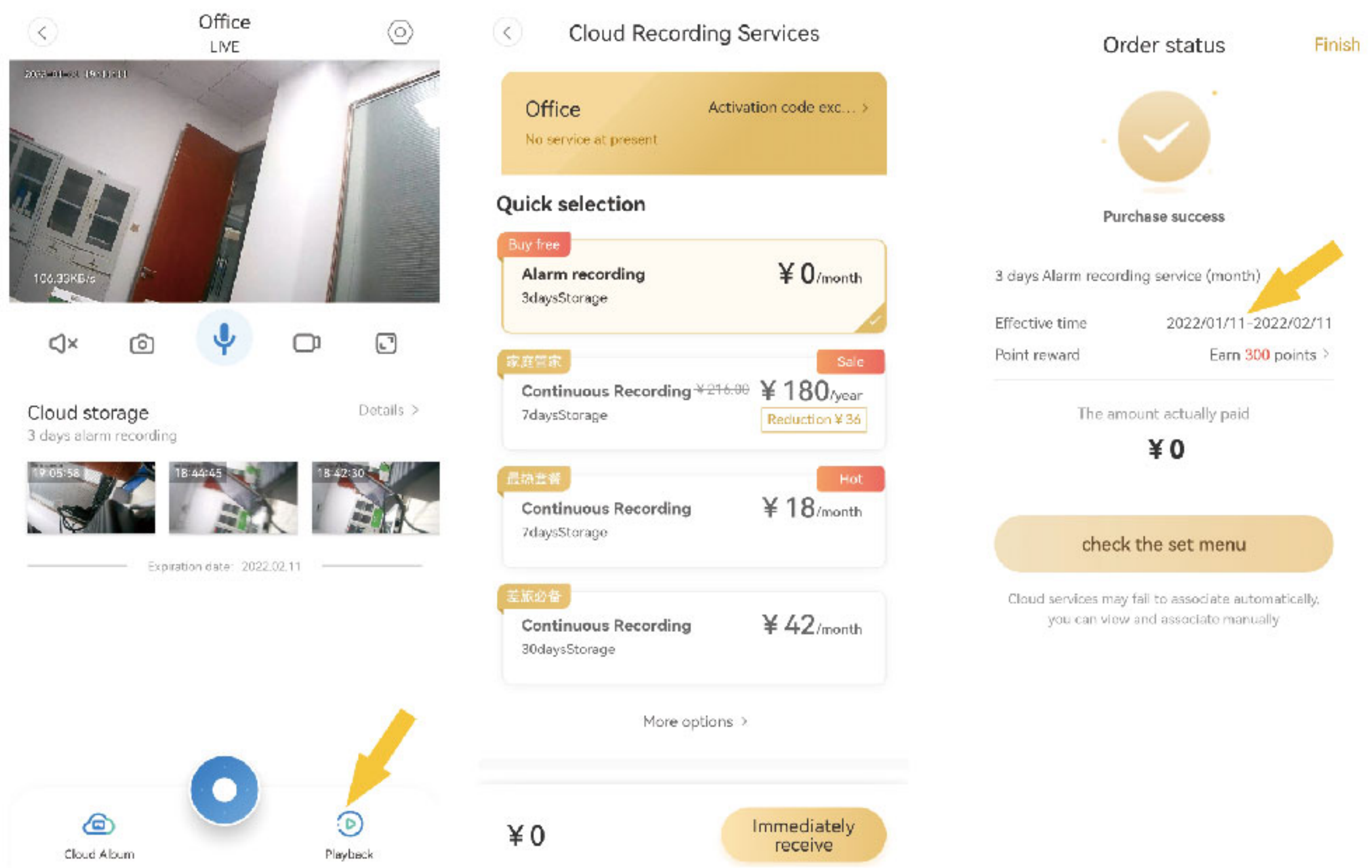
3.3 Video Playback

Step 1: Click the button of "Playback" at the right bottom corner on the live interface to view the playback videos.

Step 2: Then please switch playback path to view Cloud Playback or Memory Card Playback.

Step 3: The video playback will perform by itself. But you can adjust the target time to view the video playback.

Note: No playback videos if no memory card inserted into the camera or your cloud storage service is over 1-month free service period.

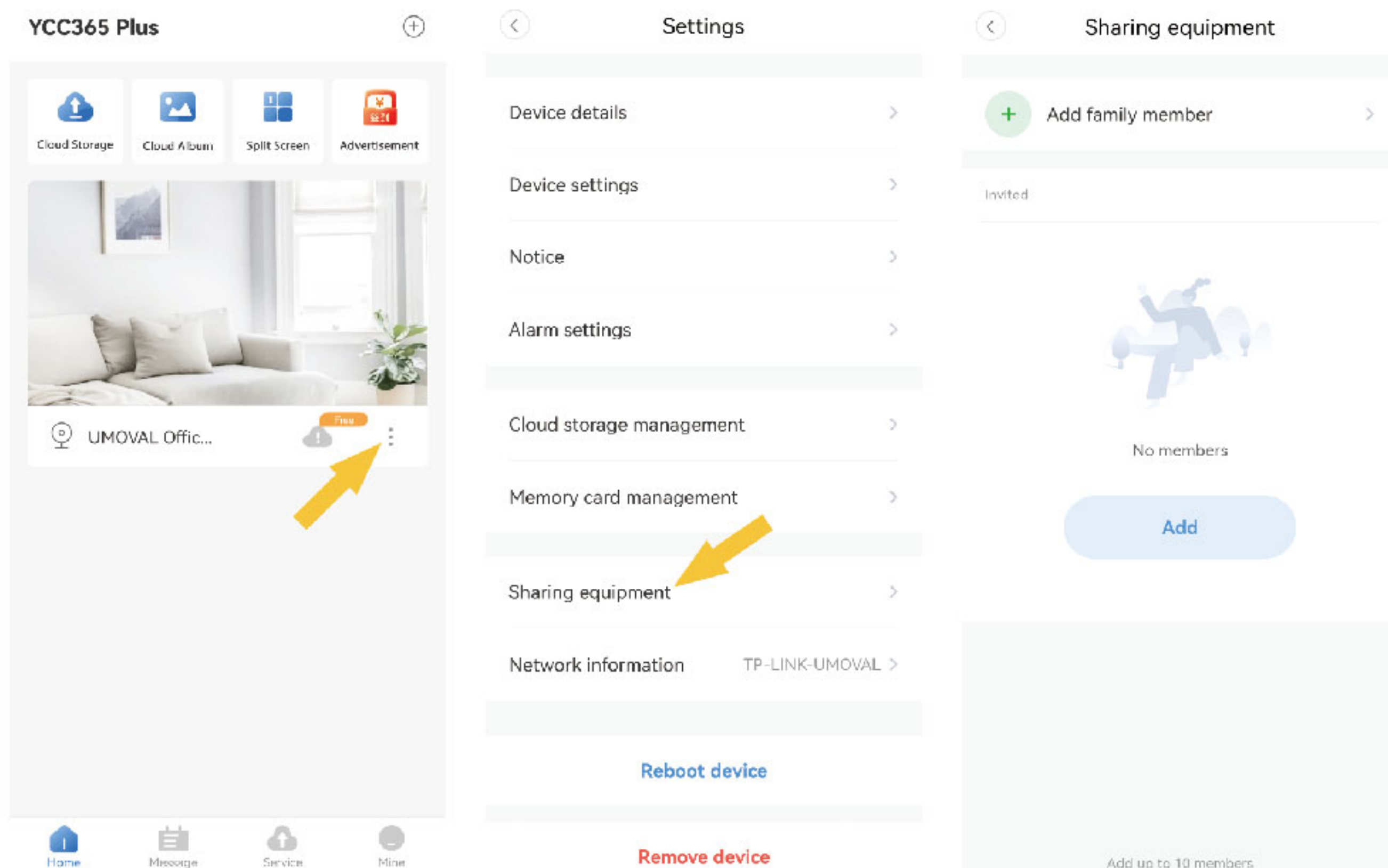


3.4 How to Add Family Members and Authorize More Users?

Step 1: Click the symbol : on the right bottom of connected camera interface. And a new interface will pop up on the bottom of the APP total interface.

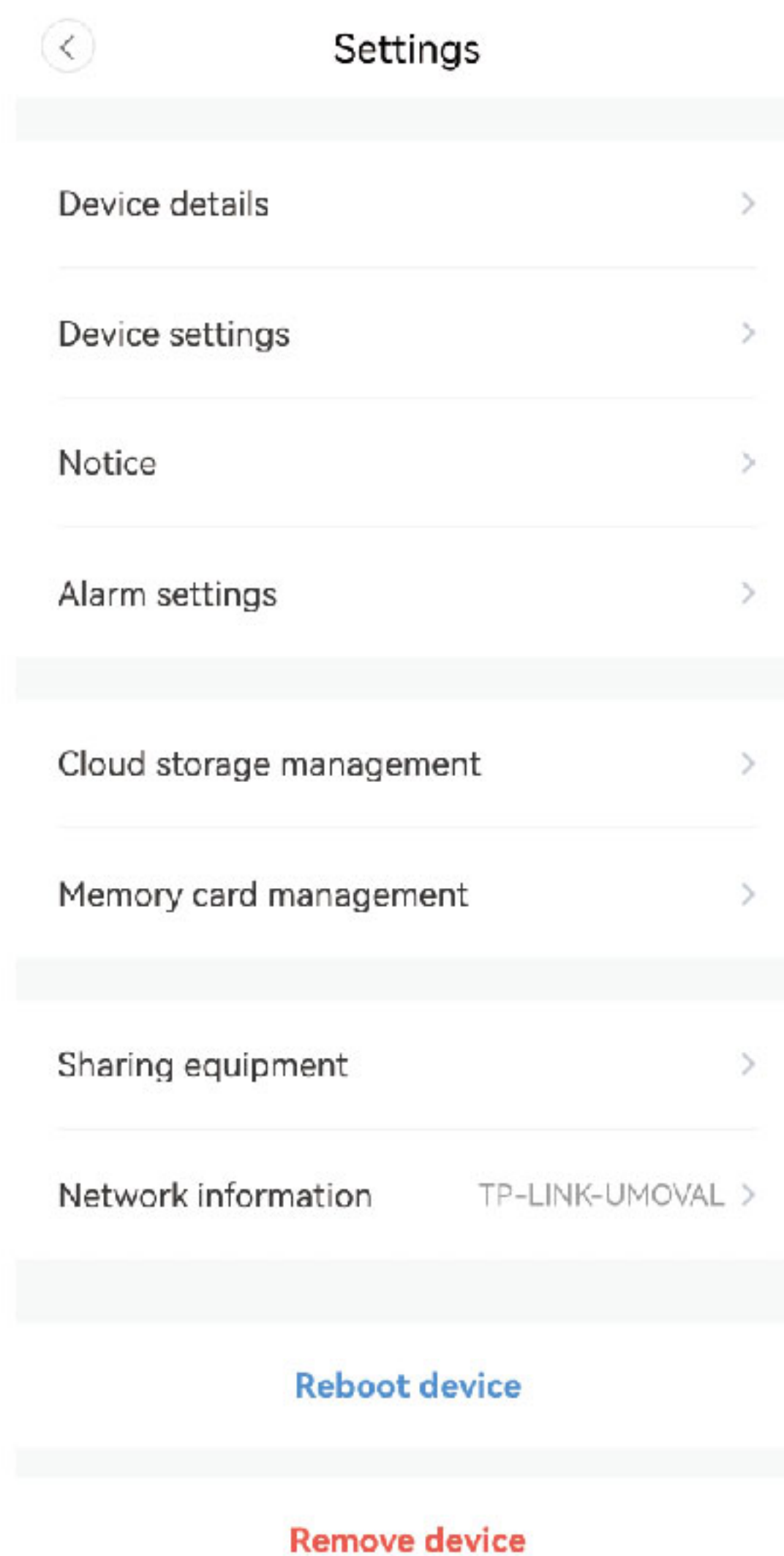
Step 2: Then click the symbol of Settings to open another interface to find the choice of "Sharing equipment".

Step 3: Click the button of "Sharing equipment >" to open a new interface and add family members & authorize more users.



4. Preference Settings

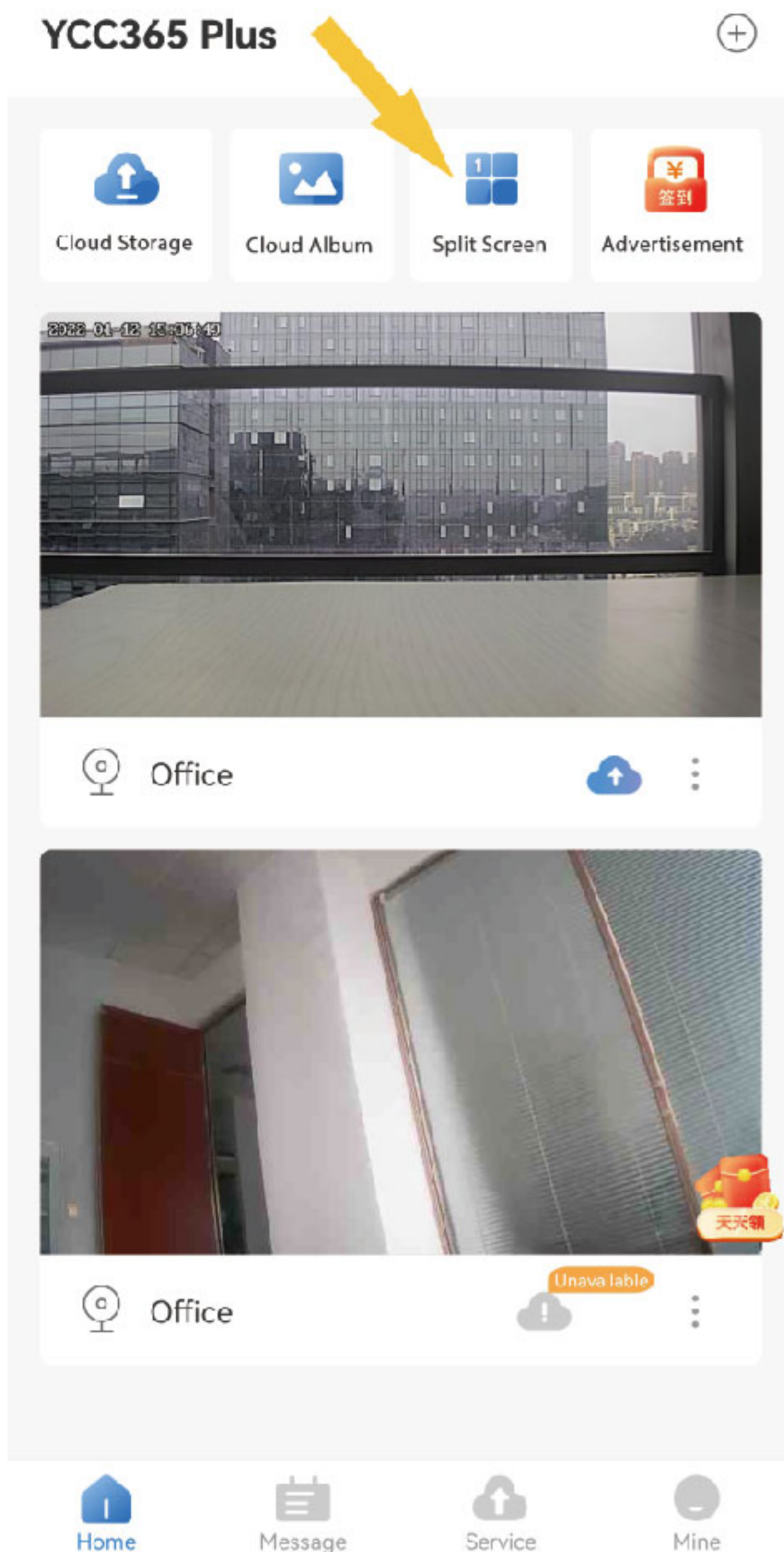
Click the button of Settings in the live viewing interface to check the menu of Preference Settings. And please do the settings according to your preferences.



5. Split Screen to View Different Live Videos

The split-screen mode is only for multiple cameras operating at a same APP account.

Click the split-screen button to realize simultaneous view of multiple cameras.



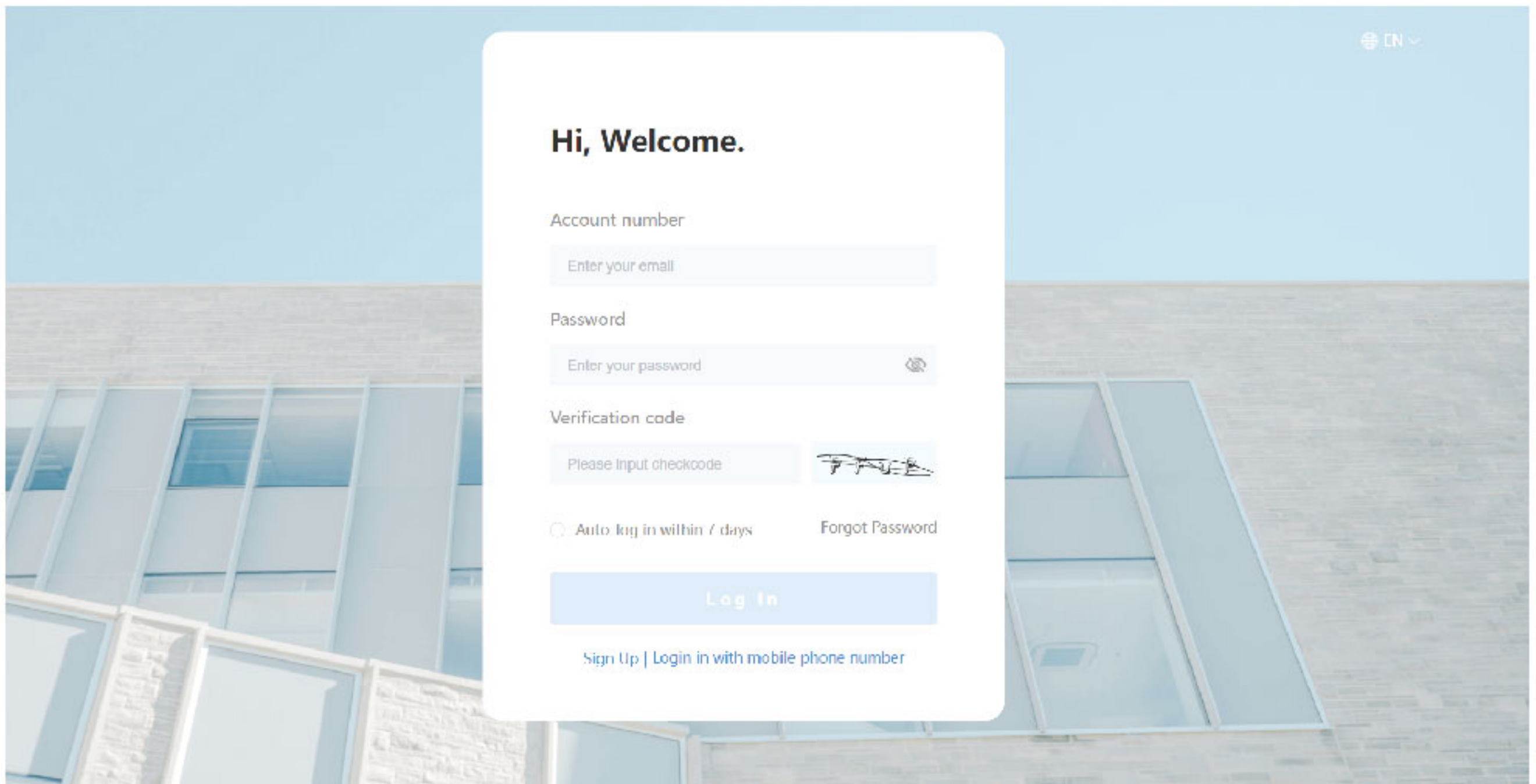
Note: The split-screen mode will be working for more than two cameras.

6. How to Use a Camera on a Computer?

Step 1: Log in the website www.ucloudcam.com

Step 2: Enter your account number and password, click to Login go ahead.

Note: Please create your own account by clicking Sign Up if you don't have an account.



7. Learn More about the Device

Model # Feature	UM-DOG-CAM-01	UM-LAMP-CAM -02	UM20-2MP-16	UM25-2MP-12
Weatherproof	No	No	Yes	Yes
Infrared Night	Yes	Yes	Yes	Yes
Floodlight	No	Yes	Yes	Yes
Two-way Audio	Yes	Yes	Yes	Yes
Remote Live View	Yes	Yes	Yes	Yes
PTZ Rotation	Yes	Yes	Yes	Yes
Motion Detection	Yes	Yes	Yes	Yes
Auto Tracking	Yes	Yes	Yes	Yes
iOS	Yes	Yes	Yes	Yes
Android	Yes	Yes	Yes	Yes
LAN Port	No	No	Yes	Yes
Power Adapter	USB	E27/Inside	AC/DC	AC/DC
Applications	Indoor	Indoor	Outdoor	Outdoor

8. What's included in the Package?

Different models will have different items in the package. Please check them after your opening the package box.

8.1 What's included in the Package Box of Model # UM-DOG-CAM-01?

- 1 x Indoor WiFi PTZ Camera
- 1 x USB Power Adapter
- 1 x USB Electric Data Cable
- 3 x Screws & Plastic Stopper
- 1 x User's Manual

8.2 What's included in the Package Box of Model # UM-LAMP-CAM-02?

- 1 x Indoor E27 WiFi PTZ Camera
- 1 x E27 Socket
- 2 x Screws & Plastic Stopper
- 1 x User's Manual

8.3 What's included in the Package Box of Model # UM20-2MP-16 & UM25-2MP-12?

- 1 x Outdoor WiFi PTZ Camera
- 1 x AC/DC Power Adapter
- 4 x Screws & Plastic Stopper
- 1 x Waterproof Rubber Ring & Plastic Set
- 1 x Screwdriver Tool for Installation
- 1 x User's Manual

9. How to Install the Camera Correctly?

The camera can be installed by DIY. But the electrical wire installation is suggested to be done by professional electrician. There are installation differences between indoor and outdoor PTZ cameras. And as for indoor PTZ IP cameras and E27 lamp IP cameras, the installation will also be different. Please install E27 lamp IP cameras directly by screwing it into E27 socket. The details on how to install outdoor PTZ cameras are as below:

Step 1: Locate the position where the camera will be installed. And please make sure the Wi-Fi signal is strong by checking your mobile phone Wi-Fi signal status over there.

Step 2: Mark holes on the wall before drill holes.

Step 3: Drill holes with an electric drill tools and insert the plastic stopper into the holes.

Step 4: Keep the camera in the correct position and tighten the screws to fix the camera.

Important Note: As for the outdoor PTZ cameras with LAN port, please cover the LAN port with waterproof rubber & plastic ring for IP67 protection. Or please seal the LAN port with glues on the LAN port if the outdoor PTZ cameras are connected by wireless Wi-Fi router.



10. How to Reset the Camera?

Step 1: Please view the displayed picture as below to find the Reset button.

Step 2: The button of Reset is located inside the end of one of the three lines.

Step 3: Please open the plastic over and you will find a Round Black Button. Here is the Reset Button.

Step 4: Please press the Round Black Button to reset your camera to be the original settings in the factory.



11. FAQ/Frequently Asked Questions

Question 1: Cannot connect the camera?

Reason 1: Please make sure the camera has been reset. Please disconnect the power adapter and insert it again. Or press the Reset button to set it again. The camera has been reset successfully if you hear a prompt tone.

Reason 2: Some cameras only support Wi-Fi 2.4GHz router. Please check your Wi-Fi router for more information. If your Wi-Fi router is 5GHz, please check whether it supports 2.4/5GHz dual modes.

Reason 3: Please confirm that the camera hasn't been bound by other accounts.

Question 2: How many different prompt tones?

There are totally four prompt tones during the configuring progress.

Prompt Tone 1: "Please configure camera by AP hotspot or scanning code".

Prompt Tone 2: Select your Wi-Fi and login with your password, after the device makes a prompt tone like "beep" you will hear the prompt tone "Please wait for Wi-Fi connecting".

Prompt Tone 3: "Please wait for internet connecting" after getting the Internet IP address.

Prompt Tone 4: "Internet connected. Welcome to use cloud camera".

Solutions 1: If cannot hear the Prompt Tone 1 in 10 minutes, the camera may be out of work. Please contact the seller or UMOVAL service team for customer support.

Solutions 2: If cannot hear the Prompt Tone 2 in 5 minutes, please check whether your Wi-Fi channel has been hidden and the Wi-Fi router is far from the camera. If not resolved by this way, please scan the QR code to connect the camera.

Solutions 3: If cannot hear the Prompt Tone 3 in 5 minutes, please reduce the quantity of Wi-Fi users, and delete the special characters of your Wi-Fi password.

Solutions 4: If cannot hear the Prompt Tone 4 in 5 minutes, please try again. If it still doesn't work, please contact the seller for customer supports.

Question 3: Why is the video recording intermittent?

Answers: The cloud service may be trial order. And the alarm recording mode and the TF card event recording mode will only record when an abnormality is detected. That's why the recording may not be continuous.

Question 4: Why is the camera disconnected?

Answers: Please check whether the Wi-Fi router or the power adapter is disconnected? If they are connected correctly, please restart camera or delete the camera on APP and try to reconnect the camera.

Question 5: How to add family members as authorized users?

Answers: Go to APP homepage, and Click the button of Settings to choose Sharing Equipment, then add family members according to the procedures step by step.

Question 6: How many users can access an account at the same time?

Answers: Totally 10 users can access an account at the same time. But a same APP account can support 3 users to view live videos at the same time.

Question 7: Why can't my Micro SD card be recognized?

Answers: Please check whether the TF card meet the quality requirements or not. And brand Micro SD card is recommended to you for local storage. In addition, Wi-Fi signal may be so poor that Micro SD card cannot be read. Please adjust your Wi-Fi router or camera's position to get strong Wi-Fi signal.

Question 8: The recording timeline is blank because the cloud service expires.

Solutions: The video cannot be replayed if the cloud service has been expired. And the video cannot be recorded if there is no TF card inserted into the camera.

If the TF card can work correctly, but the video recording file disappeared, please check the Micro SD card status by clicking the button "Memory card management".

If the memory card is working normally in the application but no video has been recorded, please format the TF card. If it still cannot be used, please replace it with a new TF card and try again.

Note: The free cloud storage service period is only one month. Please use Micro SD card for local video storage or buy cloud storage service in one month if you'd like to use video playback.

Question 9: Why cannot read the wireless network name after connecting to iOS and Android devices?

Solutions: Connect iOS or Android devices to Wi-Fi network through configuration, and then add the camera, which can help to read the network name automatically.



iPhone



Android



iOS/Android Tablet

Question 10: Why can't I switch to another account to configure the camera Wi-Fi?

Solutions: The camera can only be bound to one main user's account, and other accounts can only be viewed through the sharing mechanism. Please delete the camera on APP interface at first if other accounts need to reconfigure the camera as the main user.

Question 11: How to connect my camera to other Wi-Fi router?

There are two ways connect your camera to other Wi-Fi router as follows:

Method 1: Setting >> Network information >> Select a New Wi-Fi.

Method 2: Please try to reset your device in the APP interface when the camera is removed to another location and it display "Offline". Click "Troubleshooting" and reset the camera, and then add Wi-Fi again.

12. Precautions & Customer Supports

Precautions 1: The User's Manual is only for reference. And please adhere to your actual product while using it.

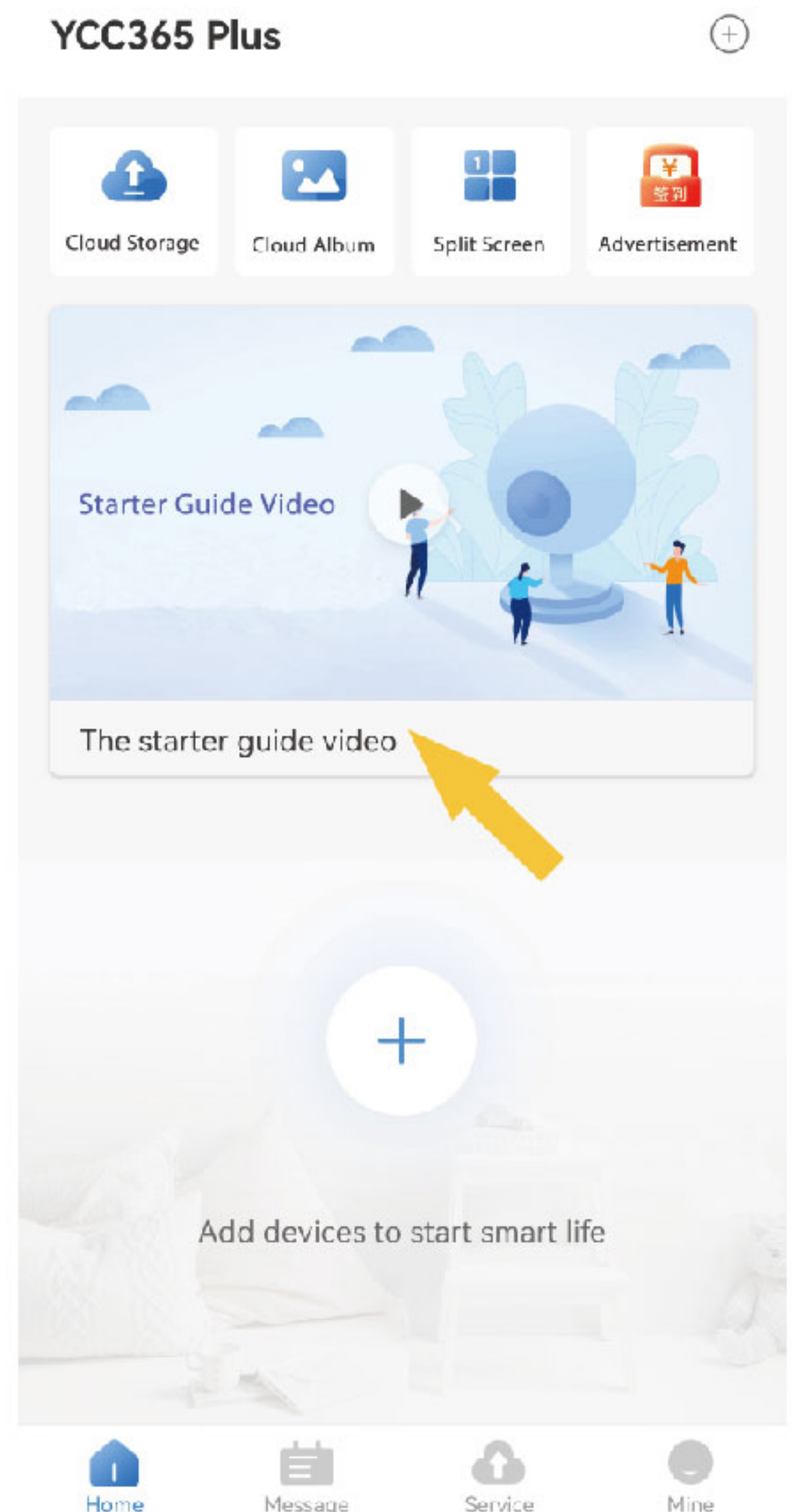
Precautions 2: If there are any software or APP upgrades without notice, please do it according to updated instructions.

Precautions 3: If you have any problems when using the camera, please contact the seller or UMOVAL customer service team for supports.

Precautions 4: We have tried our best to ensure the completeness and accuracy of contents in the instructions. However, there may be some data without being listed. Please refer to UMOVAL customer supports if there is any deviation or questions from you.

Starter Guide Video

There is a Guide Video displayed on the APP interface if your camera has not been connected. Please click the Starter Guide Video to learn more on how to use your device correctly.



Customer Supports:

UMOVAL is a trustable company and we will sincerely do customer supports for all of customers if there are any quality issues during the usages of the camera within the limited warranty period in 12 months since your order date.

Our customer support email address is as below:

service@umoval.com

Welcome to contact us by email if there are any issues or inquiries!

Supplied by UMOVAL IoT Technology Co., Ltd

<https://www.umoval.com/>

FCC WARNING

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, this equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

Model No.:

UM20-2MP-16	UM20-3MP-16	UM20-4MP-16
UM25-2MP-12	UM25-3MP-12	UM25-4MP-12
UM20-2MP-10	UM20-3MP-10	UM20-4MP-10
UM25-2MP-32	UM25-3MP-32	UM25-4MP-32
UM35-2MP-12	UM35-3MP-12	UM35-4MP-12