SMART Wi-Fi CAMERA USER MANUAL

[CNP-402RW]

Thank you for purchasing CNP-402RW. Get started using your new devices by downloading COMMAX Hey Call, one convenient app that manages everything straight from your phone, easily connect to your home W-FI and control multiple devices from the touch of your fingertips.

What's in the Box

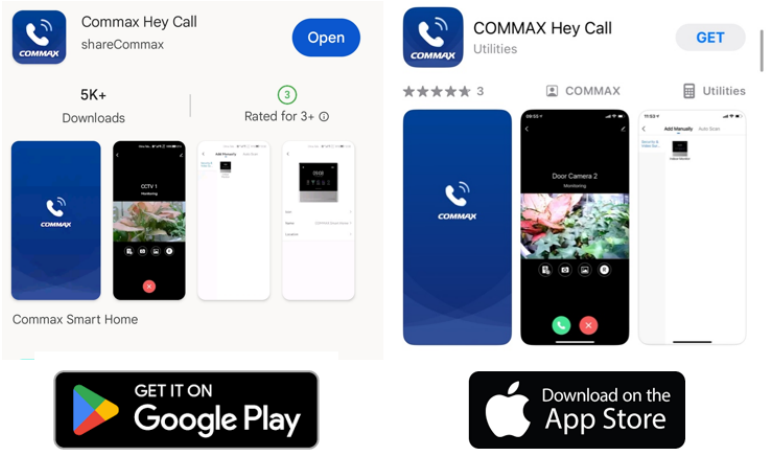
Smart Camera x1
USB Cable x1
User Manual x1
Mounting Bracket x1
Adapter x1*
Screw bag x1*

*： Different products have different accessories, please refer to physical packing.

Get Ready

Know your Wi-Fi network and password. Make sure your mobile device is running iOS 9 or higher or Android 4.1x or higher.
Make sure you're connecting to a 2.4GHz Wi-Fi network (It does not support to 5GHz Wi-Fi).

1 Download the Commax Hey Call app from App Store or Google Play or scan QR code to connect to Commax Hey Call app.

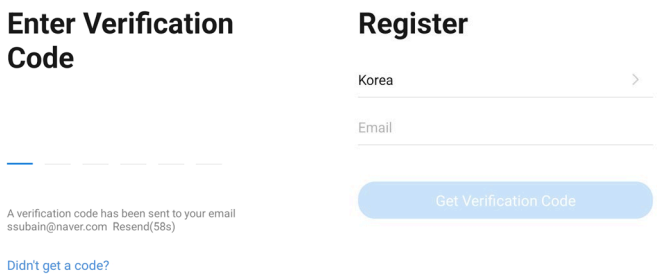


App link to Commax Hey Call app.

2 Register account on your Commax Hey Call app

STEP 1. Enter your email address.

STEP 2. Enter the verification code and create a password.

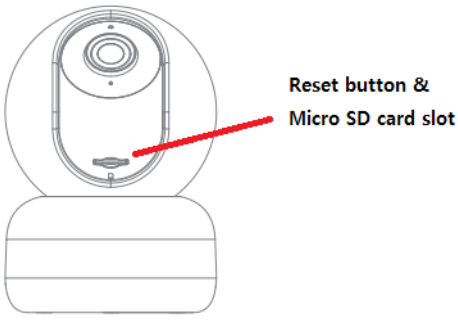


3 Plug in

How do I reset my device?

Press the Reset Button for several seconds until camera starts to beep.

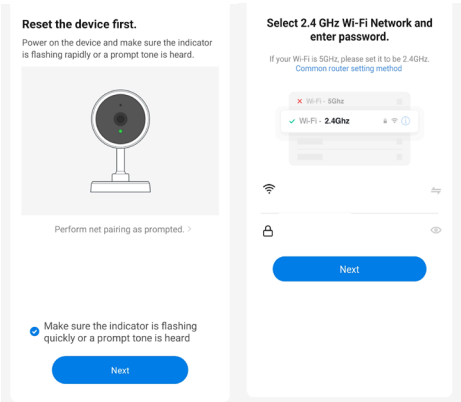
Optional: Insert Micro SD card.



4 Add device

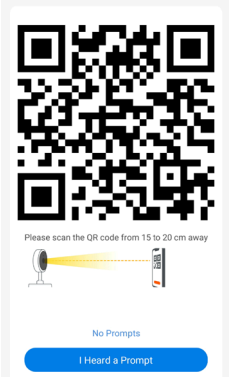
Open Commax Hey Call APP, click “+" on the top right corner of the page “HOME”， then select "Smart Camera(Wi-Fi)”. Make sure the indicator light on the device is flashing red quickly, then press “Next Step".

Enter your “Wi-Fi network and password”, then click "Ok”.



Read the instruction about "Scan with the camera", click “Continue”.

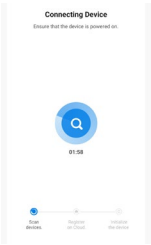
Scan the QR Code on your phone with camera. Heard a prompt tone, click “Heard the beep”.



Technical Specifications

Audio: Internal Speaker and Microphone
Storage: supports up to 128G Micro SD card (not included). Wi-Fi: IEEE 802.11b/g/, 2.4GHz(not compatible with 5GHz W-F networks)

4 Add device

When the indicator light on the device turns from flashing red light to steady green light, the network configuration is complete. 

*Please refer to the specific APP interface if there are any difference.

Frequently Asked Questions

1. Can I share with family and friends?

Yes, you can share your cameras with family and friends who will have access to view the camera. In the app, press the Profile button and click on the “Home Management button, and you will be able to give or revoke sharing permissions. In order to share, the other user should already have downloaded the app and registered a new account.

2. What's the Wireless Range?

The range of your home Wi-Fi is heavily dependent on your home router and the conditions of the room. Check with your router specifications for exact range data.

3. How many cameras can I control?

Commax Hey Call app can control an unlimited amount of device in an unlimited amount of

location. Your router may have a limit of how many devices can be connected to one router.

4. My device can't be connected to network with App

Make sure the device is under the config status (indicator light is flashing quickly).

Make sure the Wi-Fi is available and not too far away from router. Make sure the Wi-Fi password you input is correct.

5. My device shows offline in my App

Make sure the device is powered on.

Make sure the network is stable and the W-Fi name and password was not modified. If not, add device again.

If the network is normal, but it's still offline, check if there are too many Wi-Fi connections. You can restart your router to check the status of the device.

*You can find much more useful information in the Help Center on App.

Please read the instruction manual carefully before using the product.