Hiseeu

A031-V4.1

Wireless Battery CCTV Kits

USER MANUAL

NVR

For any questions, please contact us:
US Toll Free: 1-917-338-1084/1-855-660-0999
(Available Pacific Time 6:00am-12:00pm)
Amazon Email: johnny@hiseeu.com
WeChat ID: +8613392810296
Whatsapp: +8615361562950
Website: www.hiseeu.com

※Please read the Quick Guide carefully before using the product and keep it properly.

Thank You!

Friend of Hiseeu,
Greeting from Hiseeu Team! Thank you for choosing our products and hope everything going well with you and your family.

Our products were certificated with CE, FCC, and UL for safety. Any difficulties during operating the system, please feel free to contact with us, we will always try our best to assist you.

If you are satisfied with our product, could you please take a moment to share your experience on Amazon? Your positive feedback means a lot to us and will encourage us to go further.
And if unfortunately, our products didn't meet your expectation, for security concerns please help us delete the system from your phone APP, also go to system setup and reset it to factory setting, before sending it back to Amazon. It will erase your personal information (footage, email, etc.)

On behalf of all colleagues in Hiseeu, we sincerely appreciate your trust and support. Please let us know if there is anything we can do to assist you further. Thanks again and wish you all the best.

Yours Sincerely,
All staff in Hiseeu

Amazon Email: Johnny@Hiseeu.com (US,CA,AU)
Tell: + 917 338 1084

FCC Statement

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 assure continued compliance, any changes or modifications not expressly approved by the party.

Responsible for compliance could void the user’ s authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices).

This equipment 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.

FCC Radiation Exposure Statement:

The equipment complies with FCC Radiation exposure limits set forth for uncontrolled enviroment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Contents

Statement 01
Safety Caution 01
Out of Box Audit 02
WK-4C40-AT \ WK-4C70-1T \ WK-4TD504-AT 03
WK-10V-4HDC47-AT \ WK-10V-4HC70-AT \ WK-10V-4TD403-AT .. 06
How to Optimize the Efficiency of Hiseeu Solar Panel? 08
Solar Panel Installation Steps 09
Hard Drive Installation 09
10 inch NVR 10
System Installation 10
App Remote View 16
Menu Option 21
Split screen 21
Playback 22
Download Record 23
Camera Setting 24
System Setup 30
Channel Sort 39
Log Down 39
Light Control 40
Sound 41
Digital Zoom 41
Microphone 42
PTZ Control 43
App Function Settings 45
Real Time Recording Function Options 53
To View on MAC and Windows Computer 62
Frequently Asked Questions 64

Statement

The quick user manual will introduce most of the function of the system. This user manual may contain inaccurate content due to hardware and software upgrade. For latest user manual, please email johnny@hiseeu.com to get it.

Safety Caution

- Please do not put any fluid container on the product.
- Please use the product in ventilated environment and prevent blocking the vents.
- Please use included power supply with the product to prevent damage to the product.
- Please use the product under its standard working temperature and humidity.(advised in this manual or distributor's website)
- Dust on PCB may cause short circuit.It is suggested to clean the dust on PCB timely to make the product work properly.
- Please obey the regulation and policy in your country and area during the installation of this.

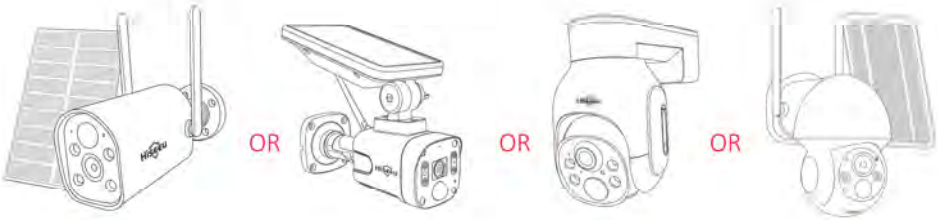
Out of Box Audit

After receiving the product, please check all products and according to distributor's package including information. If the product missed or damaged, please contact with the seller directly.

WiFi NVR×1

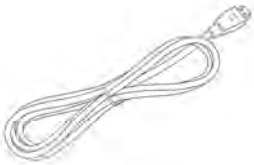
DC 12V 2A power supply (for NVR)

USB power supply (for Camera)



Model 1 Model 2 Model 3 Model 4

Battery Camera



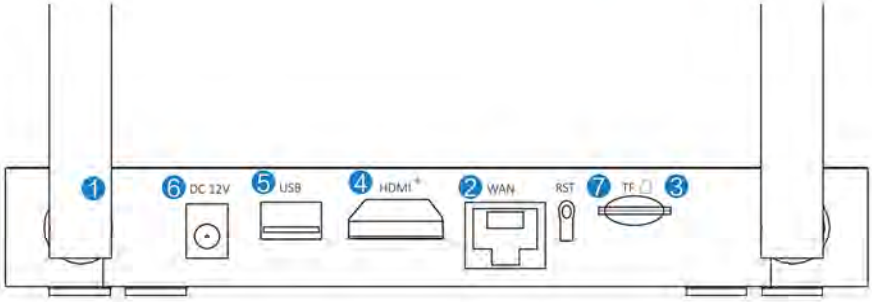
HDMI Cable

Network Cable

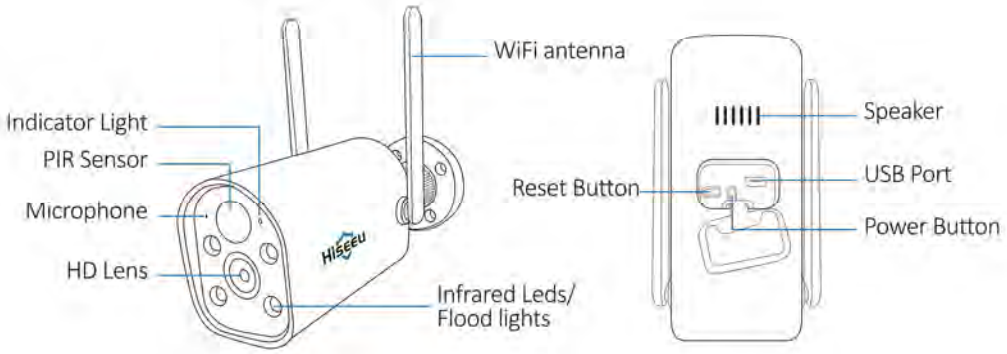
USB Mouse

Screw bag (for 1 PC)

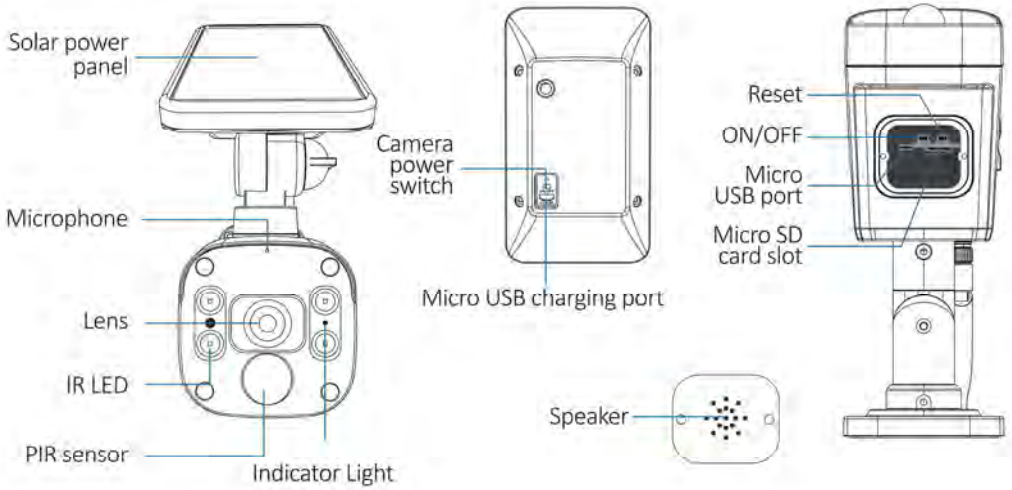
WK-4C40-AT \ WK-4C70-1T \ WK-4TD504-AT



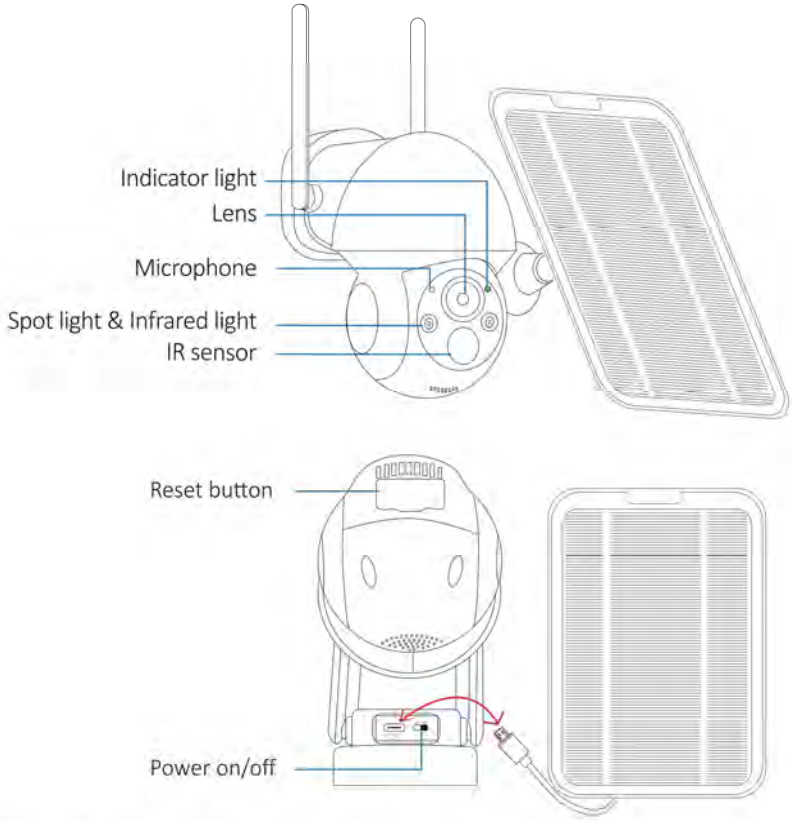
1. **Antenna port:** Dual antennas expand the WIFI range
2. **WAN port:** Connect the NVR to the Internet
3. **TF card slot:** TF card interface
4. **HDMI interface:** Connect to high-definition TV
5. **USB port:** Connect mouse and flash drive
6. **Power supply:** DC power input (12V 2A)
7. **RESET:** Press and hold for 3 seconds to reset (clear the password network and other settings, do not clear the camera channel, release button and restart to take effect), continue to press the reset button for 10 seconds to restore to factory setting (clear the password, including all settings, such as camera channels and so on)



1. WIFI antenna: WiFi connection with NVR
2. USB Port: 5V USB power adapter
3. Reset Button: Pair the new camera with NVR
4. Power button: Long press the button to turn on/off the camera



1. USB Port: 5V USB power adapter
2. Reset button : Turn on the bottom of the camera and long press the reset button for about 5s .
3. Power button: There is a power switch button for the camera on the solar panel.



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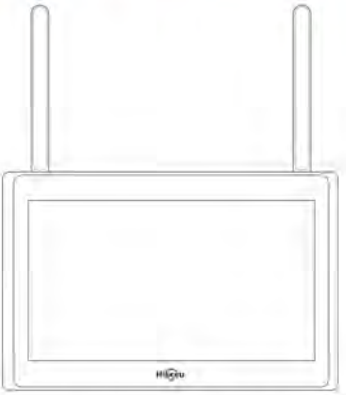
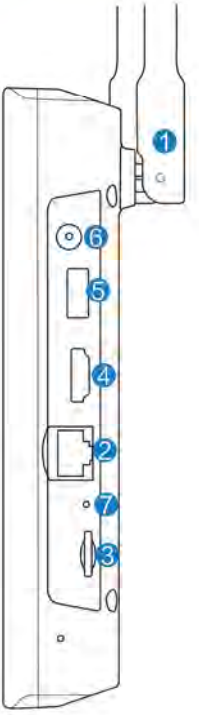
WK-10V-4HDC47-AT \ WK-10V-4HC70-AT \ WK-10V-4TD403-AT





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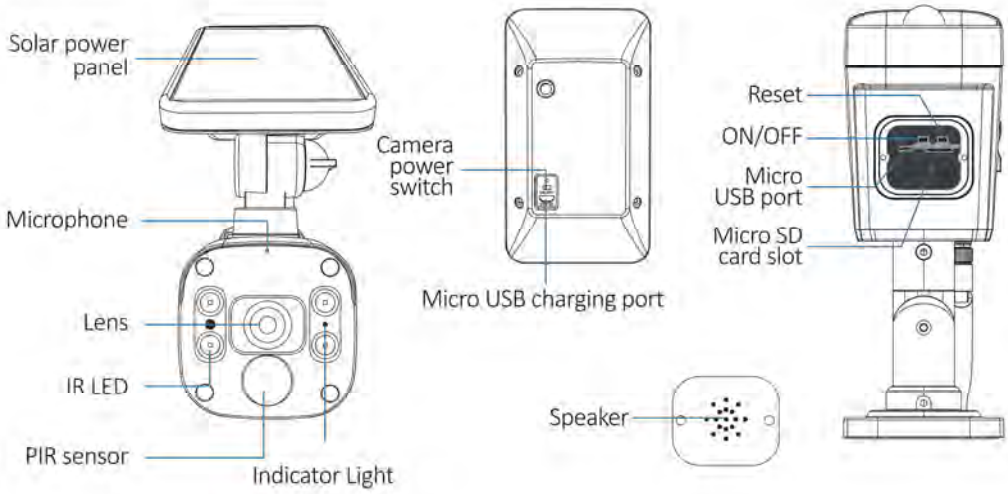

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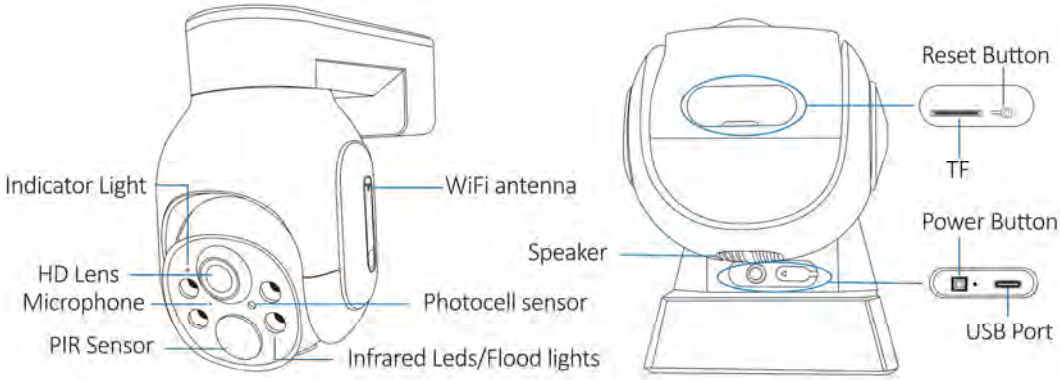

1. WIFI Antenna: WiFi connection with NVR
2. USB Port: 5V USB power adapter
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4. Power Button: press the button to turn on/off the camera

How to Optimize the Efficiency of Hiseeu Solar Panel?

To optimize the efficiency of Hiseeu Solar Panel, there are several notes you need to pay attention to:

1. When mounting your Hiseeu Solar panel, please select a position with the most sunlight throughout the year for it to make sure your Solar Panel could get the best efficiency when harvesting energy.
2. Make sure that there is no blocking on the solar panel. The energy harvesting efficiency drops drastically even when a small portion of the solar panel is blocked. Please avoid mounting locations like the shadow of trees, buildings, or other obstacles to ensure sufficient sunlight.
3. Please don't install the Solar Panel completely horizontal or your Solar Panel might accumulate dust and other debris easily and will affect the energy harvesting efficiency.
4. Please wipe the Solar Panel with wet tissue or clothes regularly to remove dust and debris.

Here are some wrong and right ways to install solar panels

Wrong Way

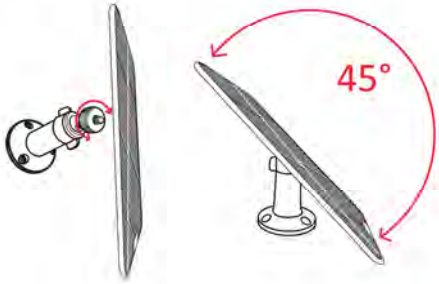
Correct Way

Wrong Way: Install the solar panel in the places where the sunlight is blocked.

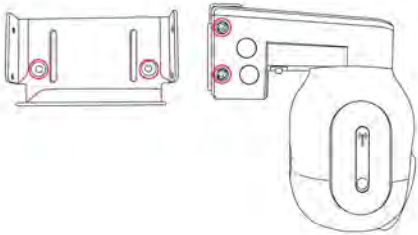
Correct Way: install the solar panel in the places where the sunlight is directly light. Ensure the correct angle and enough sunlight for the solar panel.

Solar Panel Installation Steps:

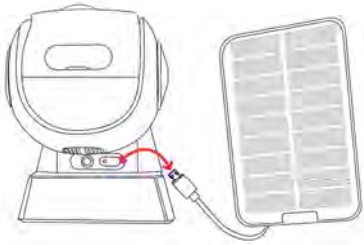
1. Rotate the panel to calibrate the compass, tilt the panel upward 45% to capture maximum sunlight.



2. Fix the camera accessory in the proper position, then fix the camera onto the accessory.

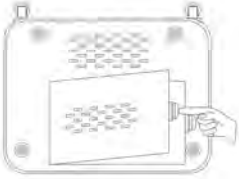


3. Connect the power cable of solar panel to the camera USB port.

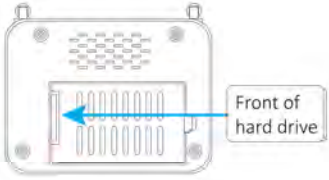


Hard Drive Installation

1. Open the hard disk cover on the back of the chassis and remove the cover.

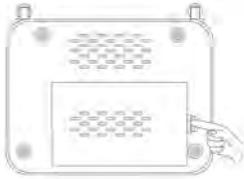


2. Align the hard disk socket with the wiring port on the NVR, insert the hard disk, and pay attention to the direction of the hard disk.



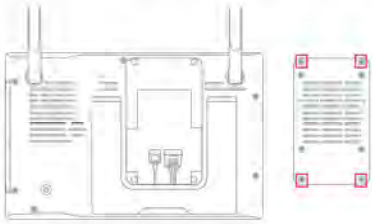
3. Align the hard disk with the hard disk socket and push it to the left to fix the hard disk.

4. Close the hard disk cover.

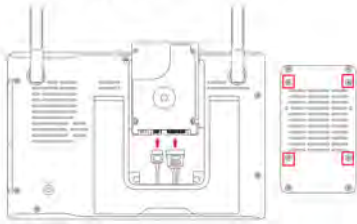


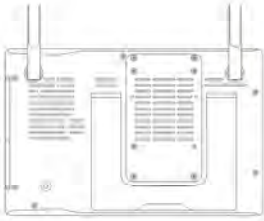
10 inch NVR:

1. Unscrews the 4 screws on the cover



2. Connect the 2 HDD cables to HDD, screw the HDD with cover



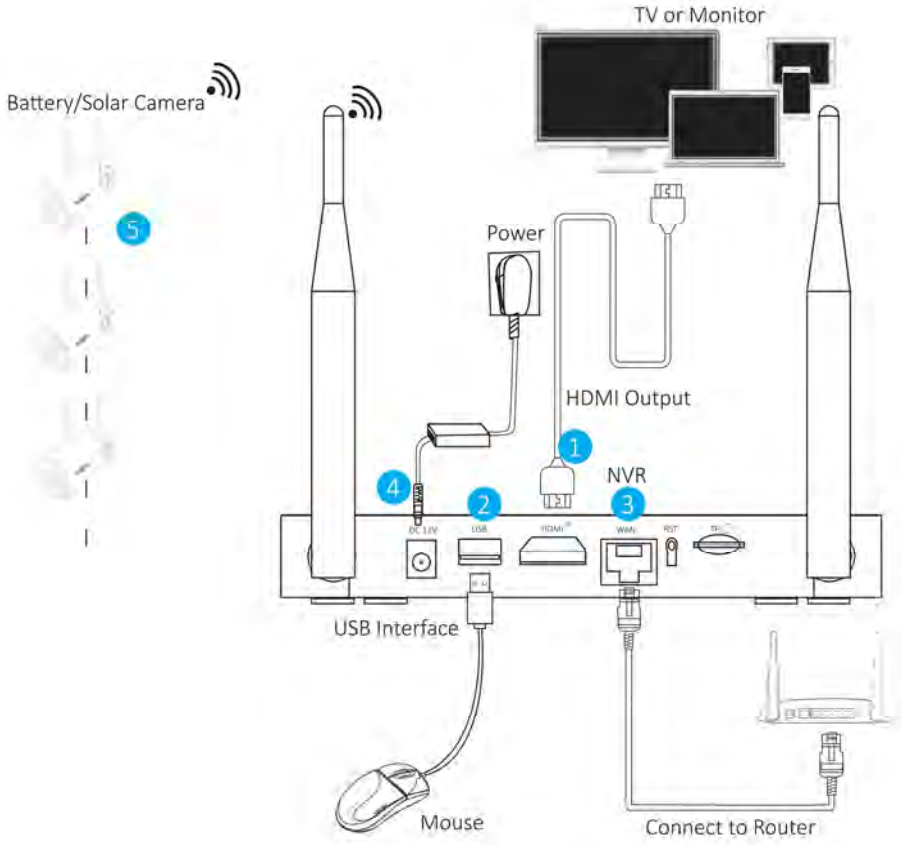


3. Close the hard disk cover.

System Installation

Connect the system as shown in the steps below:

1. Connect NVR with the HDMI cable to your HDTV or Computer monitor, please notes Laptop and all-in-one computer doesn't supported, because both are output, 10inch system no need connect with extra monitor by HDMIcable.
2. Plug the mouse (included) to an USB port on back of NVR. Then you can login in the system. In the OS you can find fullest functionalities including live view, record, playback, video backup and all settings.
3. Connect one end of the network cable to the WAN network interface of the NVR rear panel, and the other end to the home router or network access point. You can also connect WiFi network without connecting to the network cable.
4. Plug the NVR to power (use bigger 12V 2A power adapter)
5. Turn on all your cameras, for your first time to use please full charge the camera with DC5V power adapter about 12 hours.



After powering on, please follow the steps of the setup wizard to complete settings.

1. The system provide multi language to choose, you can select Chinese, English, Spanish and so on.

2. Click "**Next Step**" to connect your home WiFi, click "**Wireless network settings**", NVR will automatically search for WiFi near you home, select your home WiFi and input password, click connect. (Please note: only support 2.4Ghz WiFi network, 5Ghz not supported)

3. It means NVR has successfully connected to the Internet if display "**Health Network**". Then click "**Next step**".

4. Turn on "**Automatically set time**" option, if time is incorrect, please manual select your time zone.

5. Check whether NVR recognize hard drive. If it is not recognized, the HDD information will not be displayed. You can refer the FAQ Q6 to troubleshot.

6. The next step, after the cameras are turned on, NVR will be paired camera automatically without manual addition. You can check whether all images have been displayed on this interface.

7. The last step is set up password for you system, then click “**Next Step**”. Finally, click "**Done**".

8. You can scan the QR-code to download the app and remote view.

App Remote View

Scan below QR code to download App or search "**EseeCloud**" on App store or Google Play.

EseeCloud App

EseeCloud App Download

Note: For IOS system, it requires IOS 9.0 version or above. For Android, Android 5.0 or above.

1.1 Register Account and log in .

1) Go to login interface , click" phone number" .

a: Choose the region code and input phone number

b:Manually press and hold the tennis bal1| drag it to the red and then drag it to the tennis racket to go to the next step.

c:You' ll receive a verification code input the verification code

d:Input the code and register successfully.

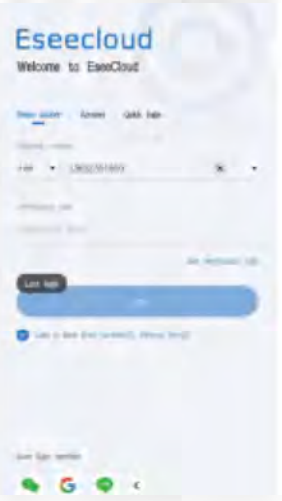
2)Account:Register account with your phone number or email to log in.

a.Click" Register".
b.Register with your phone number/email, and click "Confirm".

c.Manually press and hold the tennis ball, drag it to the red dot, then drag it to the tennis racket.
d.Next, you'll receive a verification code. Input the verification code and set up your password. Then click "Confirm" to finish.

3)Quick Login:After your first log in ,the APP will automatically recognize your phone number,next time you can choose "quick login".

4)More login method: you can log in via Wechat, Google or Line account .



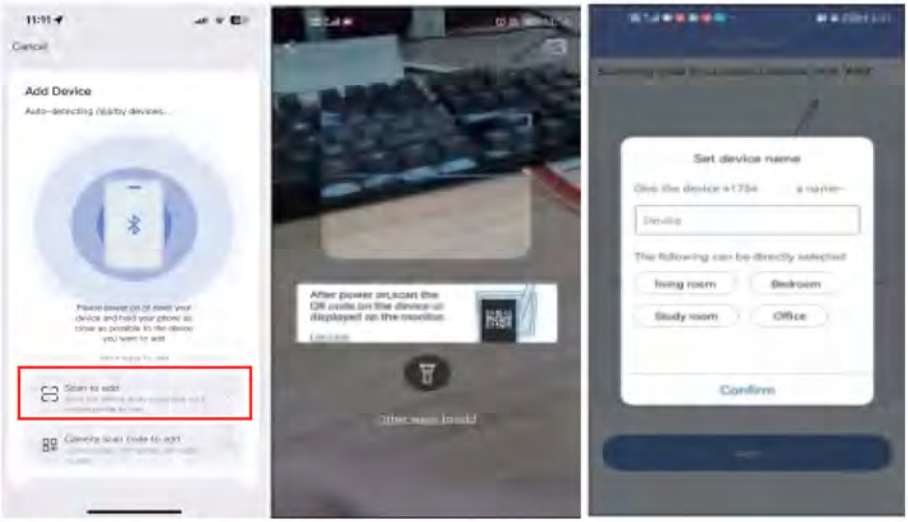
1.2 Add Device

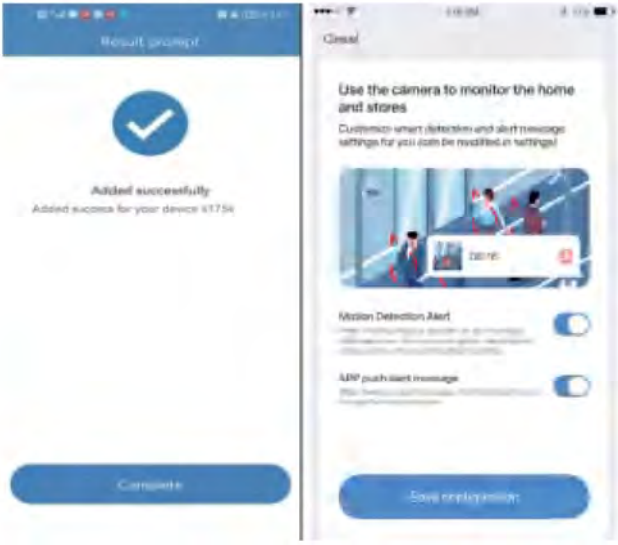
1)Scan to add

a.On the nvr left bottom corner ,you will see QR code icon ,click on this to show up your device Cloud ID and QR code.When your cloud id shows online, you can scan the code to add to your phone.If it shows offline,pls check your network.

b.Please click on “Add camera” on your EseeCloud app.

c.You will see different way s to add your system.Please choose “Scan to add”.Bluetooth connection is designed for single battery camera.

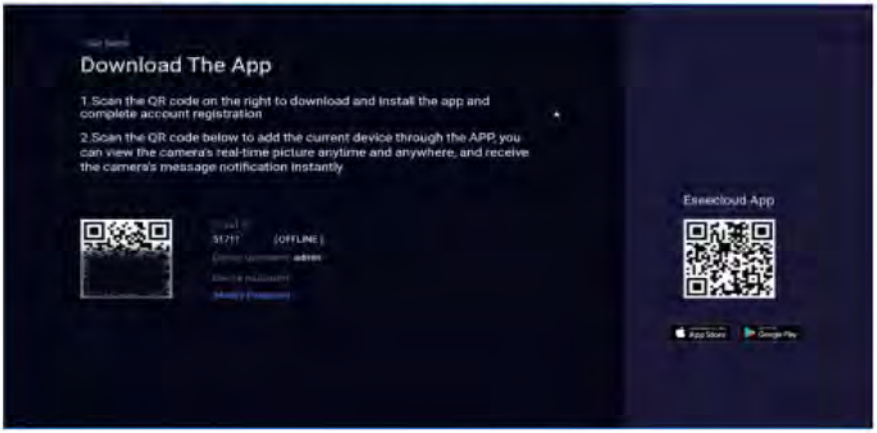




2)Add device by manually entry cloud id

a） Click "+ device" on the Eseecloud app, click “add manually”, input the cloud ID and NVR password you set.

b)Set the device name,click "confirm" ,then complete.



Menu Option

Right click your mouse, you will see the main menu option.

Split screen: Change the view state, you can choose to view multiple or single cameras.
Playback: Enter the video playback interface to play the recorded video, and you can click "**Export Video**" to download the record via flash drive.
Please note: the system can only view the playback of 4 channel at a time.
Camera: View the settings related to the added camera, such as set up record plan, motion detection and add extra camera etc.

System Setup: Manage all system settings
Channel Sort: Adjust the camera channel sorting order
Diagnostics: Diagnose camera status , signal and firmware version
Network: View your devices network connection
Log down: Logout, restart, shutdown functions

Split Screen

Change status of live view. Support x1 view, x4 view, x6 view, x8 view, x9 view, x10 view.

Playback

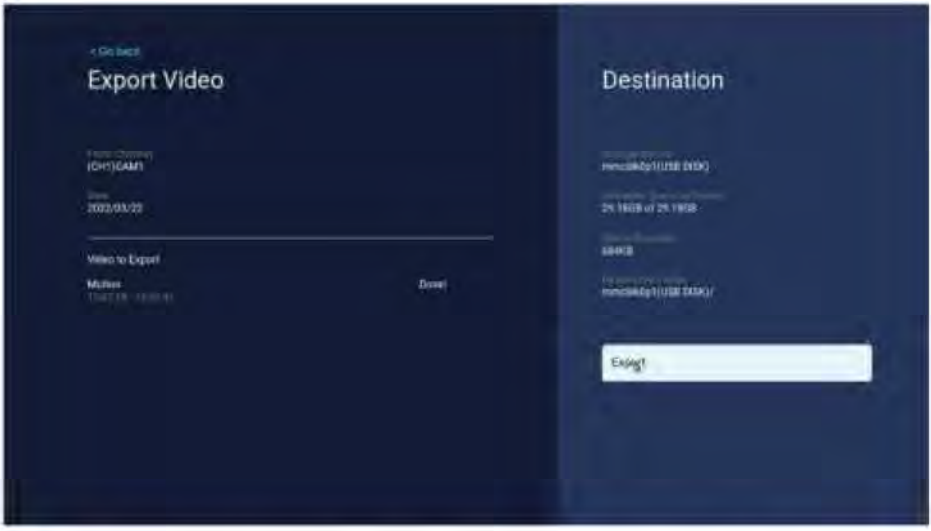
Right-click on the video preview interface and enter the play back interface, it will automatically start retrieving the video of the day (default video playback).
Select the video playback type (video playback or smart playback), select the date and channel, and select the recording type (movement, timing, humanoid) and the recording will be retrieved in real time.

Button description:
1. Play in full screen
2. Switch between 1 and 4 channels
3. Turn on sound
4. Play/Pause
5. Fast forward 2 times, 4 times, 8 times;

Timeline: You can click 24H, 1H, 30M in the lower left corner to switch the unit of the time axis. In the area with the video time axis. click the left mouse button to start playback from the time the mouse click.
AI playback: Click "AI Playback" option on right upper corner and select the options of human shape, and mobile recording to View only the corresponding type of video clips **Note:** SD card video recording does not support intelligent playback.
All recordings: Click on all recordings to display the required recording clips of the current channel, and you can select the recordings in the corresponding time period to play.

Please notes battery cameras only support Event recording, if need 24/7days recording cameras please email Johnny@hiseeu.com to get more information.

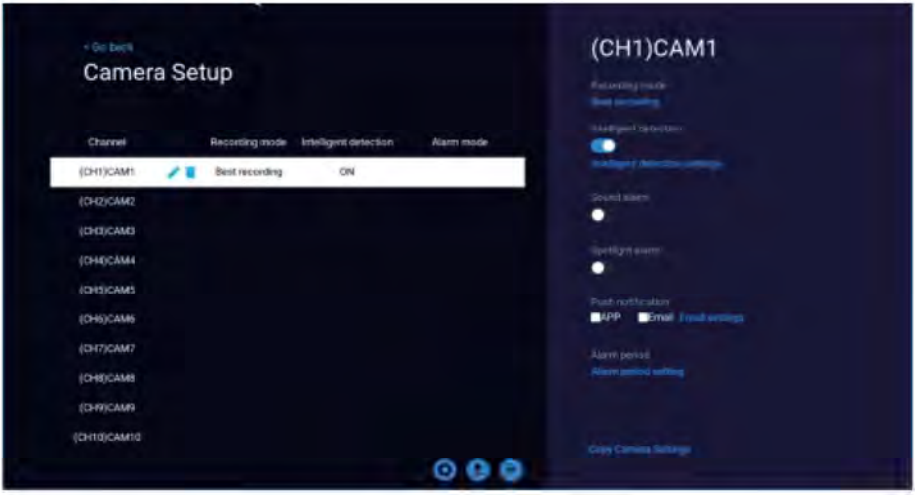
Download Record



1. Insert a format FAT32 Micro SD card to backup videos, which is easy and convenient in the video playback interface.
Select the channel window that needs to be backed up→ click the backup Video button in the lower right corner→ select the export folder→ click export.
2. You can take out the hard disk from the NVR and then put it to your computer.
3. Please download the back up software:
http://download.dvr163.com/tool/DiskBackup.rar
that you can back up the file.
4. You need to download the player on your computer:
http://download.dvr163.com/tool/Video-player%20.zip, that you can play it.

Camera Setting

1. Camera setup



To better distinguish where each camera is installed, you can set a name for each camera.
Click this icon to name the camera.

Delete camera.

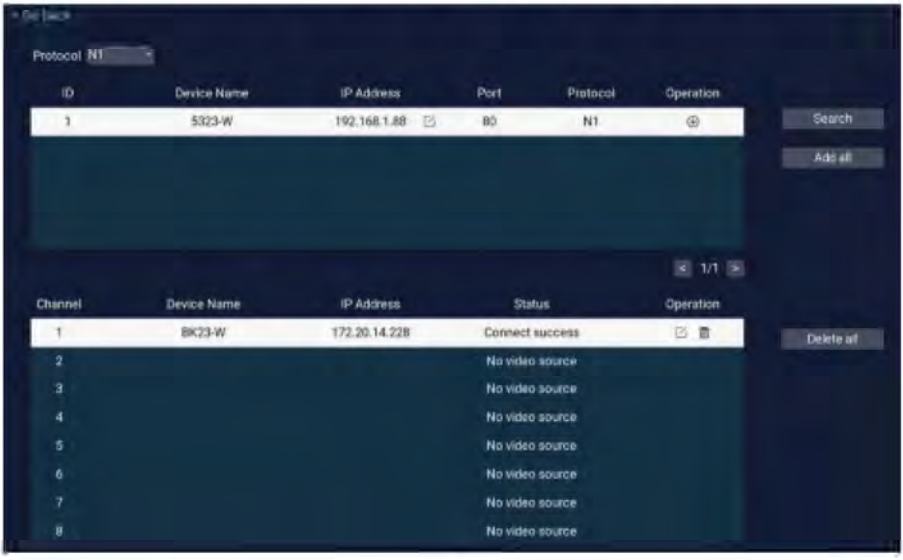
Camera Advanced Setup.

Camera upgrade, select the camera you want to upgrade, you can select "**Online upgrade**" or "**USB Upgrade**".

Please remember, when the camera works normally, do not upgrade the camera at will.

Add camera, after reset the camera, click add camera, NVR will search the camera automatically.

Manually: you can see the camera IP address on this interface.



Click Edit icon, you can see more information of the camera.

2. Setup Record Plan

There are three recording modes to choose.

Best power saving: When detect an event, recording a small snippet video. Allow to change the recording duration and the sleep duration after each recording.

Recording duration: allow select 5s, 10s, 20s and 30s.

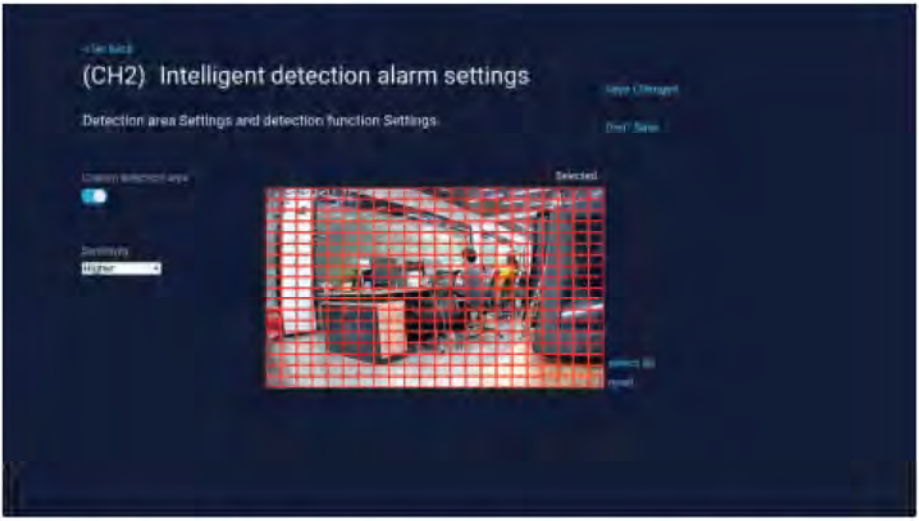
Best recording: When detect an event, continuous recording until the end of the event.

Keep recording: Uninterrupted recording. When the battery level drops below 50%, automatically switches to the Best recording mode. When battery power increases to above 80%, it resumes Keep Recording. This mode consumes faster power and is suitable for connecting to a power source.

Recording only humanoid images: to reduce false motion detection playback.

Please remember turn on "Sound Recording" option, otherwise, camera only record video, not record sound.

3. Motion Detection

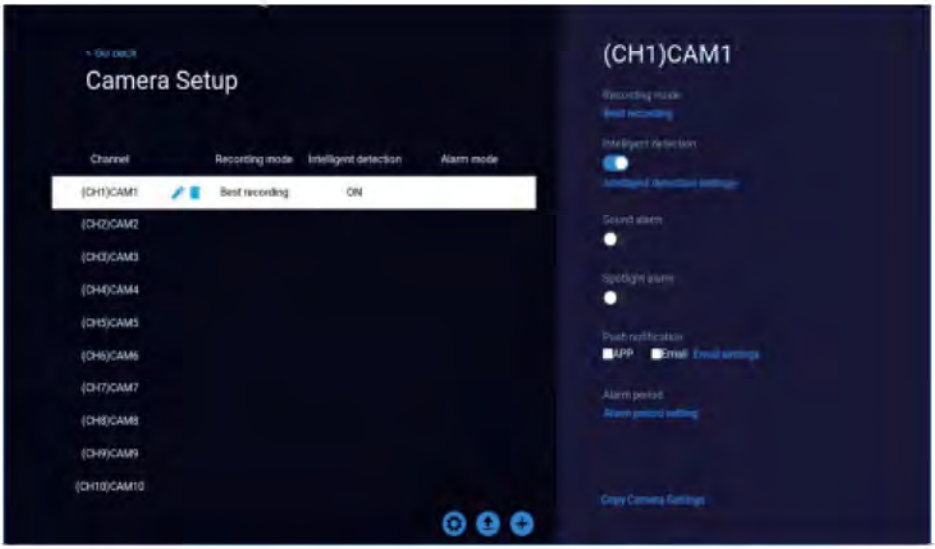


Click "**Intelligent detection alarm settings**" on camera settings interface, you can setup motion detection.

A. **Custom detection area:** set the motion detection area, if you get many motion detection notification, please narrow the area. Default select all area, show red color.

B. **Sensitivity:** if you get many motion detection notification select lowest, less motion detection notification select higher.

Battery camera support sound and light alarm, when camera detect motion, it will make a alarm sound and open floodlight at night.



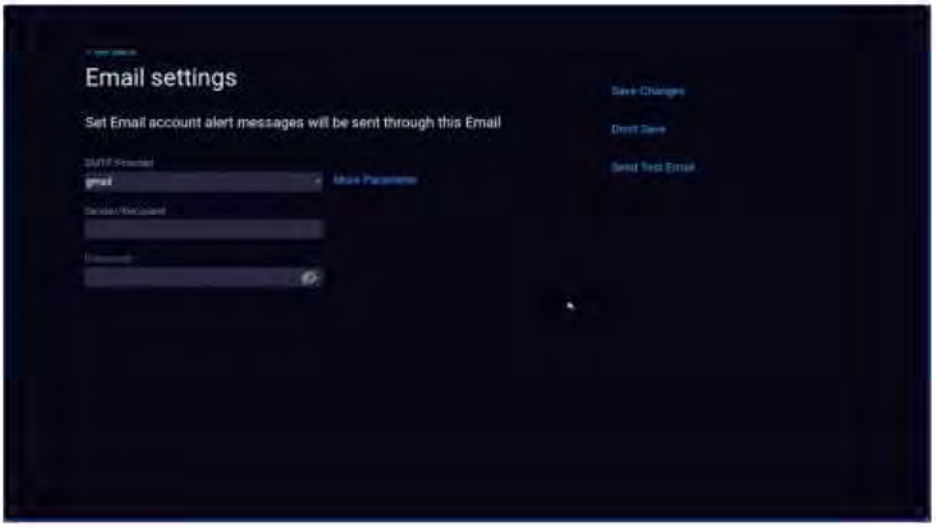
C. **Sound alarm**: enable it when motion detection happened, camera will prompt a sound to scare the intruder, only two way audio camera supported this function.

D. **Spotlight alarm**: enable it when motion detection happened, camera floodlight will turn on to scare the intruder, only spotlight/floodlight camera supported this function.

E. **Push notification**:

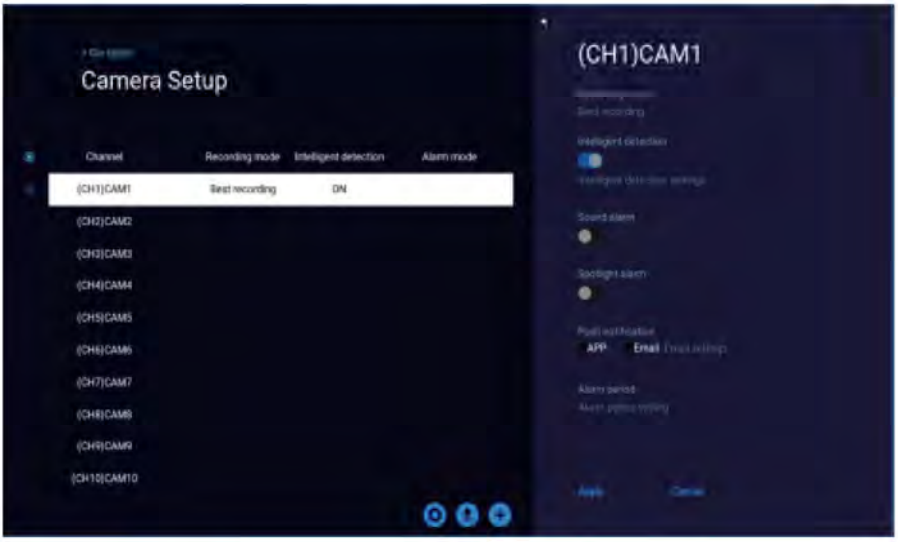
APP: the system will be push notification to your mobile phone. But you need to add device to your phone first

Email settings: Email function is get the error and motion detection from the NVR, only show a message, doesn't come with picture.Before set the email, login your own email box to enable IMAP and SMTP.
(Note that Gmail mailboxes currently do not support setting mailbox alarms due to permission issues)

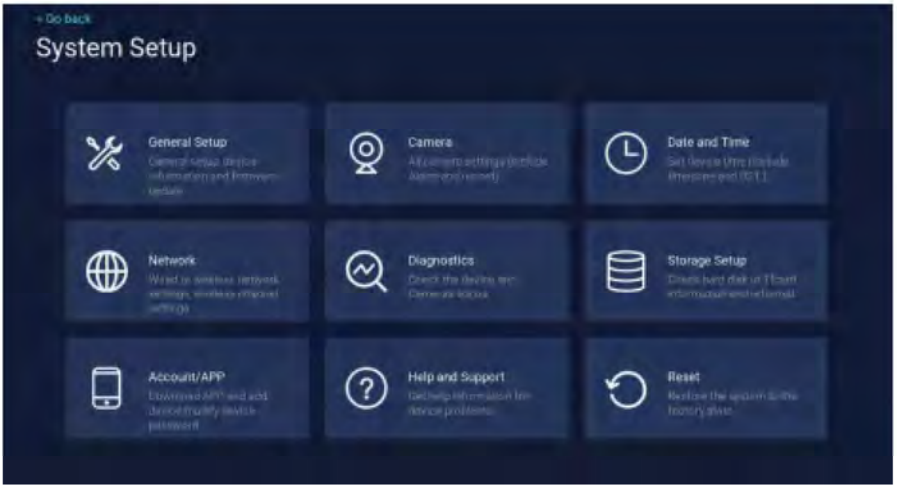


F. **Alarm period settings:** you can setting different alarm time periods reduce the time of frequent alarm.

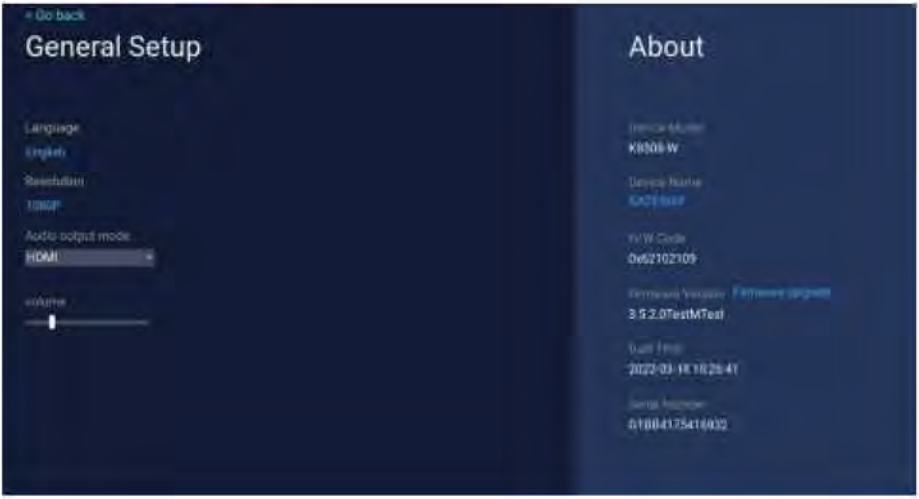
After setting up the camera, click "**Copy camera settings**", you can directly copy it to other cameras, which is very convenient. On the left side of the channel, select the cameras which you want to set the same as others.



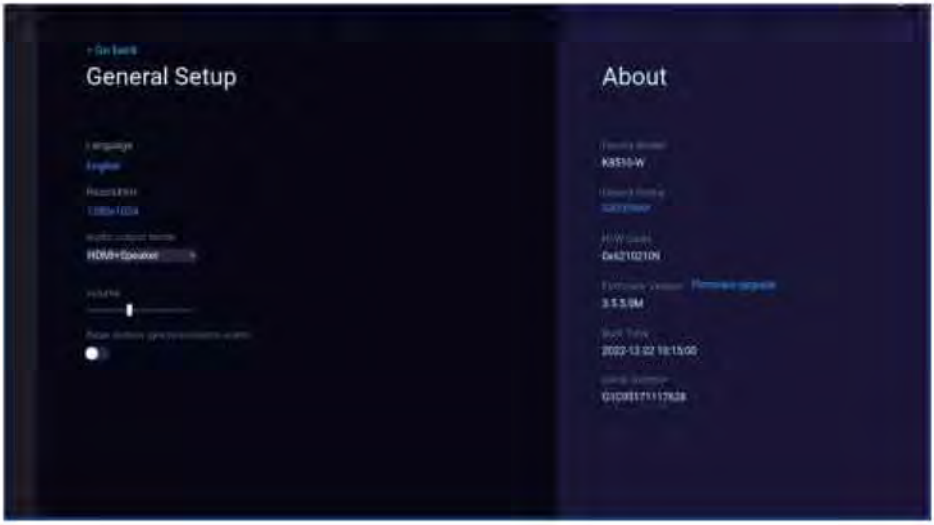
System Setup



1. General setup

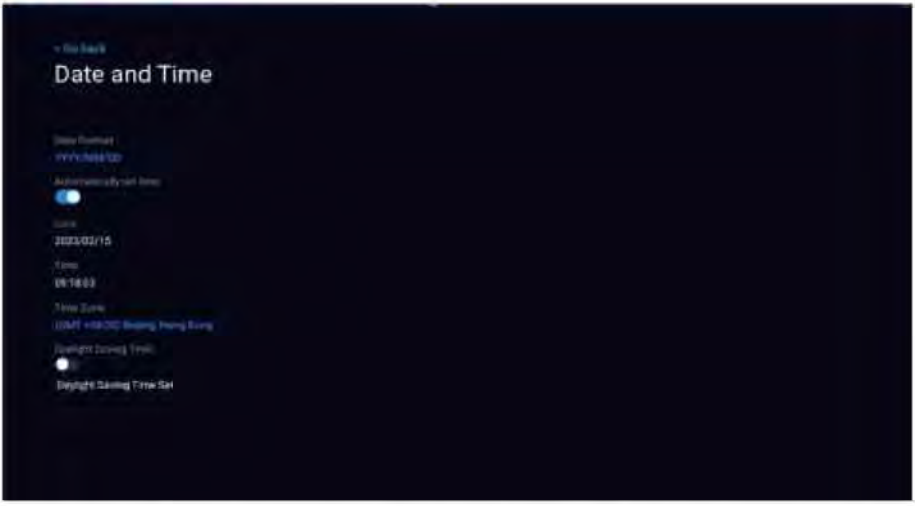


Language: setup the system language.
Resolution: this is monitor resolution, the default better resolution is 1080p.



Audio output mode
HDMI mode: The sound is directly transmitted to the monitor through the camera, and the sound is played through the TV monitor.
Speaker: Directly transmit to NVR and play sound through NVR.
HDMI+Speaker: NVR and monitor play sound at the same time
Disable: Only images, no sound.

2. Date and Time



Automatically set time: system connect the network will automatically use your local time,

Time Zone: find your city time zone to input correct one.

Daylight Saving Time: open this option, you can set the start time and end time of daylight saving time according to the local time.

3. Network

Connect to router(wired)

When you connect the NVR to your router via network cable, you can check whether it is successfully connected with on this interface.

DHCP: adaptive local network

IP address: NVR IP address(according to your router change to the same, the first 3 number should be the same, the last one can't be same, otherwise it will show IPC conflict)

Gateway: use router Gateway

Netmask: 255.255.255.0, no need change

Preferred DNS: suggest use 8.8.8.8

Alterable DNS: suggest use 114.114.114.114

Network status:

Healthy network: network connect successfully

Gateway Unreachable: means NVR IP gateway and IP address not the same as your router, Click DHCP, select static, then find your router correct IP gateway, such as 192.168.1.1, then IP address should be 192.168.1.*** which can't be the same as your router, change it on NVR.

Request DNS Error: disable DHCP, reboot the NVR and your router.

Network Cable Disconnect: make sure the NVR connect with router by Ethernet cable

Network Busy: disable DHCP, change the preferred DNS to 8.8.8.8, reboot the NVR and your router.

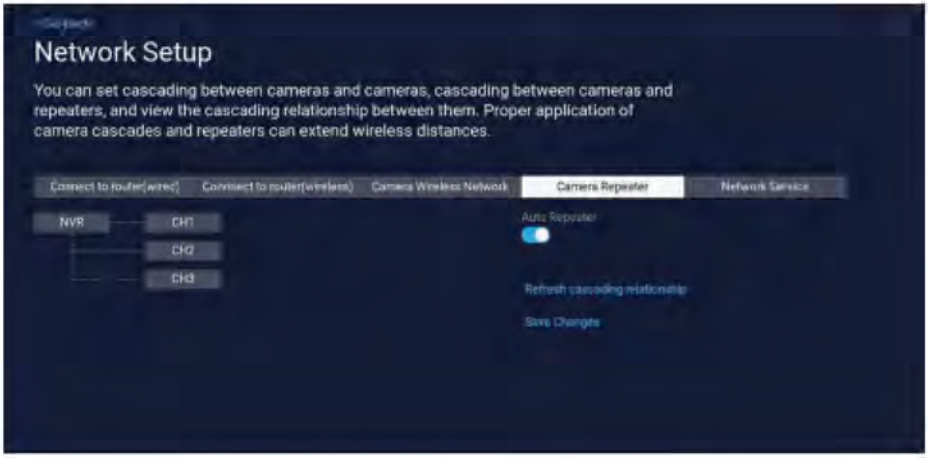
Connect to router(wireless)

Except wire connection, you also can connect NVR to your home WiFi wireless. Select you home WiFi and input password, click **connect**.
Please notes the system only supported work with 2.4Ghz WiFi network.

Camera Wireless Network

ESSID: NVR hotspot (to pair with camera, can't be changed)
Password: NVR hotspot password can't be changed
Wireless Channel: according to your country policy choose correct one
Region: US(FCC), EU(EU), Asia(MKK)
Adaptive channel: the system will automatically select available wireless channels

Camera Repeater



Battery cameras not supported use Repeater function.

Network Service

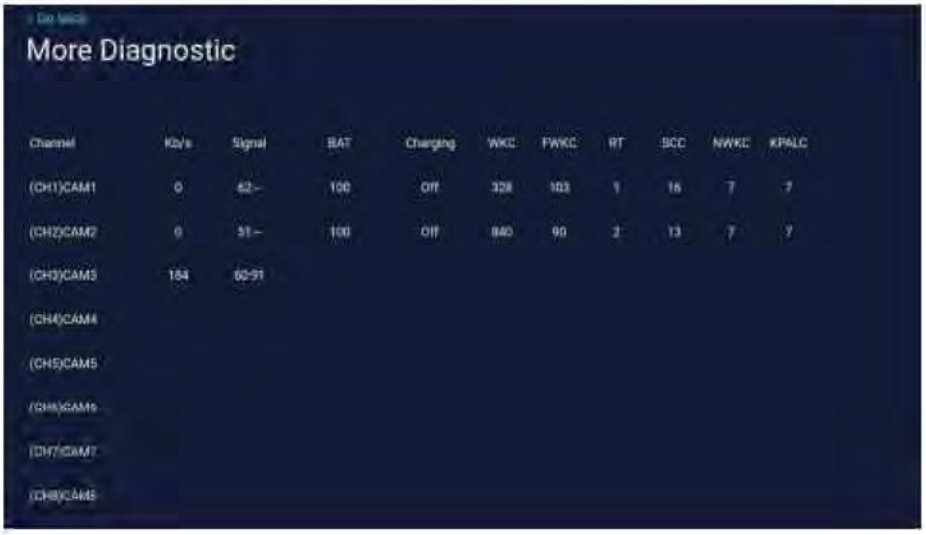
Enable RTSP Server: rtsp://user:password@ipaddr:port/chN_M.264
user: The user name defaults to admin
password: The password is empty by default
IP address: IP address of the device
port: 80 or 554
N is the channel number: IPC is 0, 4 NVR is 0~3, 8 NVR is 0~7, and so on.
M is the code stream number: the main code stream is 0, and the secondary code stream is 1
Alexa: enable it allow connect the system to echo show. Please refer the page 45.

4. Diagnostic

You can check the camera information on this interface, for example, check the camera status is normal or abnormal, signal value and version etc.

More Diagnostic Results

You can see the main code stream of each camera and the accurate signal value.

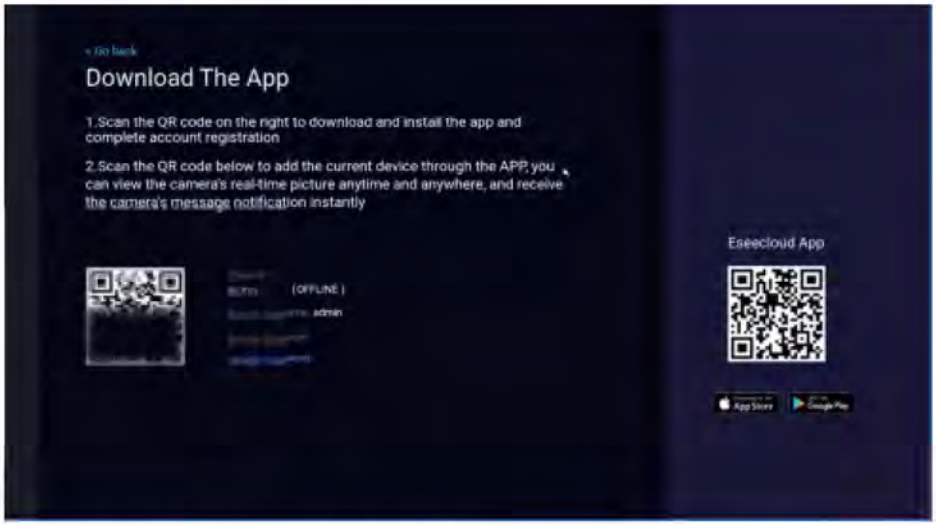


5. Storage Setup

Format: the first time to use please format the HDD, please click Reformat to format the HDD, it will delete all record on your NVR.

Please notes: if there is no any HDD information, please make sure the system you bought with HDD, and NVR power adapter output is **12V2A or 12V3A**.

6. Account/App

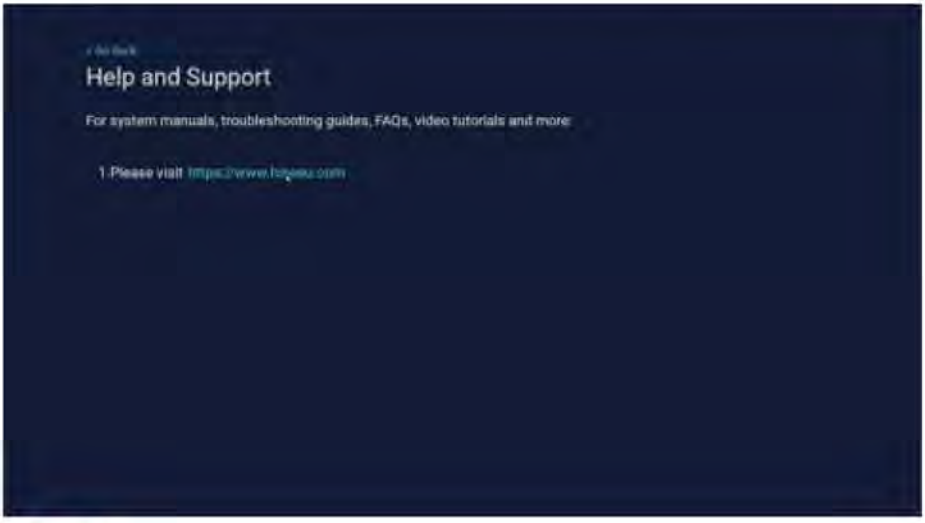


After setting all options, please add the device to the mobile phone to facilitate receiving alarm information and remote viewing anytime, anywhere.

Modify Password: If you have set the password, you can scan the QR-code to add device directly.

7. Help and Support

If you have any problem of the camera system, please email us or call us at your free time, we will help you to solve your issue.
If we not reply you in time, you can go to our official website, there are solutions to some common problems on our official website. You can refer to the methods in it first, and we will reply to you as soon as possible at work.

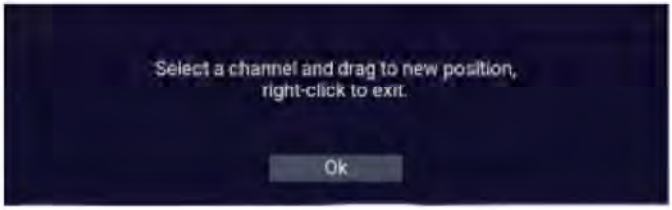


8. Reset

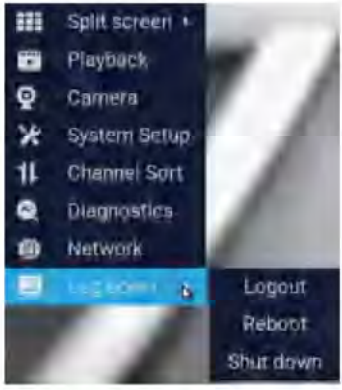
After restoring the factory settings, NVR will restart. If you find all cameras deleted, you need to repair the cameras after NVR restart.

Channel Sort

Click this option, you can move the position order of the camera through the mouse.



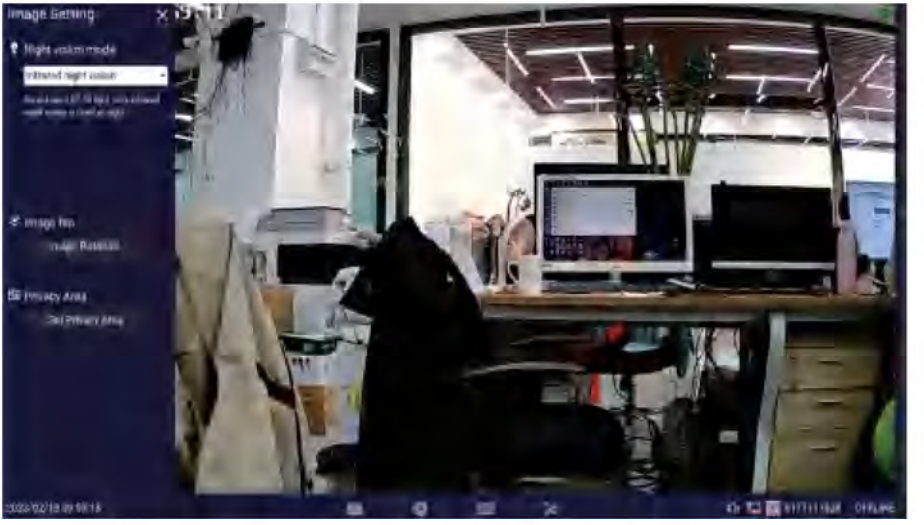
Log Down



Logout: Logout user
Reboot: Restart the NVR
Shut down: Turn off the NVR, then unplug the power adapter

Light Control

Left click your mouse on live stream interface, it will display a small menu, click icon.



Infrared night vision: camera will switch to black and white image automatically at night. Day switch back to day mode.
Full color night vision: When it is detected that the surrounding environment has begun to dark, the floodlights will automatically turn on and display a color image.
Image Flip: the image position will be upside down.

Sound

If you don't turn on the sound icon, you won't hear the sound by the camera

Digital Zoom

On the left bottom corner scroll the mouse to zoom the image, you will see a red frame, move it to anywhere you want to zoom, then click "+,-" to zoom

If you only scroll mouse it only zoom the right top corner

Microphone

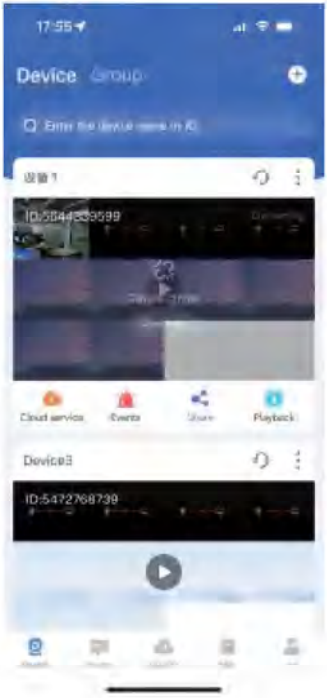
Click “Talking” to speak some word on the NVR monitor.
The system without monitor doesn’t supported, because it is not built-in microphone, which only supported talk through cellphone app
Please notes if you want to hear the sound from camera, please hang up at first

PTZ Control (Only for PTZ camera)

If the camera system you purchase is bullet camera, ptz function cannot be used. However, NVR supports adding 10 cameras. You can add another PTZ camera of our brand.

PTZ Control: Drag the direction key to move the camera lens up and down, left and right.
Speed: sets the speed at which the camera moves.

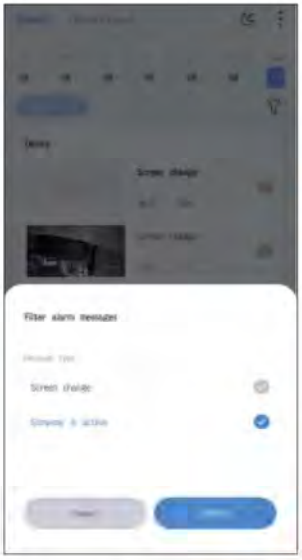
App Function Settings

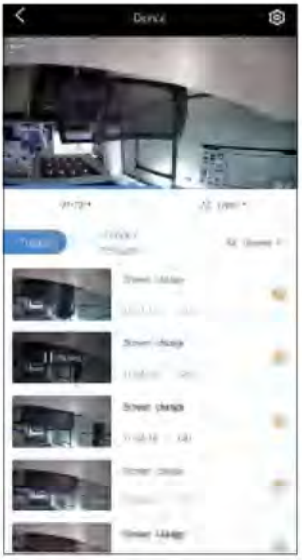


Cloud Service

Click " "icon to buy cloud storage, NVR with HDD no need to buy cloud storage. Cloud storage only support buy one channel by one channel.

Events & Notifications:





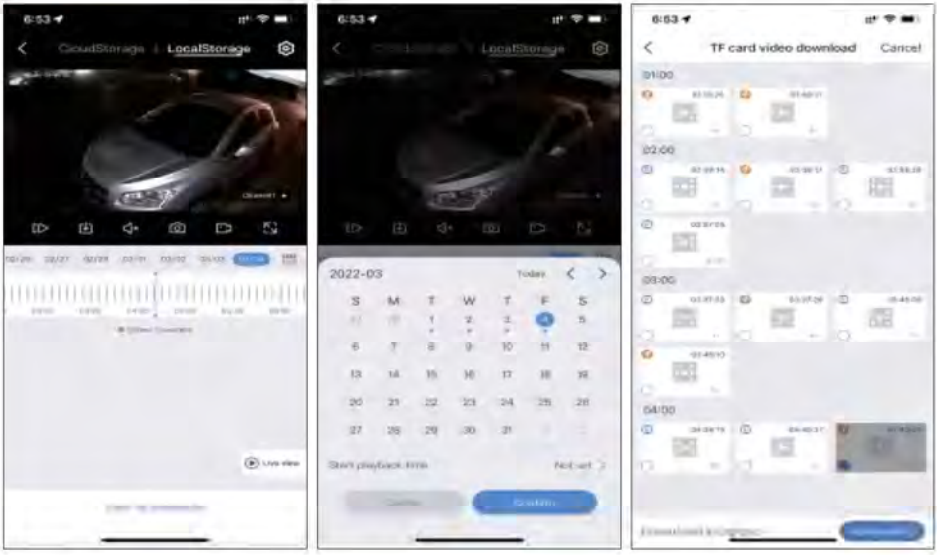
Check motion detection message and photo, click the photo → **View Video** → Full video to see 30s motion playback.

Please notes if no playback on NVR monitor, it will show no video. Make sure NVR set recording function

Share

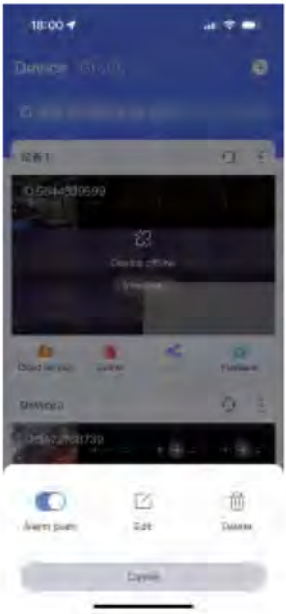
Click “ ” icon to share the device to your family members.
Share Permissions: set the permissions allow others to check.
QR code validity period: QR code valid time to add the device on other phone.After all setup, click **Complete** to generate the QR code, others' phone need register a new account of EseeCloud APP, scan this QR code to add it.
Please notes: Shared cellphone doesn't allow to receive app alarm.

Playback

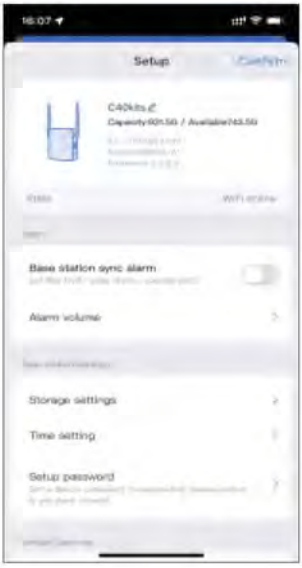


Click “ ” icon to see device playback, select “ ” icon to select channel, select “ ” icon to select the date. It doesn't support fast forward or backward. Fast forward function supported on CloudStorage which means you need buy cloud storage for the camera.
Click “ ” icon allow to download the playback on the phone.

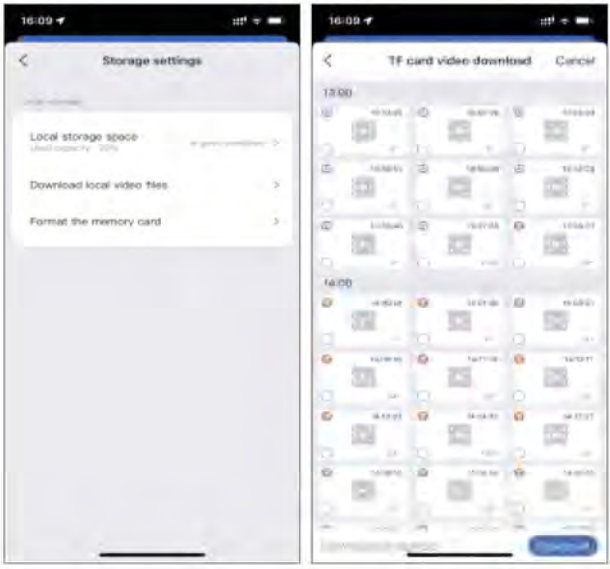
Setup NVR Function



Click icon, go to settings, you can set up the NVR function.



Base station synchronization alarm: when camera detect object moving, the NVR will make alarm sound.
Alarm volume: NVR alarm volume
Storage settings: Check the memory of the hard disk and download the recorded video. If the hard drive is full, you can format the hard drive directly.



Time Setting: setting all cameras time and time zone.

Setup password: Set new password for your camera system. After setting, please re-enter the new password on your NVR.

Set Wi-Fi channel: If the signal is not good, the signal can be enhanced by modifying the signal channel.

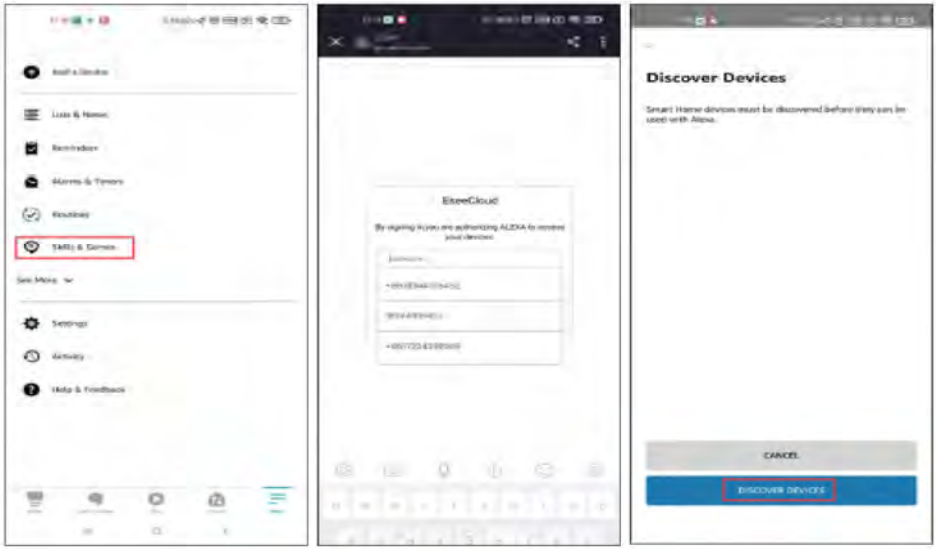
Configure WiFi : After connecting your WiFi, if NVR is connected through the network cable, unplug the network cable, and NVR will automatically switch to connect your WiFi wirelessly.

Alexa service authorization: Please turn on this option before adding the device to Alexa, otherwise you will not be able to connect successfully.

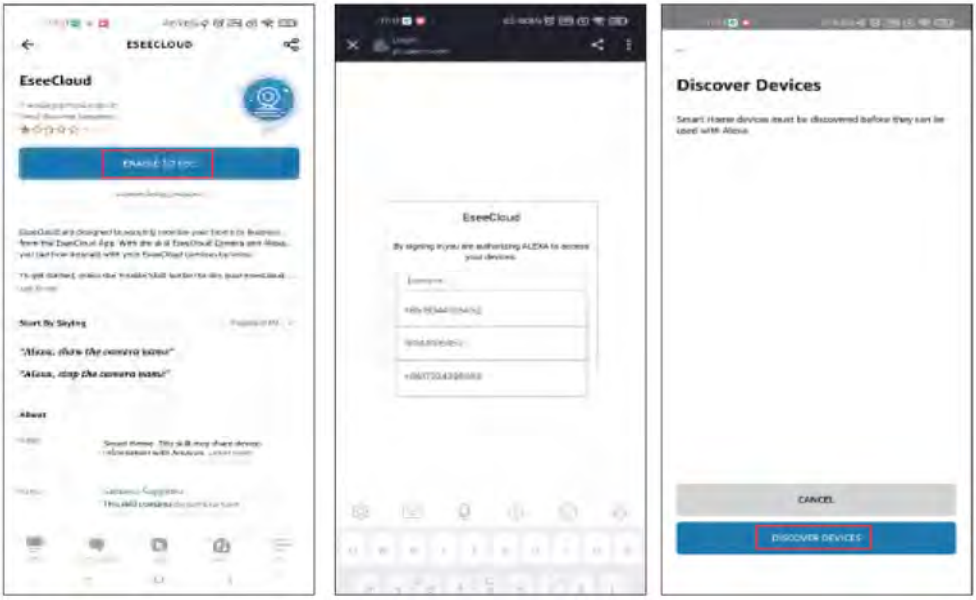
Steps to Connect with Alexa

1) After opened Alexa option, please go to your Alexa App, login your Amazon buyer account and password.

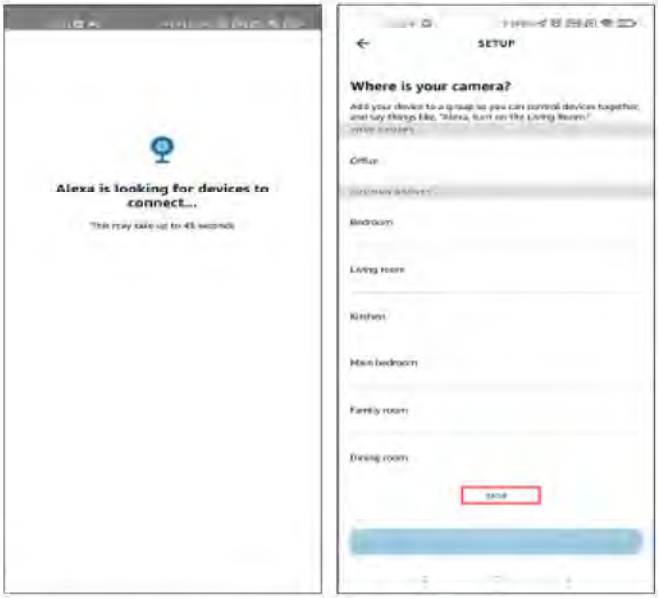
2) Go to more, click "**skill & games**" → search "**EseeCloud**" → click this option.



3) Click **ENABLE TO USE** → input account and password of Eseecloud → select **DISCOVER DEVICES**.



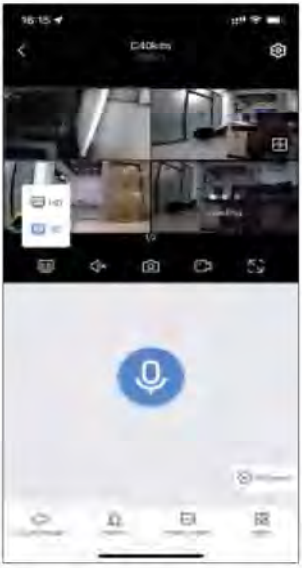
4) Wait for 45s to find the device, after finding your device, you can view the camera on Echo show.



Connecting device: You can enter a separate channel to set.

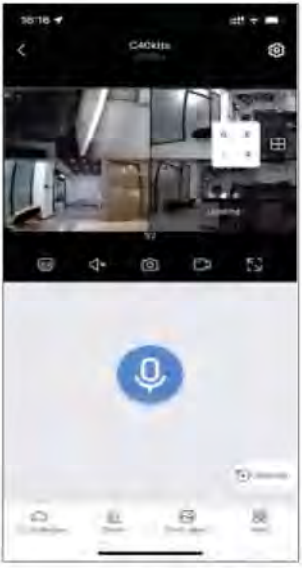
Real Time Recording Function Options

SD & HD mode



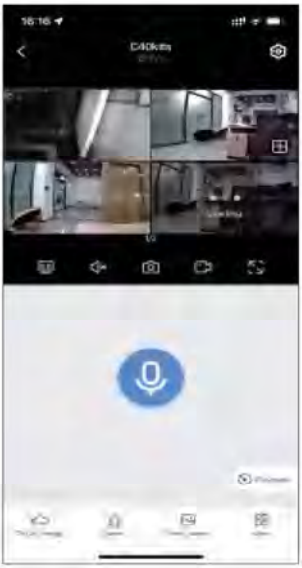
Click " " icon switch SD to HD mode. Camera default SD mode, for clearly image please switch to HD mode. Because our server can't always support HD viewing, we need to manually switch to HD when watching on the mobile phone.

View More Camera



Click " " icon switch to view by x1, x4, x6, x8, x10 cameras.

Volume ON/OFF



Click “ ” icon to turn on volume of camera. All of our camera support audio function, turn on it to hear the voice, please note that you also need to turn the phone volume up.

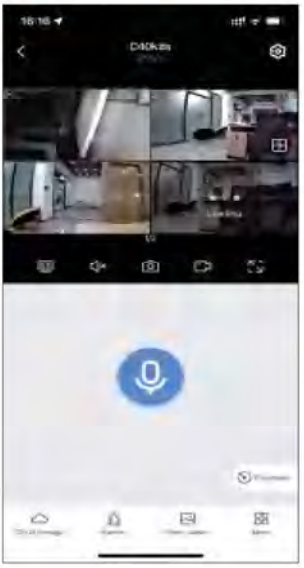
Two Way Audio

Two way audio camera please press the “ ”icon to communicate.

CloudStorage

Click " Purchase now " icon to view videos saved by cloud storage, but you need to buy cloud storage services first.

Screenshot & Recording



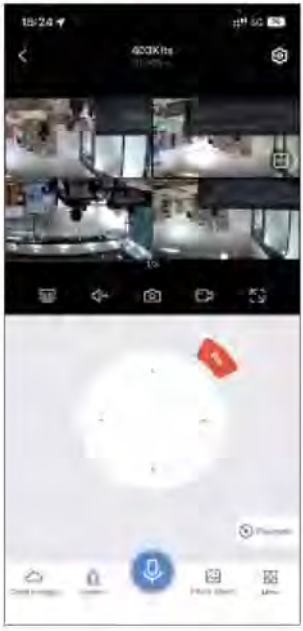
Take a screenshot or manually record an important picture and save it on mobile phone as evidence in the future.

After recording successfully, please click " More " more icon → select " " Photo album icon, you can check the video on this interface.

Landscape View

Click the "" icon to switch the vertical screen viewing to landscape view.

Pan Tilt (only for PTZ camera)



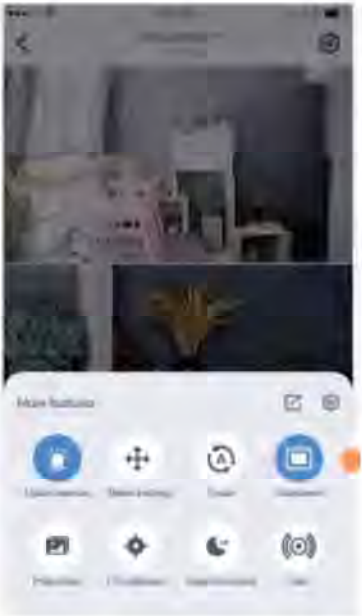
Click "" to turn the pan and tile function, drag the direction key to move the camera lens up and down, left and right.

Events

Click “ ” icon, to see motion detection information.

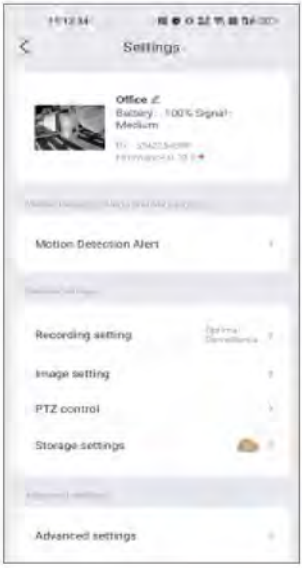
More

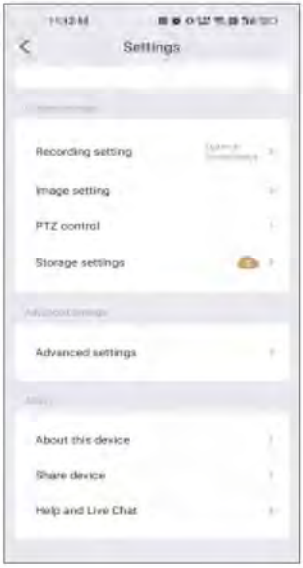
a. Enable Motion Detection icon,When the camera detects an object moving,it will immediately send an alarm message.
b.Mobile tracking: When an object moves within the range of the camera lens, the camera will track the object and record it.
c.Cruise: Turned on this functionthe camera will start 360°automatic cruise for about 4 hours, and then stop.
d.Dual screen： By turning the dual-screen display function on and off You can switch between single and double screen for close-up devices.
e.PTZ calibration: When there is a deviation in the camera position or the pan tilt cannot rotate left and right or up and down,just click PTZ calibration, and the camera will calibrate automatically.
f. Night vision model: Night vision has three modes to choose from.Clicking the button will switch one mode.
Smart night vision: When the camera detects a person or obiectit will turn on the floodlight, and the image will be switched to full color.Normally, it is a black-and-white image at night.
Full color night vision: When it is detected that the surrounding environment has begun to darken,the floodlights will automatically turn
Infrared night vision: camera will switch to black and whiteimage automatically at night.Day switch back to day mode.
g.Siren: when you find someone invading, please clickthe alarm button and the camera will sound the alarm for 14 seconds to scare away the intruder.



Camera Settings

Select " " icon go to change some function of camera.





Motion Detection Alert

A) Turn on Motion Detection Alert
B) Set motion detection sensitivity
C) Set Motion detection Period
D) Turn on this button the camera will sound a siren when it detects a moving object
E) Turn on this button and the camera will emit a flood light when it detects a moving object

Record settings

Record Mode:

Optimal Battery Life: When detect an event, recording a small snippet video. Allow to change the recording duration and the sleep duration after each recording. Allow to set record length: 5s,10s,20s and 30s.

Optimal Surveillance: When detect an event, continuous recording until the end of the event.

Uninterrupted recording: When the battery level drops below 50%, automatically switches to the Optimal Surveillance mode. When battery power increases to above 80%, it resumes Optimal Surveillance. This mode consumes faster power and is suitable for connecting to a power source.

Record only when human appears: Enable it to reduce false recording

Record sound: When closed, there is no sound when viewing live and playback recordings.

Image setting

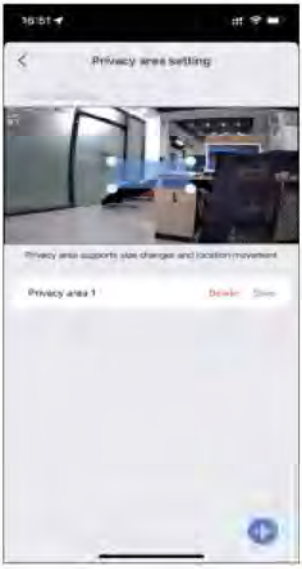
Night vision mode:

Full color night vision: At night when detect moving object turn on floodlight or use check live stream the camera will turn on floodlight automatically

Infrared night vision: Daytime show color image, nighttime show black and white image, camera default is in infrared night vision

Photosensitivity: High sensitivity makes it easier to switch to night vision mode

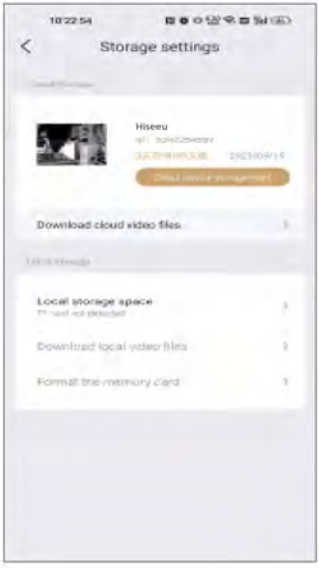
Privacy area: Click"+" to set privacy area, live stream will no see that area anymore



Humanoid detection frame: After opening, the human figure moving in the screen will be framed.

Storage Settings

You can check the hard drive status and download video.

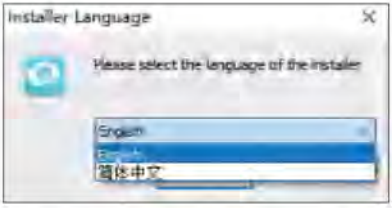


Advance Settings

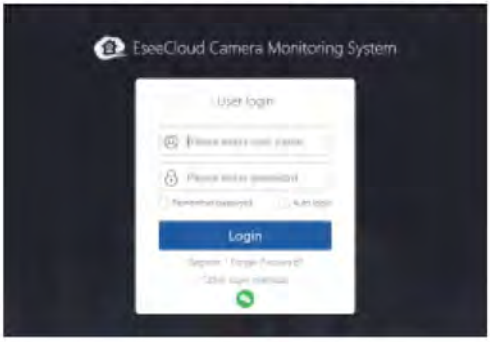
1. Function settings for indicator and device voice prompt.
2. Function for checking the camera signal.
3. Function for time setting.
4. Function for security setting.

To View on MAC and Windows Computer

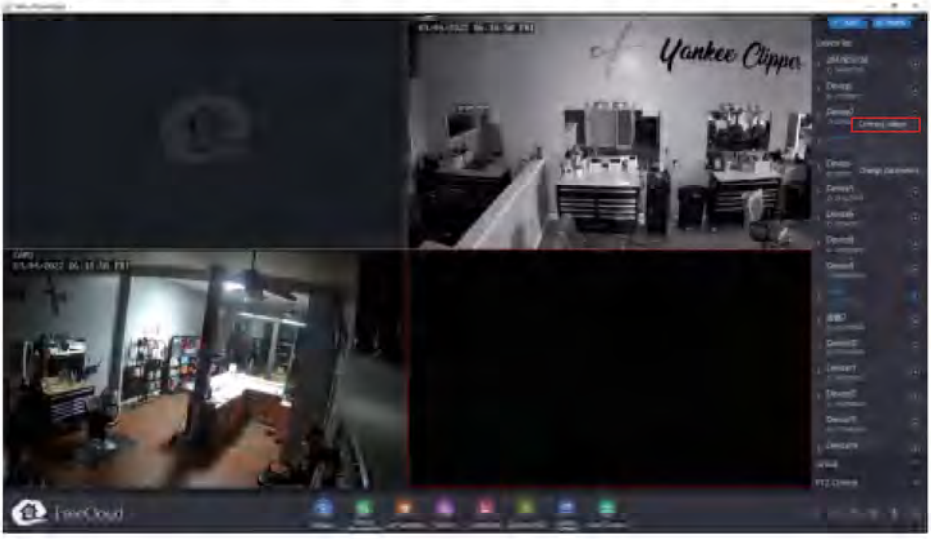
Eseecloud MAC:
http://download.dvr163.com/tool/EseeCloud-mac-2.0.8_20200228.zip
Eseecloud Windows:
http://download.dvr163.com/tool/eseecloud/EseeCloud_Setup_3.0.8.0.exe
If can't download, please email johnny@hiseeu.com to get the software download



Select English to install the software.



Login with phone EseeCloud account (email or phone number and password).
Mac computer please click switch to cloud login then input phone EseeCoud account.
After login, camera system will automatically synchronize on computer.



Select Connect videos icon to see camera live stream on computer.
Click icon to see the playback.
Click allow to change the view channel from 1-64.
Click icon to see EseeCloud software version and motion detection message .

Frequently Asked Questions

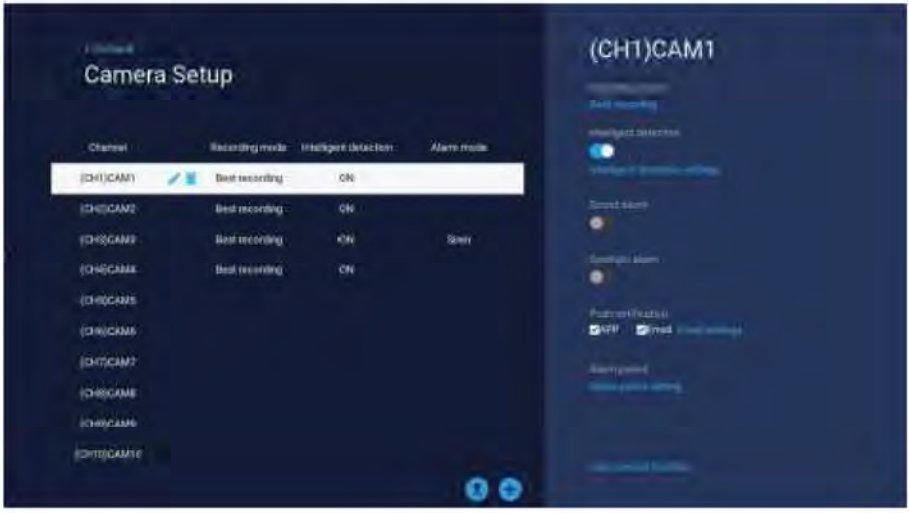
Q1: How can I troubleshoot camera not show image on NVR monitor?

A: 1. Check camera is power on or not, check the indicator on camera lens, if no any indicator, please power camera about 8 hours and check again, or turn off camera for few minutes then turn on

2. Move the camera close to NVR box to check whether you have video or not.

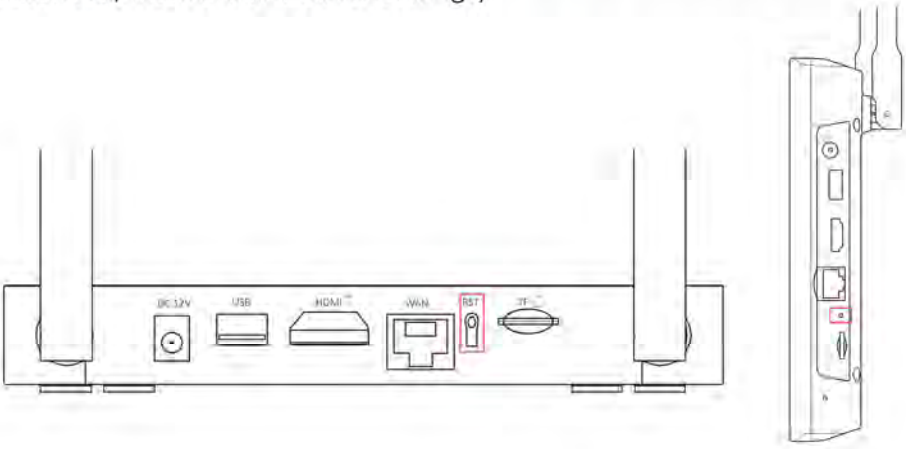
3. If still not show camera image, please delete the non-working cameras on Camera setup, press camera reset button about 10s, click , Continue, wait for a new camera IP address show up, then still click continue to exit and install camera outside.

4. Camera indicator not working indicates that the camera has experienced a malfunction. In this case, please contact us for after sale service.

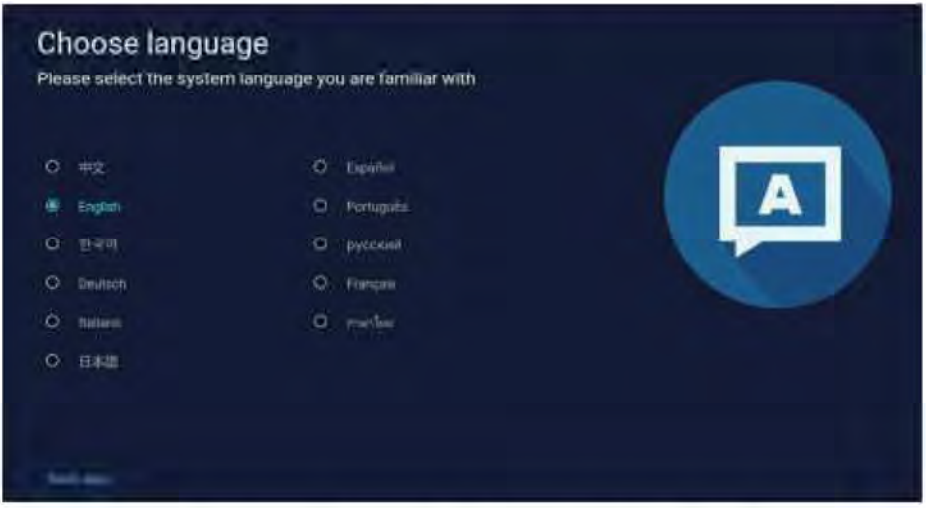


Q2: How to do if forget the system password?

A: 1. Press the reset button for 3 seconds, NVR will reboot and clear the password, Network and other settings)



2. After reboot NVR, The system will restore the factory settings. You need to select the language, connect WiFi, reset the password and setup a new password, but you don't need to reconnect the camera.

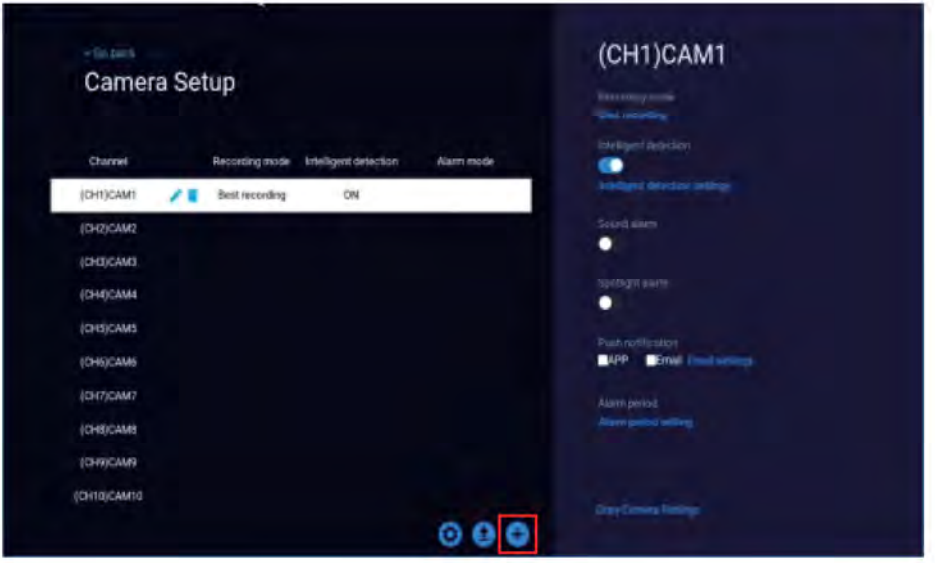


3. If reset button not work, please go to **System Setup**, select **Reset**, reset it factory setting

Q3: How to add a new camera to your nvr?

A: To extend the NVR with 10 cameras, please refer below steps to connect camera with nvr.

1. Full charge camera about 12 hours, and put it close to NVR,
2. Make camera antenna and the nvr wifi antenna are parallel,
3. Right click the mouse, select camera, click add icon, continue,
4. Press the reset button for 10s, then move the hand away
5. New camera ip address 172.20.14.** show up, click **Continue** to complete connection.



Q4: Connected the system with monitor, why nothing is showing here?

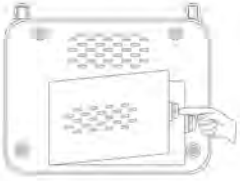
A: Default output resolution of the NVR is 1080P, which may not be compatible with some monitor screens. There are a few options you can try to fix it:

1. Press the left side of the mouse about 30s, don't remove your finger from the mouse, and wait the system reboot, it will change to the minimum resolution.
2. Try another monitor with hdmi cable until getting video on the monitor screen. Don't forget to change the input to hdmi on a tv.

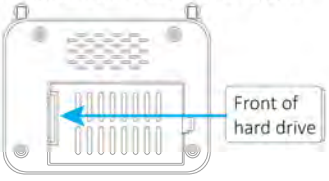
Q5: How to install the hard drive?

A: The camera system including 2.5 inch 1TB hard drive.

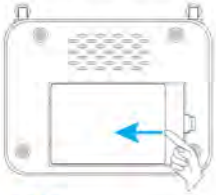
1. Open the hard disk cover on the back of the chassis and remove the cover.



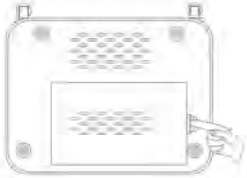
2. Align the hard disk socket with the wiring port on the NVR, insert the hard disk, and pay attention to the direction of the hard disk.



3. Align the hard disk with the hard disk socket and push it to the left to fix the hard disk.

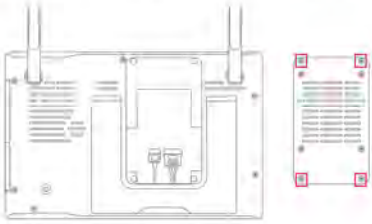


4. Close the hard disk cover.

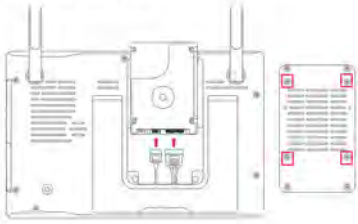


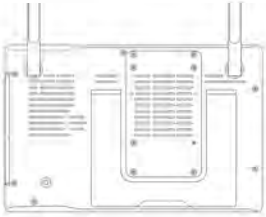
10 inch NVR:

1. Unscrews the 4 screws on the cover



2. Connect the 2 HDD cables to HDD, screw the HDD with cover





3. Close the hard disk cover.

Q6: What should do show HDD not found on NVR?

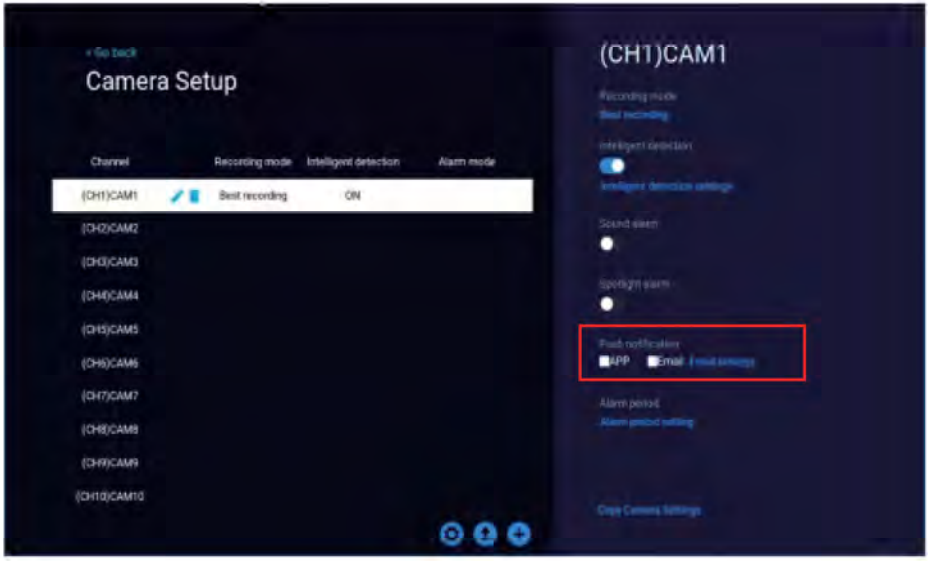
A: 1. Open the cover behind the NVR, check whether the hard drive is installed, take out the hard drive and reinstall it.

2. Check the power adapter output of NVR is 12V2A or 12V1A, it must using the 2A power adapter.

3. Right click your mouse→ **System setup**→ **Storage setup**, check whether you can see the hard drive info. If so, the hard drive is working.

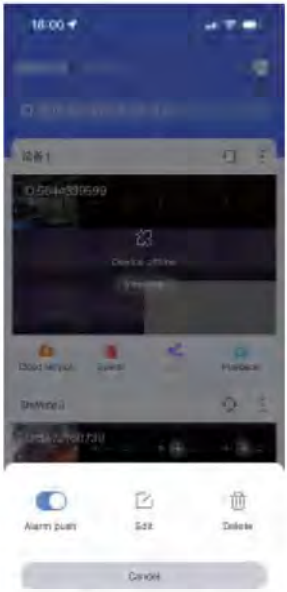
Q7: How to receive notification alarm message on cellphone?

A: 1. Right click the mouse→ **Camera**→ enable **Push notification**, after set it up, click **Copy camera settings** to set to all channel.

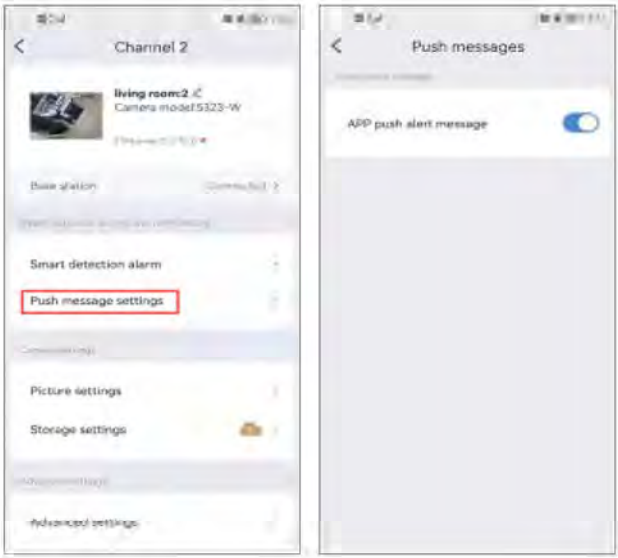


2. Enable App Alarm on mobile phone

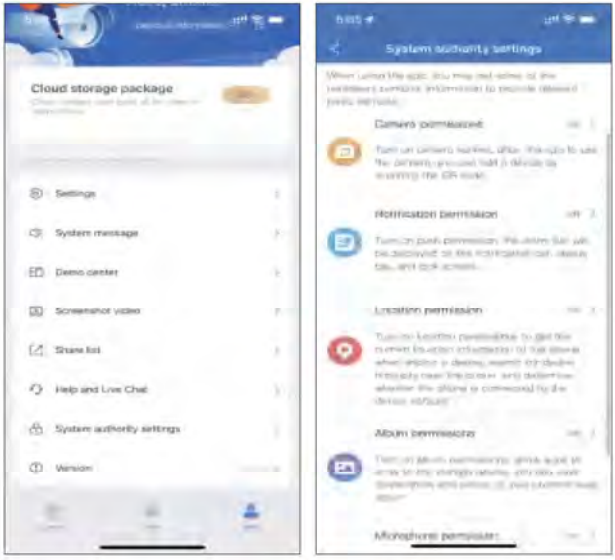
1) Go to the app→ click icon→ enable **Alarm push**.



2) Into each camera setting→ click **setup** icon→ **Push message settings**, turn on APP push alert message.



3) Click **System authority settings**, turn on all permission of the app.



Q8: How to do if camera lost signal with NVR?

A: Please check if the antenna on the camera is loose .

Change the Wireless Channel and Region of the camera system, and the antenna of NVR is better to stand up

change Region to FCC, Wireless Channel change to 1, 6, 11 to check

change Region to T-mode, Wireless Channel to 3

change Region to EU, Wireless Channel to 13

Then reboot the NVR

Q9: How to do if NVR offline?

A: 1. Please right click your mouse→ **system setup**→ **Account/APP**→ check the cloud id is showing online or offline.

2. If offline, go back to main menu→ **Network setup**→ Connect to router, Check if NVR is successfully connected to WiFi,

3. If success, go to **Connect to router (wire)**→ check the network sate is healthy or unreachable,

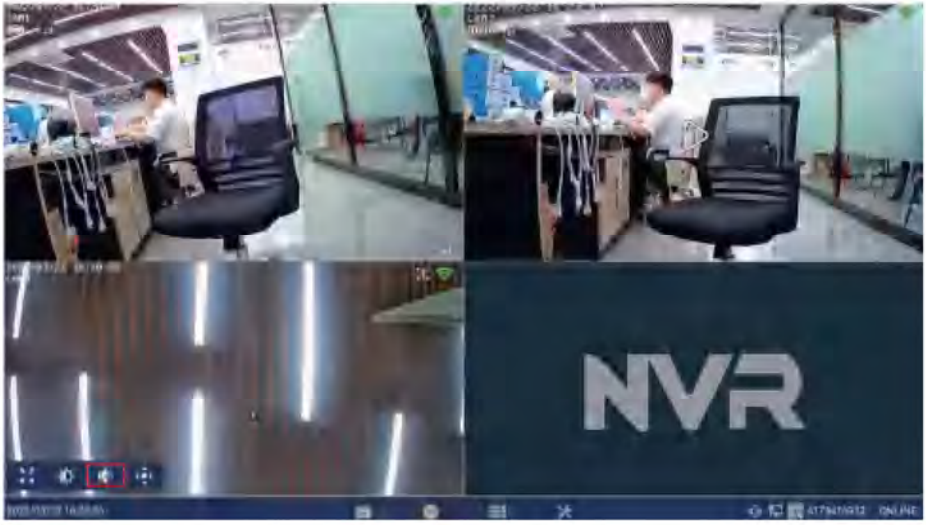
If showing gateway unreachable, please click **DHCP**→ select **Static**, power off the NVR and power on again.

4. When it showing Healthy Network, go to Account/APP interface to check cloud ID is online or offline.

If still offline, please send email or call us.

Q10: Why can't I hear the sound?

A: 1. Please left click your mouse, you will see a small menu, check if you have turn on the sound option.



2. If it's already open, but still can not hear sound, please right click your mouse→ System setup→ General setup→ Audio output mode, select HDMI+Speaker.

Q11: How to using PTZ control on NVR?

A: 1. Please left click your mouse→ click **PTZ** icon.

2. Click the PTZ steering wheel above to move the camera up, down, left and right.

Q12: How can I get product and technical support?

A: US Toll Free:1-917-338-1084/1-855-660-0999
(Available Pacific Time 6:00am-12:00pm)
Amazon Email: johnny@hiseeu.com
WeChat ID: +8613392810296
Whatsapp: +8615361562950
Website: www.hiseeu.com

Hiseeu Customer & Technical Support Team

For any questions, please contact us:

For any questions, please contact us:
US Toll Free:1-917-338-1084/1-855-660-0999
(Available Pacific Time 6:00am-12:00pm)
Amazon Email: johnny@hiseeu.com
WeChat ID: +8613392810296
Whatsapp:+8615361562950
Website: www.hiseeu.com