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Hiseeu WHD403

Hiseeu Wireless Security Camera Outdoor User Manual

Model: WHD403 | Brand: Hiseeu

PRODUCT OVERVIEW

The Hiseeu Wireless Security Camera Outdoor (Model WHD403) is a versatile 3MP PTZ camera designed for comprehensive outdoor surveillance. It features 2.4G/5G WiFi connectivity, color night vision, auto tracking, pan/tilt functionality for 360° viewing, motion detection, and two-way audio. With an IP66 rating, it is built to withstand various weather conditions. This manual provides essential information for setup, operation, maintenance, and troubleshooting.



Figure 1: Hiseeu 3MP PTZ Camera - Front View

1. SETUP AND INSTALLATION

Follow these steps to set up your Hiseeu Wireless Security Camera:

1. **Unboxing and Initial Power-Up:** Carefully remove all components from the packaging. Connect the camera to the power adapter. The camera will perform a self-test, indicated by movement and light activation.
2. **App Download and Account Registration:** Download the 'EseeCloud' app from your device's app store (Google Play or Apple App Store). Register a new account or log in if you already have one.
3. **Adding the Camera to the App:**

- **Method 1: QR Code Scan:** In the EseeCloud app, select 'Add Device' and choose the QR code scan option. Scan the QR code located on the camera body. Follow the on-screen prompts to connect to your 2.4G or 5G WiFi network.
- **Method 2: Camera Hotspot Connection:** If QR code scanning fails, select 'Other ways to add' and choose 'Connecting camera hotspots to add'. Connect your phone to the camera's temporary WiFi hotspot (usually named 'IPCXXXXXX' with a default password of '11111111'). Then, within the app, select your home WiFi network and enter its password.

4. **Mounting the Camera:** Choose a suitable outdoor location for installation. Use the provided screws and mounting accessories to securely attach the camera to a wall or ceiling. Ensure the camera has a clear line of sight to the desired monitoring area and is within range of your WiFi signal.



Figure 2: Camera System Compatibility

Setup Video Guides:

How to connect camera to phone "APP"

Video Description: This video provides a step-by-step guide on how to connect your Hiseeu camera to the mobile application for initial setup and viewing.

Eseecloud APP Manual - Video Version

Video Description: A comprehensive video manual for navigating and utilizing the EseeCloud application features.

2. OPERATING INSTRUCTIONS

The Hiseeu camera offers a range of features for effective surveillance:

- **Real-Time View & Smart Playback:** Access live camera feeds from anywhere via the mobile app or Hiseeu NVR system. Review recorded footage for important events.
- **Pan/Tilt/Zoom (PTZ) Functionality:** Control the camera's movement remotely with 355° pan and 90° tilt capabilities, providing a 360° view. The camera also supports 5X digital zoom.

Cover Every Angle of Your Home

With 355° Pan & 90° Tilt, 5x Digital Zoom

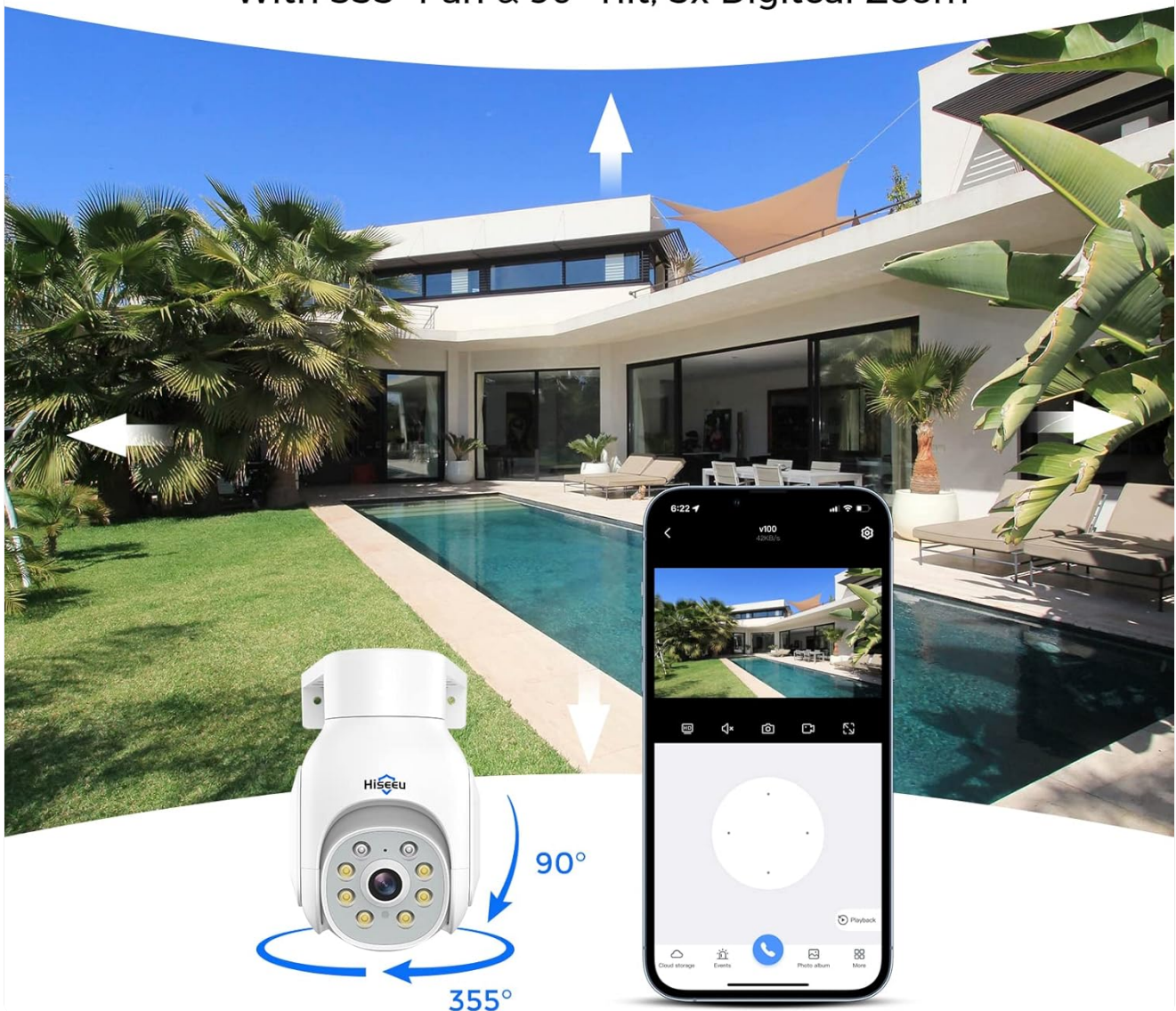


Figure 3: 355° Pan and 90° Tilt for Wide Coverage

Hiseeu 3MP Outdoor Wireless Security Camera Pan Tilt Camera

Video Description: This video demonstrates the pan and tilt capabilities of the Hiseeu 3MP outdoor wireless security camera.

- **Color Night Vision & 24/7 Recording:** The camera supports both color and infrared night vision, ensuring clear visuals even in low-light conditions. Continuous 24/7 recording provides constant surveillance.



Figure 4: Day, IR Night, and Color Night Vision Modes

- **Automatically Tracking & Motion Detection:** The camera can automatically track human movement, recording continuously until the person leaves the monitoring area. Smart motion detection triggers alerts.

Humanoid Detection

APP Push/ Siren /Light Alert



Figure 5: Humanoid Detection and APP Push Alert

- **Two-Way Audio & Light/Siren Alarm:** Communicate with visitors or deter intruders using the built-in two-way audio. The camera can activate a light or siren alarm upon motion detection.
- **Storage Options:** Supports up to 128GB SD card for local storage. Cloud storage service is also available (subscription may be required).

24/7 Recording, Smart Playback Cloud & SD Card Storage

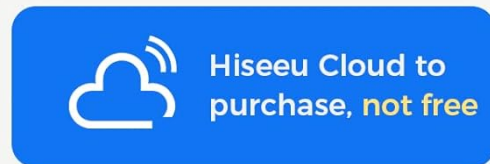
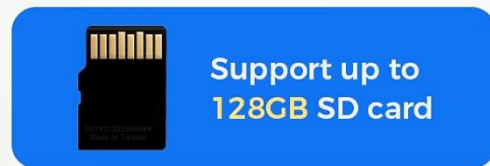


Figure 6: 24/7 Recording with Cloud & SD Card Storage

- **Work with Alexa:** Integrate the camera with Amazon Alexa Echo Show for voice-controlled live video display.

Hiseeu WHD902A WHD303 HBK13 PTZ Camera Support Work on Echo Show

Video Description: This video demonstrates how to connect and use the Hiseeu PTZ camera with Amazon Echo Show devices for voice control.

3. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your camera:

- **Weather Resistance:** The camera has an IP66 weatherproof rating, making it suitable for outdoor use in various conditions.

IP66 Waterproof



Figure 7: IP66 Waterproof Rating for Outdoor Durability

- **Cleaning:** Regularly wipe the camera lens and body with a soft, damp cloth to remove dust and debris. Avoid using harsh chemicals that could damage the camera.
- **Firmware Updates:** Check the EseeCloud app periodically for firmware updates to ensure your camera has the latest features and security enhancements.
- **Storage Management:** Regularly review and manage recorded footage on your SD card or cloud storage to prevent storage overflow. Format the SD card periodically if needed.

4. TROUBLESHOOTING

If you encounter issues with your camera, try the following:

- **Connectivity Issues:** Ensure your camera is within range of your WiFi router. Verify your WiFi password is correct. If using a dual-band router, ensure the camera is connected to the 2.4G network if it doesn't support 5G.

IOS15.1.1 Can't Connect Camera Successfully Solution Video

Video Description: This video provides solutions for iOS 15.1.1 users experiencing connectivity issues with their camera.

- **Poor Image Quality:** Check for obstructions on the lens. Ensure the camera is clean. Verify your internet connection speed is sufficient for streaming high-quality video.
- **False Motion Alerts:** Adjust the motion detection sensitivity settings in the app. Define specific detection areas to minimize triggers from irrelevant movements.
- **Camera Not Responding:** Try restarting the camera by unplugging and re-plugging its power source. If the issue persists, perform a factory reset (refer to the app's settings for the reset option).

5. SPECIFICATIONS

Feature	Specification
Model Name	WHD403 PTZ Camera
Video Capture Resolution	3MP
Connectivity Technology	Wireless (Wi-Fi)
Indoor/Outdoor Usage	Outdoor, Indoor
Special Features	Local Recording, 2-Way Audio, Night Vision, Auto Tracking, Motion Detection, Light/Siren Alarm
Pan/Tilt	355° Pan, 90° Tilt
Digital Zoom	5X
Night Vision Type	Color Night Vision, Infrared Night Vision
International Protection Rating	IP66
Storage Options	SD Card (up to 128GB), Cloud Storage
Compatible Devices	Smartphone, Amazon Alexa Echo Show
Power Source	Corded Electric (12V DC, 10W)
Dimensions (L x W x H)	4.7 x 3.3 x 5.3 inches
Item Weight	1.15 pounds
Included Components	Camera * 1, Power Adapter

6. WARRANTY AND SUPPORT

Hiseeu is committed to providing high-quality products and customer satisfaction.

- **User Guide:** A detailed PDF user manual is available for download: [Download User Manual \(PDF\)](#)
- **What's in the Box:** Your package includes the Hiseeu Wireless Security Camera (Model WHD403) and a Power Adapter.

- **Customer Support:** For any questions, technical assistance, or warranty claims, please refer to the contact information provided in your product packaging or the EseeCloud app. Hiseeu offers lifetime support for its products.



Figure 8: Hiseeu Lifetime Support and Service