

Hiseeu WHD303

Hiseeu 2K 3MP PTZ Security Camera Outdoor

USER MANUAL

INTRODUCTION

Thank you for choosing the Hiseeu 2K 3MP PTZ Security Camera. This camera is designed to provide reliable outdoor surveillance with advanced features such as 3MP high-definition video, pan-tilt-zoom capabilities, two-way audio, and intelligent motion tracking. This manual will guide you through the installation, operation, and maintenance of your new security camera.

Key features include:

- **Pan & Tilt:** 320° horizontal and 90° vertical rotation for wide area coverage.
- **3MP HD Image:** High-resolution video (1296*2034) for clear details.
- **Two-Way Audio:** Built-in microphone and speaker for real-time communication.
- **Color Night Vision:** Clear, full-color images even in low-light conditions, up to 65 feet.
- **Motion Tracking & Alarm:** Automatic tracking of detected movement with alarm notifications and floodlight activation.
- **Flexible Storage:** Supports up to 128GB Micro SD card and optional cloud storage.
- **IP66 Waterproof:** Durable design to withstand various weather conditions.

SAFETY INFORMATION

Please read and follow these safety guidelines to ensure proper operation and prevent damage to the device or injury.

- Ensure the power adapter is suitable for the camera's voltage (240V AC) and wattage (9W).
- Do not expose the camera to extreme temperatures outside its operating range (-13°F to 122°F).
- Avoid placing the camera near strong electromagnetic fields.
- Do not attempt to disassemble or modify the camera. Refer all servicing to qualified personnel.
- Keep the camera and its power cable out of reach of children and pets.
- Ensure the mounting surface is strong enough to support the camera securely.

PACKAGE CONTENTS

Verify that all items are present in the package:

- PTZ WiFi Security Camera (1)
- 12V 1A Power Supply (1)
- User Manual (1)
- Screws Bag (1)

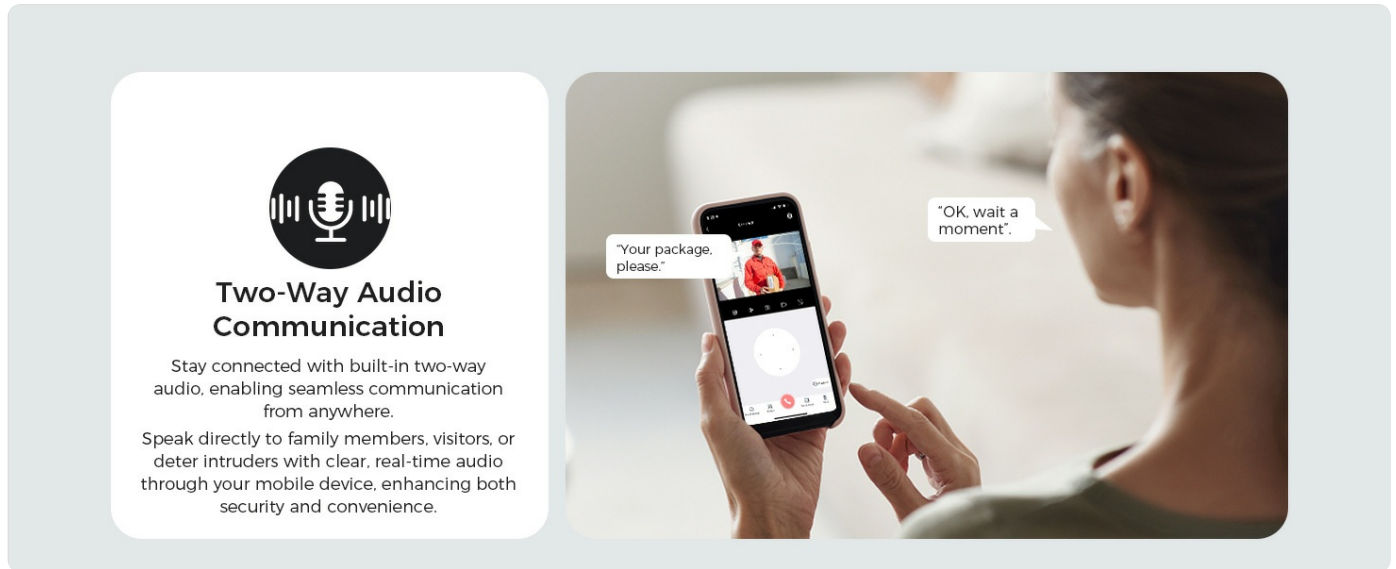


Figure 1: Package Contents

PRODUCT OVERVIEW

Familiarize yourself with the components of your Hiseeu PTZ Security Camera.



Figure 2: Camera Components

The camera features dual antennas for stable wireless connection, an IP66 waterproof shell for outdoor durability, and a lens array including IR and white LEDs for enhanced night vision. It also includes a built-in microphone and speaker for two-way audio, an SD card slot for local storage, and a reset button for system configuration.

SETUP

1. Installation

The HiSeeu PTZ camera is designed for outdoor wall mounting. Choose a location that provides the desired viewing angle and is within reach of a power outlet. The camera requires a continuous power supply via its included 10ft cable.



Figure 3: Camera Mounted Outdoors

2. Connectivity

Your Hiseeu camera offers multiple connection methods:

- **WiFi Connection:** Connect wirelessly to your home network.
- **LAN Cable Connection:** For a more stable connection, use an Ethernet cable.
- **Hiseeu Wireless NVR System:** Integrate with an existing Hiseeu NVR for a comprehensive surveillance system.



Figure 4: Connection Methods

For initial setup and remote viewing, download the Free APP "EseeCloud" on your smartphone. The app is compatible with both iOS and Android devices.

Setup Videos:

Video 1: Eseecloud APP Manual - Video Version. This video provides a visual guide to setting up and using the EseeCloud application for your camera.

Video 2: Hiseeu WiFi camera connection methods. This video demonstrates the various methods for connecting your Hiseeu WiFi camera to your network.

OPERATING THE CAMERA

1. Pan, Tilt, and Zoom (PTZ) Control

Control the camera's viewing angle remotely through the EseeCloud app. The camera supports 320° horizontal pan and

90° vertical tilt, along with 5x digital zoom, allowing you to monitor a wide area with precision.



Figure 5: Pan and Tilt Movement

Video 3: Hiseeu WHD902A WHD303 HBK13 PTZ Camera Support Work on Echo Show. This video demonstrates how to integrate and control the PTZ camera with an Echo Show device.

Video 4: Hiseeu stand-alone connec with Alexa. This video shows how to connect the Hiseeu camera as a standalone device with Alexa for voice control.

2. Two-Way Audio

The camera features a built-in microphone and speaker, enabling two-way communication. You can speak to visitors or deter intruders directly through the EseeCloud app.



Figure 6: Two-Way Audio Functionality

3. Night Vision

The camera provides full-color night vision, ensuring clear images even in very dark environments. The night vision range extends up to 65 feet.

4. Motion Detection & Alarm

When motion is detected, the camera will automatically track the object, record the event, and send an alarm notification to your mobile phone. The integrated floodlight can also be set to activate and emit an alarm sound upon detection.



Figure 7: Motion Detection and Sound Alert

5. Storage Options

The camera supports local storage via a Micro SD card (up to 128GB, not included). Additionally, cloud storage options are available through the EseeCloud app (subscription may be required).

MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your camera.

- **Cleaning:** Gently wipe the camera lens and body with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.
- **Firmware Updates:** Periodically check the EseeCloud app for available firmware updates to ensure your camera has the latest features and security enhancements.
- **Cable Inspection:** Regularly inspect the power cable for any signs of wear or damage.

TROUBLESHOOTING

If you encounter issues with your Hiseeu camera, refer to the following common problems and solutions:

Problem	Possible Cause / Solution
Camera not connecting to Wi-Fi	Ensure the camera is within range of your Wi-Fi router. Check Wi-Fi password. Try resetting the camera using the reset button. Refer to "Hiseeu WiFi camera connection methods" video.
Poor image quality	Check for obstructions on the lens. Ensure the lens is clean. Verify network stability for optimal streaming.
No motion detection alerts	Ensure motion detection is enabled in the EseeCloud app settings. Adjust sensitivity settings. Check network connectivity for push notifications.
Two-way audio not working	Check microphone and speaker permissions in your phone's app settings. Ensure volume levels are adequate.
Aggressive cloud storage ads in app	This is a known issue reported by some users. Ensure you have an SD card inserted for local recording if you prefer not to use cloud storage. Contact Hiseeu support if the issue persists and interferes with functionality.

SPECIFICATIONS

Detailed technical specifications for the Hiseeu 2K 3MP PTZ Security Camera (Model: WHD303).

Feature	Detail
Model Name	WHD303
Indoor/Outdoor Usage	Outdoor
Video Capture Resolution	3MP (1296*2034)
Connectivity Technology	Wi-Fi, Wireless
Power Source	Corded Electric
Controller Type	Eseecloud App
Mounting Type	Wall Mount
Pan Angle	320 Degrees
Tilt Angle	90 Degrees
Digital Zoom	5x
Night Vision Range	65 Feet
Frame Rate	15 frames per second
International Protection Rating	IP66
Item Dimensions (L x W x H)	7 x 3 x 9 inches

Feature	Detail
Item Weight	16 ounces (1 pound)
UPC	616612549747

WARRANTY

Hiseeu products typically come with a manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included in your product packaging or contact Hiseeu customer support directly. Keep your purchase receipt as proof of purchase for warranty claims.

SUPPORT

For further assistance, technical support, or inquiries, please contact Hiseeu customer service. Hiseeu offers lifetime support via email, phone, and online chat. Contact details can typically be found in the full user manual (PDF) or on the official Hiseeu website.

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