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ISNATCH 67689424

HeyCam Bull - Outdoor Wi-Fi 1080p IP Camera User Manual

Model: 67689424 | Brand: ISNATCH

Introduction

This manual provides comprehensive instructions for the installation, operation, and maintenance of your ISNATCH HeyCam Bull Outdoor Wi-Fi IP Camera. Designed for both outdoor and indoor surveillance, this camera offers high-definition video, two-way audio, and smart home integration. Please read this manual thoroughly before using the product to ensure proper functionality and safety.

Product Overview

The HeyCam Bull is a robust IP camera featuring a bullet form factor, suitable for various surveillance needs. It connects via Wi-Fi or RJ45 and is built to withstand outdoor conditions with an IP65 protection rating.



Figure 1: Main view of the ISNATCH HeyCam Bull IP Camera highlighting key features like 2K resolution, Wi-Fi, IR night vision, water resistance, two-way audio, motion detection, and Micro SD support.

Key Features:

- High-Definition 2K (2048x1080p) video resolution.
- Dual connectivity: Wi-Fi (2.4GHz) and RJ45 Ethernet port.
- IP65 weather protection for outdoor and indoor use.
- Integrated 4 IR Array LEDs for night vision up to 20 meters.
- Two-way audio communication (built-in microphone and speaker).
- Motion detection with push notification alerts to your mobile device.
- Local storage support via Micro SD card (up to 128GB, not included).
- Compatible with Amazon Alexa and Google Assistant for voice control.
- Managed through the HEY SMART mobile application (Android and iOS).
- Sharing function within the app to allow multiple users access.

Components Included

Upon unboxing, please verify that all components are present:

- ISNATCH HeyCam Bull IP Camera
- Power Adapter (AC/DC)
- Installation Guide
- Mounting Screws and Anchors (typically included for wall mounting)



Figure 2: Detailed diagram showing camera components such as antenna, active IR sensor, lens, IR LEDs, microphone, speaker, Micro SD slot, reset button, and swivel lock screw.

Setup

1. Prepare for Installation:

- Choose a suitable location for mounting, ensuring a clear field of view and proximity to a power outlet.
- Ensure your Wi-Fi network operates on the 2.4GHz frequency band. The camera is not compatible with 5GHz networks.
- If using a Micro SD card for local storage, insert it into the designated slot before mounting. The camera supports up to 128GB.



Figure 3: Location of the Micro SD card slot and Reset button on the camera.

2. Download the HEY SMART App:

Search for "HEY SMART" in the Apple App Store (for iOS devices) or Google Play Store (for Android devices) and download the application. Create an account or log in if you already have one.

GET IT ON Google Play

Figure 4: Links to download the HEY SMART app for iOS and Android devices.

3. Power On and Connect:

1. Connect the power adapter to the camera and plug it into a power outlet.
2. Wait for the camera's indicator light to flash, indicating it's ready for pairing.
3. Open the HEY SMART app, tap "Add Device" or the "+" icon, and follow the on-screen instructions to add your camera.
4. Select your 2.4GHz Wi-Fi network and enter the password when prompted.
5. If prompted, scan the QR code displayed on your phone with the camera lens.
6. Once connected, the indicator light will turn solid, and the camera will appear in your app.

4. Physical Installation:

Use the provided mounting screws and anchors to securely attach the camera to a wall or ceiling. Adjust the camera's angle using the swivel lock screw to achieve the desired viewing area.

Operating Instructions

Live View and Recording:

- Open the HEY SMART app and select your camera to view the live feed.
- You can manually record video or capture still images directly from the live view interface.
- Recordings can be stored on the inserted Micro SD card or via cloud storage (if subscribed).

Two-Way Audio:

Utilize the two-way audio feature to communicate with individuals near the camera. Tap the microphone icon in the app to speak, and listen through the camera's built-in speaker.

Motion Detection and Alerts:

- Enable motion detection in the app settings.
- Adjust sensitivity levels to minimize false alarms.
- Receive push notifications on your mobile device when motion is detected.

Night Vision:

The camera automatically switches to night vision mode in low-light conditions, utilizing its 4 IR Array LEDs to provide clear black-and-white video up to 20 meters.

Smart Home Integration:

The HeyCam Bull is compatible with Amazon Alexa and Google Assistant. Follow the instructions within the HEY SMART app or your smart home assistant app to link your camera for voice control and integration into routines.

Sharing Function:

The HEY SMART app allows you to share camera access with other users. This feature is useful for family members or trusted individuals who also need to monitor the surveillance feed.

Maintenance

- **Cleaning:** Gently wipe the camera lens and body with a soft, damp cloth. Avoid using harsh chemicals or abrasive materials.
- **Firmware Updates:** Regularly check the HEY SMART app for available firmware updates to ensure optimal performance and security.
- **Weather Protection:** While the camera has an IP65 rating, ensuring it is mounted in a location that offers some protection from extreme weather conditions (e.g., direct heavy rain, snow) can extend its lifespan.
- **Power Supply:** Ensure the power adapter and cable are free from damage.

Troubleshooting

Problem	Possible Cause	Solution
Camera fails to connect to Wi-Fi.	Incorrect Wi-Fi password; camera too far from router; 5GHz Wi-Fi network selected; modem settings.	◦ Ensure the Wi-Fi password is correct. ◦ Move the camera closer to the Wi-Fi router. ◦ Verify your router is broadcasting a 2.4GHz network and connect to it. Some modems require specific settings for 2.4GHz. ◦ Reset the camera using the reset button and try pairing again.

Problem	Possible Cause	Solution
Frequent false motion detection alerts.	Motion sensitivity set too high; environmental factors (e.g., moving branches, insects, shadows).	◦ Adjust the motion detection sensitivity settings within the HEY SMART app to a lower level. ◦ Review the camera's field of view and try to minimize areas with constant, non-threatening movement.
No video recording to Micro SD card.	Micro SD card not inserted correctly; card full; card not formatted; faulty card.	◦ Ensure the Micro SD card is inserted correctly and fully seated. ◦ Check the card status in the HEY SMART app. Format the card if prompted or if it's a new card. ◦ Replace the Micro SD card if it appears faulty.
Poor image quality at night.	Obstruction of IR LEDs; camera lens dirty.	◦ Ensure there are no obstructions blocking the IR LEDs. ◦ Clean the camera lens gently with a soft cloth.

Technical Specifications

Model Name	HeyCam Bull
Model Number	67689424
Brand	ISNATCH
Video Resolution	2K (2048x1080p)
Connectivity	Wi-Fi (2.4GHz), RJ45 Ethernet
Weather Protection	IP65
Night Vision Range	Up to 20 meters (with 4 IR Array LEDs)
Storage	Micro SD card (up to 128GB, not included)
Audio	Two-way audio
Power Source	AC/DC
Compatible Devices	Smartphone (Android, iOS)
Smart Home Compatibility	Amazon Alexa, Google Assistant
Mounting Type	Wall mount
Material	Plastic
Dimensions (LxWxH)	18 x 6.5 x 6.5 cm
Weight	600 g

Warranty and Support

Warranty Information:

Please refer to the warranty card included with your product or contact the retailer for specific warranty terms and conditions. Keep your purchase receipt as proof of purchase for any warranty claims.

Customer Support:

For technical assistance, troubleshooting, or further inquiries, please refer to the support section within the HEY SMART application or visit the official ISNATCH website. You may also contact your local distributor or retailer for support.

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