Hiseeu Dual-Lens Camera

HISEEU Dual-Lens 3MP PTZ Security Camera Instruction Manual

Model: Dual-Lens Camera

Introduction   **Setup**   **Operation**   **Maintenance**   **Troubleshooting**   **Specifications**   **Warranty & Support**

1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of your HISEEU Dual-Lens 3MP PTZ Security Camera. Please read this manual thoroughly before using the product to ensure proper functionality and safety.

The HISEEU Dual-Lens 3MP PTZ Security Camera offers advanced surveillance capabilities with its innovative dual-lens design, providing comprehensive 360-degree monitoring without blind spots. It supports both 2.4GHz and 5GHz Wi-Fi networks, features smart motion tracking, various night vision modes, two-way audio communication, and is designed for both indoor and outdoor use with IP66 weatherproofing.

Figure 1: HISEEU Dual-Lens 3MP PTZ Security Camera overview.

2. Setup

2.1 Unboxing and Package Contents

Carefully unpack all components and verify that all items are present. Refer to the unboxing video for a visual guide.

2.2 Physical Installation

The camera can be mounted on a wall or suspended from a ceiling. Ensure the mounting surface is stable and can support the camera's weight. Use the provided screws and anchors for secure installation.

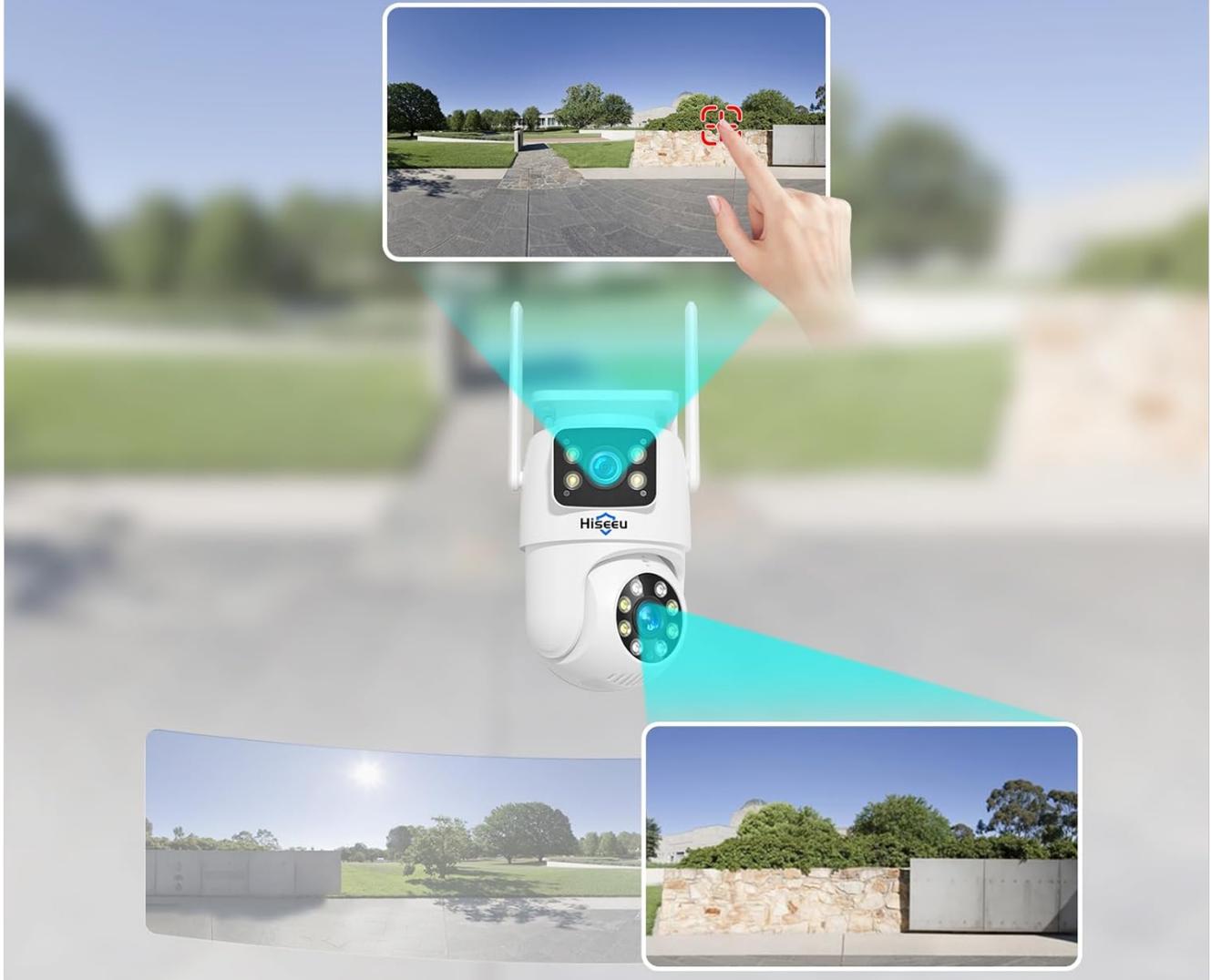Figure 2: Example of the camera mounted on a building wall.

Figure 3: The dual-lens design provides a wide field of view for comprehensive monitoring.

2.3 Initial Configuration via Bluetooth

The camera supports initial setup via Bluetooth for easy network connection. Follow these steps:

1. Power on the camera.

2. Download and install the 'GENBOLT CAM' app on your smartphone.

3. Open the app and allow necessary permissions for location and Bluetooth.

4. Follow the in-app instructions to add the camera and connect it to your Wi-Fi network (2.4GHz or 5GHz).

Video 2: Initial camera setup using Bluetooth. This video guides you through connecting the camera to your smartphone via Bluetooth for network configuration.

3. OPERATION

3.1 Dual-Lens Monitoring and PTZ Control

The camera features a dual-lens system allowing for simultaneous monitoring of two different angles on a single

screen. The PTZ (Pan-Tilt-Zoom) function enables you to remotely adjust the camera's view. The camera offers 355 degrees of pan and 90 degrees of tilt.

Video 3: Demonstrates the dual-lens camera's ability to monitor two angles simultaneously. This video shows how to view and control both camera feeds within the app.
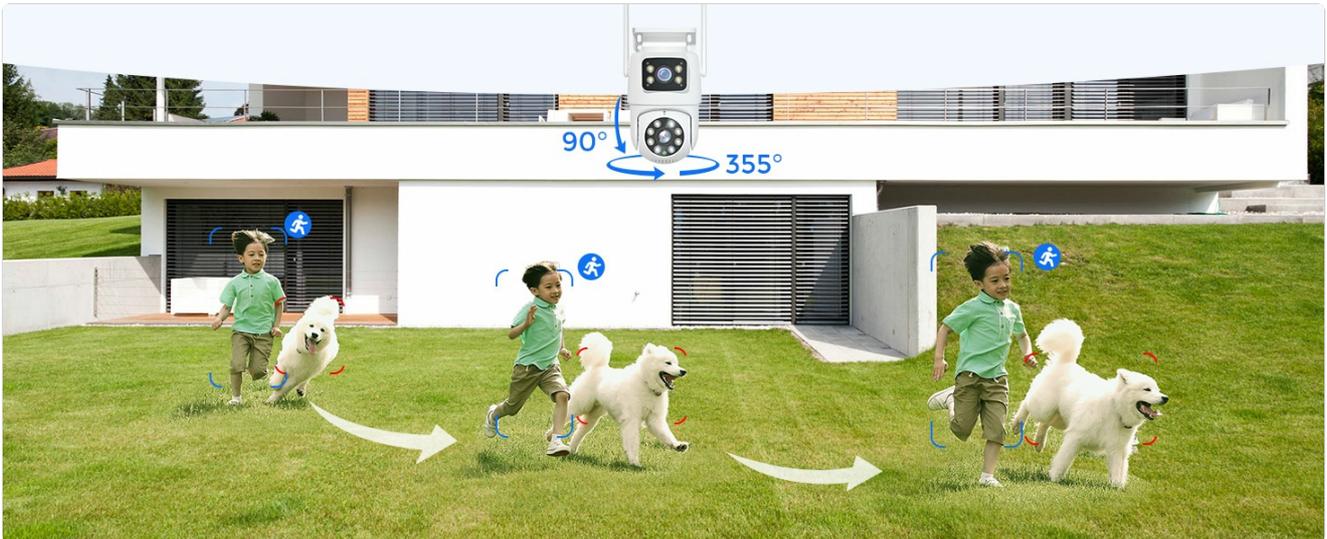

Figure 4: The PTZ function allows for dynamic tracking of moving subjects within the camera's field of view.

3.2 Motion Detection and Smart Tracking

The camera utilizes advanced image processing technology to detect movement and automatically track targets. When abnormal movement is detected, the smart alarm system sends notifications to your smartphone, enabling real-time response.

Figure 5: Motion detection in action, highlighting a detected person with a red box and sending a notification to a smartphone.

3.3 Night Vision Modes

The camera provides clear images day and night with its high-sensitivity sensors and optical structure. It features multiple night vision modes:

- **Infrared Mode:** Provides black and white images in low-light conditions.
- **Full-Color Mode:** Utilizes white LED lights to provide full-color images even at night.
- **Smart Mode:** Automatically switches between infrared and full-color modes based on detected motion or light conditions.

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Figure 6: Visual representation of the camera's different night vision capabilities.

3.4 Two-Way Audio

Engage in real-time two-way communication through the camera using your smartphone or computer. This feature allows you to speak to visitors or deter intruders.

Figure 7: Demonstrates the two-way audio feature, allowing interaction with individuals near the camera.

3.5 Storage Options

The camera supports local storage via a microSD card (up to 128GB, sold separately) and cloud storage services for convenient video recording and playback.

Figure 8: Storage options including microSD card and cloud service, along with NVR compatibility.

4. MAINTENANCE

- **Cleaning:** Regularly clean the camera lenses and housing with a soft, damp cloth to ensure clear image quality. Do not use harsh chemicals or abrasive materials.
- **Firmware Updates:** Check the app periodically for firmware updates to ensure optimal performance and security.
- **Power Supply:** Ensure the camera receives a stable power supply. Avoid exposing power cables to extreme weather or physical damage.
- **Environmental Protection:** Although the camera is IP66 weatherproof, avoid direct exposure to high-pressure water jets or prolonged submersion.

5. TROUBLESHOOTING

- **No Power:** Check the power adapter and cable connections. Ensure the power outlet is functional.

- **No Wi-Fi Connection:** Verify your Wi-Fi network name and password. Ensure the camera is within range of your router. Restart the camera and router if necessary.
- **Poor Image Quality:** Clean the camera lens. Check your internet connection speed. Ensure there are no obstructions blocking the camera's view.
- **Motion Detection Not Working:** Adjust motion detection sensitivity settings in the app. Ensure the detection area is correctly configured.
- **Two-Way Audio Issues:** Check microphone and speaker settings in the app. Ensure your device's volume is up.

For further assistance, please contact HISEEU customer support.

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6. SPECIFICATIONS

Feature	Description
Brand	Hiseeu
Model	Dual-Lens Camera
Video Capture Resolution	3MP (300)
Connectivity Technology	Wireless (2.4GHz/5GHz Wi-Fi)
Special Features	Night Vision, Motion Detection, Two-Way Audio, PTZ Control
Indoor/Outdoor Use	Indoor/Outdoor (IP66 Weatherproof)
Mounting Type	Light Socket (or Wall/Ceiling)
Product Dimensions	14.3 x 8.3 x 7 cm
Item Weight	630 g
Power Consumption	10 W
Storage	MicroSD (up to 128GB), Cloud Storage, NVR Compatible

Figure 9: The camera's PTZ capabilities and IP66 weather resistance.

Figure 10: The camera supports both 2.4GHz and 5GHz Wi-Fi for flexible network integration.

7. Warranty & Support

HISEEU is committed to providing reliable security products and services. For warranty information, product support, or any inquiries, please refer to the contact information provided with your product packaging or visit the official HISEEU website.

You can also connect with HISEEU support via LINE for quick assistance:

Figure 11: Scan this QR code to access HISEEU's LINE support service.