Hiseeu HD185-PZ-1

Hiseeu 4K PoE PTZ Security Camera (Model HD185-PZ-1) User Manual

Comprehensive Guide for Installation, Operation, and Maintenance

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Hiseeu 4K PoE PTZ Security Camera, Model HD185-PZ-1. This camera is designed for both indoor and outdoor surveillance, offering advanced features such as 4K resolution, 30X optical zoom, 360° pan and 90° tilt capabilities, automatic human tracking, and various night vision modes. Please read this manual thoroughly before using the product to ensure proper setup and functionality.

2. PACKAGE CONTENTS

Verify that all items listed below are included in your package. If any items are missing or damaged, please contact Hiseeu customer support.

- Hiseeu 4K PoE PTZ Security Camera (Model HD185-PZ-1) x 1
- DC12V 4A Power Adapter x 1
- 3ft Ethernet Cable x 1
- Screws Bag (for mounting) x 1
- User Manual x 1

Figure 2.1: Package Contents. This image displays the Hiseeu 4K PoE PTZ Security Camera along with its standard accessories, including the power adapter, Ethernet cable, mounting screws, and the user manual.

3. PRODUCT FEATURES OVERVIEW

The Hiseeu 4K PoE PTZ Security Camera offers a range of advanced features for comprehensive surveillance:

- **4K Ultra HD Resolution:** Captures clear and detailed video at 3840x2160 pixels.
- **30X Optical Zoom:** Allows for detailed observation of distant objects without loss of clarity.
- **Pan/Tilt Functionality:** Offers a 360° horizontal pan and 90° vertical tilt for wide area coverage.
- **Auto Human Tracking:** Automatically detects and tracks human movement within the surveillance area.
- **Color Night Vision:** Provides vivid color images in low-light conditions up to 150ft with integrated floodlights. Supports infrared black & white and smart auto modes.
- **Two-Way Audio:** Built-in microphone and speaker for real-time communication.
- **Human/Vehicle Detection:** Differentiates between humans, vehicles, and other objects to reduce false alarms.
- **IP66 Weatherproof Rating:** Durable design suitable for outdoor use in various weather conditions.
- **Flexible Storage:** Supports Micro SD card storage up to 512GB (card not included) and compatibility with Hiseeu NVRs for 24/7 recording.

Figure 3.1: Hiseeu 4K PoE PTZ Security Camera. This image shows the overall design of the camera, highlighting its dome shape and integrated lighting elements.

Ultra HD 4K Image 3840*2160

Figure 3.2: 4K Ultra HD Image Quality. This image illustrates the difference in detail between 5MP and 4K (3840x2160) resolutions, showcasing the enhanced clarity provided by 4K.

Figure 3.3: 30X Optical Zoom. This image shows how the camera's 30X optical zoom can capture fine details of a distant object, such as a dog by a pool.

Figure 3.4: Humanoid Tracking & Pan/Tilt/Zoom. This diagram demonstrates the camera's ability to pan 360 degrees, tilt 90 degrees, and automatically track human subjects as they move through the monitored area.

4. SETUP AND INSTALLATION

4.1 Mounting the Camera

The camera is designed for wall mounting. Choose a location that provides the desired viewing angle and is within reach of power and network connections. Ensure the mounting surface is strong enough to support the camera's weight.

1. Mark the drilling positions using the camera's mounting bracket as a template.
2. Drill holes and insert wall anchors if necessary.
3. Secure the mounting bracket to the wall using the provided screws.
4. Attach the camera to the mounting bracket.

4.2 Connection Ways

The Hiseeu 4K PoE PTZ Security Camera offers flexible connection options:

- **1. Plug & Play with PoE NVR:** Connect the camera directly to a Power over Ethernet (PoE) Network Video Recorder (NVR) using an Ethernet cable. The NVR will provide both power and data.
- **2. Plug & Play with PoE Switch:** Connect the camera to a PoE switch using an Ethernet cable. The switch will provide power and data, and then connect the switch to your router.
- **3. Powered by Power Adapter:** If not using PoE, connect the camera to the included DC12V 4A power adapter and then connect the camera to your router via an Ethernet cable for data.
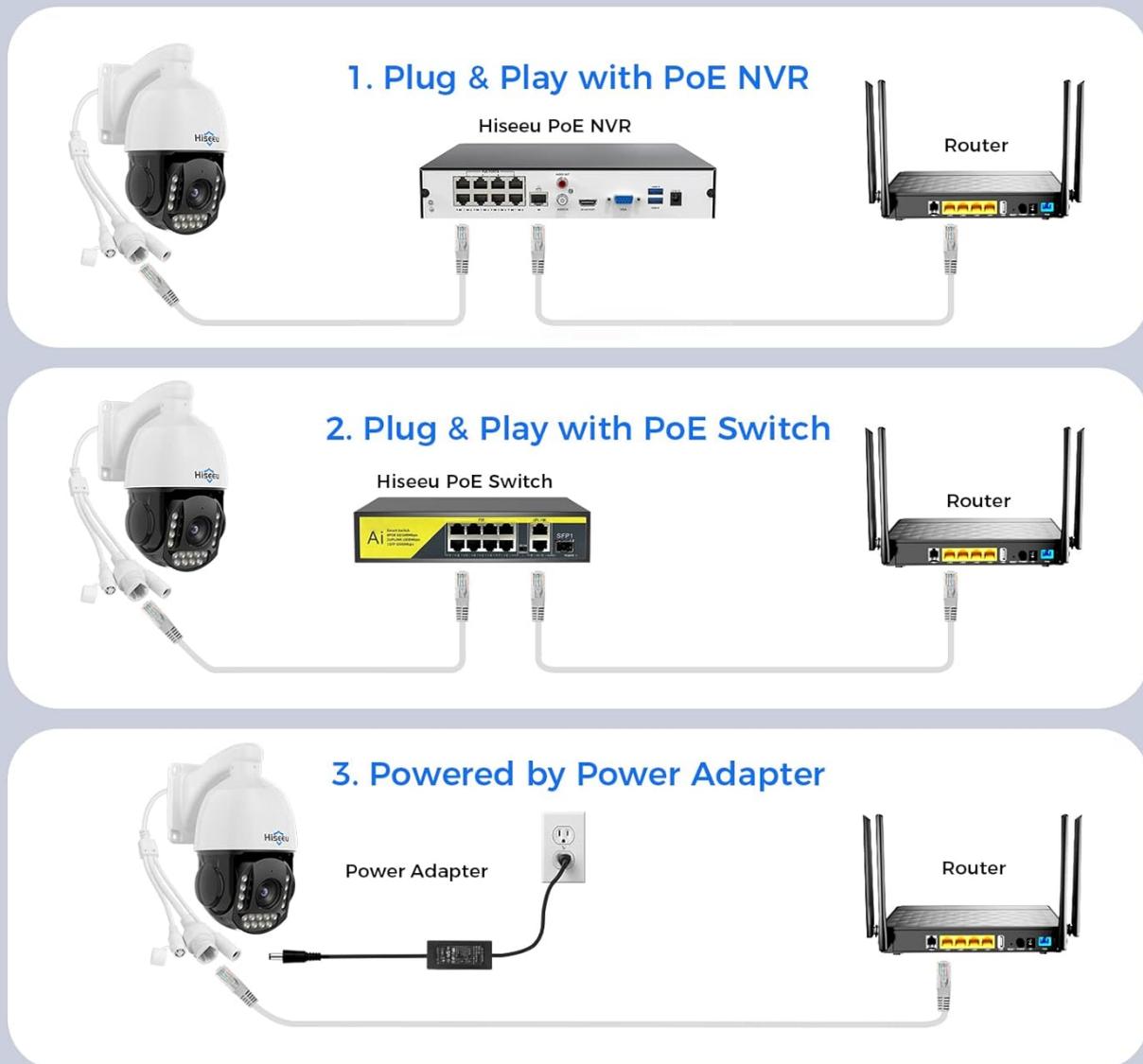

Figure 4.1: Camera Connection Ways. This image displays the three primary methods for connecting the Hiseeu PoE camera: via a PoE NVR, a PoE switch, or a standard power adapter with an Ethernet connection to a router.

4.3 Initial Configuration

After physical installation and connection, download the Hiseeu mobile application (available for Android and iOS) or the PC client software. Follow the in-app instructions to add your camera, set up network parameters, and configure initial settings such as time zone and recording preferences.

5. OPERATION

5.1 Pan, Tilt, and Zoom Control

Access the camera through the Hiseeu app or PC client. Use the on-screen controls to manually adjust the camera's viewing angle (pan and tilt) and optical zoom level. You can also set preset points for quick navigation to specific areas.

Figure 5.1: Mobile App PTZ Control. This image displays the Hiseeu mobile application interface, illustrating the controls for pan, tilt, and zoom functions, along with the live camera view.

5.2 Auto Human Tracking

Enable the auto human tracking feature in the camera settings. The camera will automatically detect and follow human figures within its field of view, ensuring continuous surveillance of moving subjects. You can define specific time periods for this function.

5.3 Motion Detection and Alerts

Configure motion detection zones and sensitivity settings in the app. When motion is detected, especially from humans or vehicles, the camera can trigger alerts to your mobile device and initiate recording. The system can differentiate between human/vehicle and other movements to minimize false alarms.

5.4 Two-Way Audio

Utilize the built-in microphone and speaker for two-way communication. Through the mobile app, you can listen to audio from the camera's location and speak through the camera's speaker. This feature is useful for interacting with visitors or deterring intruders.
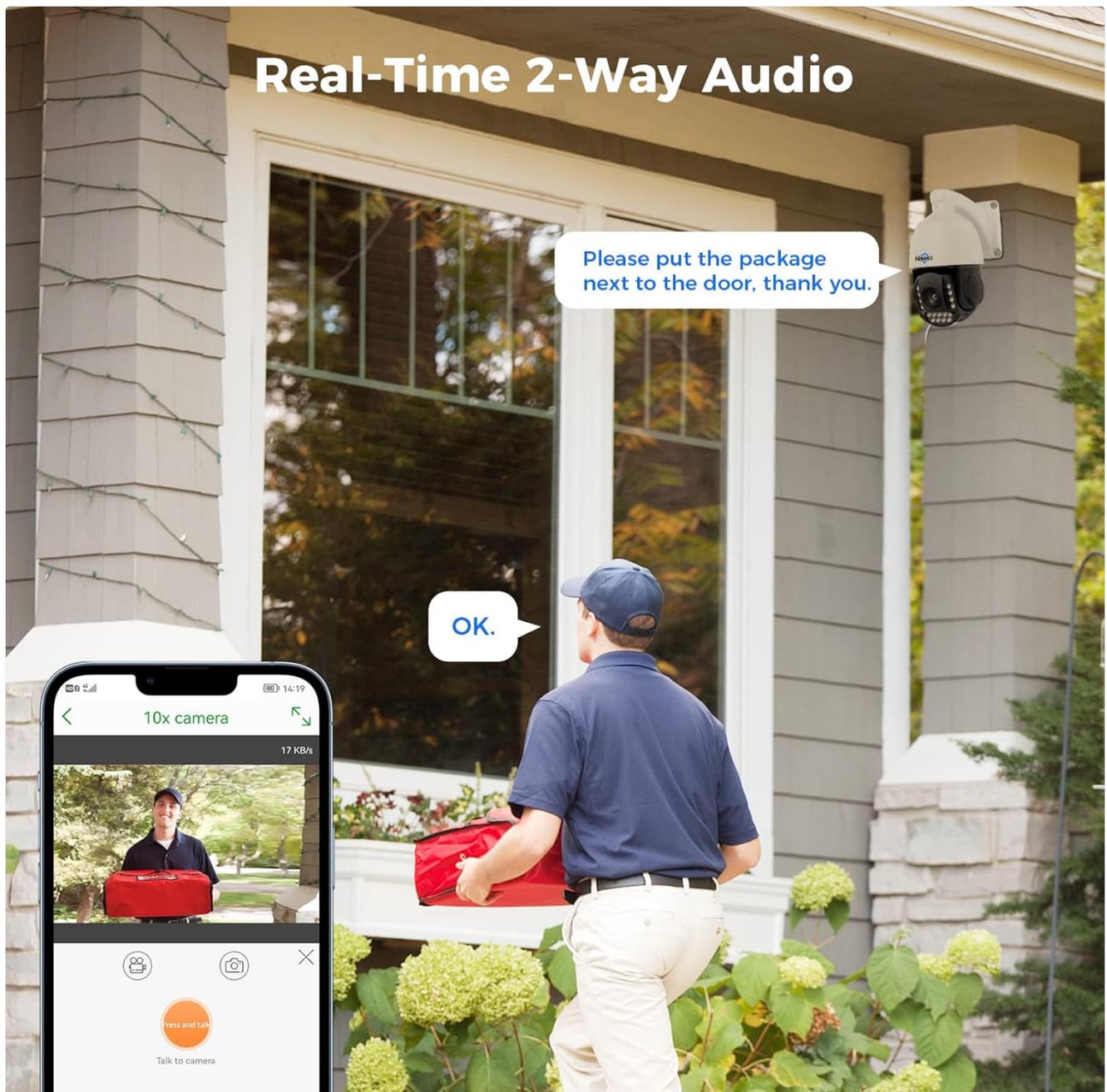
Figure 5.2: Real-Time Two-Way Audio. This image demonstrates the two-way audio feature, showing a user communicating with a delivery person via the camera.

5.5 Night Vision Modes

The camera supports three night vision modes:

- **Infrared Mode:** Provides clear black and white images in complete darkness using infrared LEDs.
- **Full-Color Mode:** Activates the camera's floodlights to capture full-color video in low-light conditions.
- **Smart Mode:** Automatically switches between infrared and full-color modes based on detected motion or specific settings, providing color footage when activity is present.
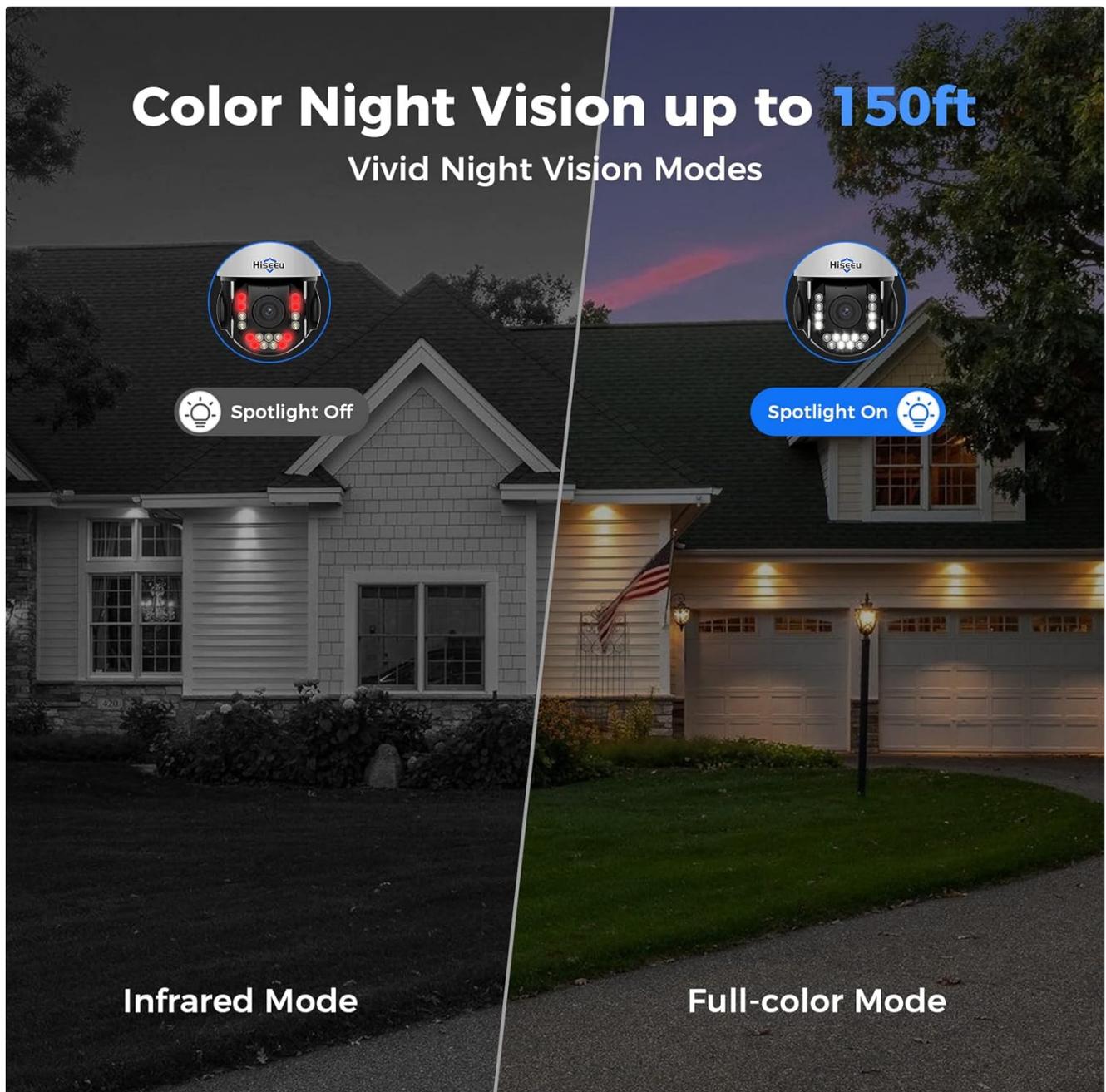
Figure 5.3: Color Night Vision. This image compares the visual output of infrared night vision (black and white) with full-color night vision, which is enabled by the camera's spotlight.

5.6 Recording and Playback

The camera supports continuous recording, schedule recording, and motion-triggered recording. Footage can be stored on a Micro SD card (up to 512GB, not included) or on a compatible Hiseeu NVR for 24/7 video recording. Use the app or PC client for smart playback, allowing you to filter recordings by human or vehicle detection.

Figure 5.4: Flexible Recording Modes. This image illustrates the two primary recording options: local storage via a Micro SD card (up to 512GB) and continuous recording using a Hiseeu NVR.

6. MAINTENANCE

- **Cleaning:** Regularly clean the camera lens with a soft, dry cloth to ensure clear image quality. Avoid using harsh chemicals.
- **Firmware Updates:** Check the Hiseeu app or website periodically for firmware updates. Keeping your camera's firmware up-to-date ensures optimal performance and security.
- **SD Card Management:** If using an SD card for storage, periodically review and back up important footage. Consider formatting the SD card every few months to maintain performance.
- **Cable Inspection:** Periodically inspect all cables for any signs of wear or damage, especially for outdoor installations, to ensure reliable connectivity and power.

7. TROUBLESHOOTING

If you encounter issues with your Hiseeu 4K PoE PTZ Security Camera, refer to the following common troubleshooting steps:

Problem	Possible Cause	Solution
No image/video feed	Power or network connection issue	Check power adapter/PoE connection. Ensure Ethernet cable is securely connected to camera and router/NVR/switch. Restart the camera and network devices.
Poor image quality	Dirty lens, low bandwidth, incorrect resolution settings	Clean the camera lens. Ensure stable network connection. Adjust video resolution settings in the app/client.
PTZ controls unresponsive	Network latency, camera malfunction	Check network connection. Restart the camera. If problem persists, contact support.
Motion detection not working	Incorrect settings, environmental factors	Verify motion detection is enabled and zones are correctly configured in the app. Adjust sensitivity. Ensure no obstructions in the detection area.
SD card not recording	SD card full, faulty, or not formatted	Check SD card status in the app. Format the SD card. Replace with a new, compatible SD card if necessary.

For further assistance, please refer to the Warranty & Support section.

8. SPECIFICATIONS

Below are the technical specifications for the Hiseeu 4K PoE PTZ Security Camera (Model HD185-PZ-1):

Feature	Specification
Model Name	HD185-PZ-1
Video Capture Resolution	4K (3840x2160)
Effective Still Resolution	8 MP
Optical Zoom	30x
Pan/Tilt Angle	360° Pan / 90° Tilt
Night Vision Range	Up to 150ft (Color Night Vision) / 60ft (Infrared)
Indoor/Outdoor Usage	Indoor, Outdoor
Water Resistance Level	IP66 Waterproof
Connectivity Technology	Wired (PoE)
Connectivity Protocol	ONVIF
Storage	Micro SD Card (up to 512GB, not included)

Feature	Specification
Audio	2-Way Audio (Built-in Mic & Speaker)
Power Source	Corded Electric (DC12V 4A Power Adapter included)
Compatible Devices	Desktop, PoE NVR, Smartphone
Controller Type	Android, iOS
Product Dimensions	5 x 5 x 10 inches
Item Weight	4.97 pounds

9. WARRANTY AND SUPPORT

- **Warranty:** The Hiseeu 4K PoE PTZ Security Camera comes with a 12-month warranty from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use.
- **Returns:** A 30-day free return policy is available for eligible purchases.
- **Technical Support:** Hiseeu provides lifetime technical support for its products. If you have any questions, require assistance with setup, operation, or troubleshooting, please contact our customer support team.
- **Contact Information:** Please refer to the contact details provided on the Hiseeu official website or the product packaging for the most up-to-date support information.