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› HXVIEW BU-H800 4K PTZ Security Camera User Manual

HXVIEW BU-H800

HXVIEW BU-H800 4K PTZ Security Camera User Manual

Model: BU-H800

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your HXVIEW BU-H800 4K PTZ Security Camera. Please read this manual thoroughly before using the product to ensure proper functionality and safety.



Image 1.1: HXVIEW BU-H800 4K PTZ Security Camera

Key Features:

- **4K Ultra HD Resolution:** Captures clear and detailed 8MP (2160P) video footage.
- **30X Optical Zoom:** Allows for detailed viewing of distant objects without loss of image quality.
- **1000FT Night Vision:** Equipped with advanced IR lights for extended night vision capabilities.
- **Dual-Band Wi-Fi:** Supports both 2.4GHz and 5GHz Wi-Fi for flexible and stable connectivity.
- **PTZ Functionality:** Offers 355° pan and 90° tilt for comprehensive area coverage.
- **Smart Detection & Auto Tracking:** Intelligently identifies and tracks persons and vehicles.
- **Two-Way Audio:** Enables real-time communication through the camera.
- **IP66 Waterproof:** Designed for outdoor use, resistant to various weather conditions.
- **Multiple Storage Options:** Supports Micro SD card (up to 128GB), NVR, Local PC, and FTP for continuous recording.

2. SETUP AND INSTALLATION

2.1 Package Contents

Verify that all components are present in the package:

- HXVIEW BU-H800 4K PTZ WiFi Camera
- Power Adapter
- Mounting Screws and Anchors
- Waterproof Kit for Network Cable (if applicable)
- Quick Start Guide

2.2 Mounting the Camera

The HXVIEW BU-H800 is designed for wall mounting. Choose a location that provides optimal viewing angles and is within range of your Wi-Fi network and a power source.

1. **Prepare the Mounting Surface:** Ensure the wall or mounting surface is sturdy enough to support the camera's weight (approximately 2.18 kg).
2. **Mark Drill Holes:** Use the mounting template (if provided) or the camera base to mark the positions for drilling.
3. **Drill Holes:** Drill pilot holes at the marked positions. Insert wall anchors if mounting on masonry or drywall.
4. **Secure the Camera:** Attach the camera's mounting bracket to the wall using the provided screws. Ensure it is securely fastened.
5. **Adjust Angle:** Once mounted, you can adjust the camera's physical orientation before final tightening.

2.3 Power Connection

Connect the provided power adapter to the camera's power input port and then plug it into a standard electrical outlet. The camera requires a 12V DC power supply.

2.4 Wi-Fi Connection

The camera supports both 2.4GHz and 5GHz Wi-Fi networks. For initial setup, it is recommended to be close to your Wi-Fi router.

2.4/5GHz Dual-Band WiFi

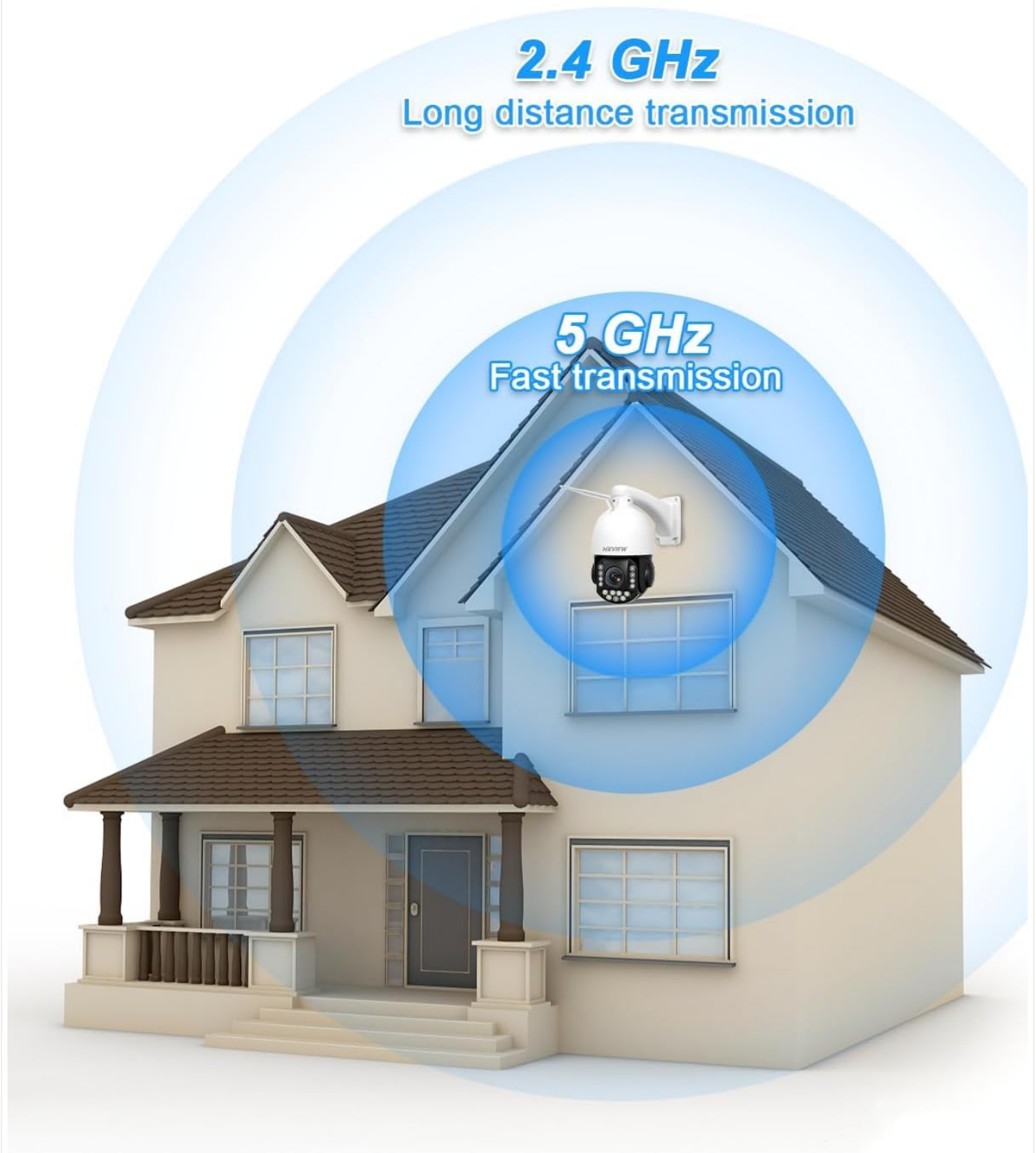


Image 2.1: Dual-Band Wi-Fi Connectivity

1. **Download the CamHipro App:** Search for "CamHipro" in the App Store (iOS) or Google Play Store (Android) and install it. Desktop versions for Mac and Windows are also available.
2. **Register/Log In:** Open the app and create an account or log in if you already have one.
3. **Add Camera:** Follow the in-app instructions to add your new camera. This typically involves scanning a QR code on the camera or manually entering its ID.
4. **Connect to Wi-Fi:** During the setup process, you will be prompted to select your Wi-Fi network and enter the password.

5. **Complete Setup:** Once connected, the camera will be added to your account and ready for operation.

2.5 Micro SD Card Installation (Optional)

The camera supports Micro SD cards up to 128GB for local storage (card not included). Locate the SD card slot, usually under a protective cover. Insert the card with the contacts facing down until it clicks into place. Format the SD card via the CamHipro app settings after installation.

3. OPERATION

3.1 PTZ Control and Optical Zoom

The camera offers Pan, Tilt, and Zoom (PTZ) functions, allowing you to remotely adjust its viewing angle and zoom level.

- **Pan:** 355° horizontal rotation.
- **Tilt:** 90° vertical movement.
- **30X Optical Zoom:** Use the zoom controls in the CamHipro app to magnify distant objects. The optical zoom maintains image clarity, and the autofocus feature ensures sharp images at various zoom levels.

30X Optical Zoom

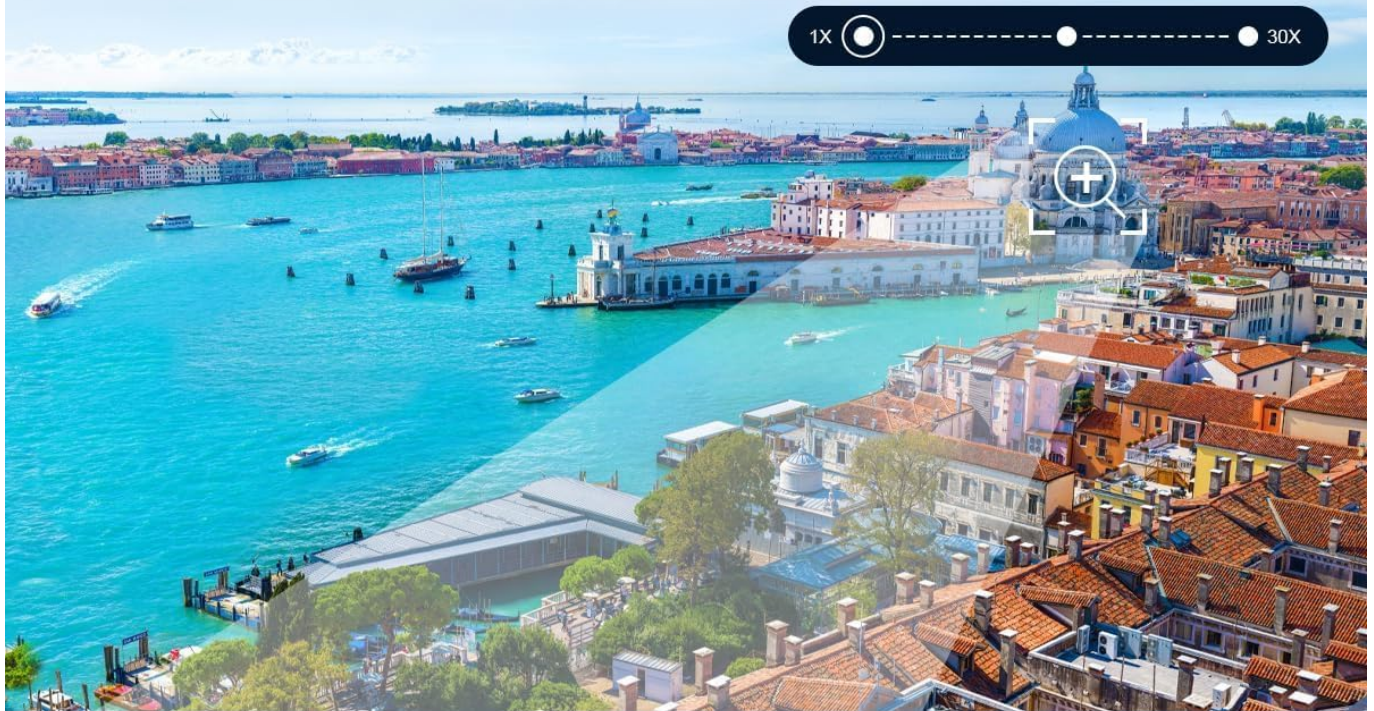
See more details at greater distances.



30X Optical Zoom



Autofocus



30X
Optical Zoom



Image 3.1: 30X Optical Zoom Functionality

Auto Cruise & Cover Every Corner



1 Guard Point



Max. 30 Presets

360° Viewing Angle



Image 3.2: Auto Cruise and 360° Viewing Angle

3.2 Video Resolution and Night Vision

The camera records in 4K Ultra HD (8MP) resolution, providing high-quality video. It features multiple night vision modes:

- **Common Vision:** Color video during the day, switches to black and white infrared (IR) night vision in low light.
- **Color Night Vision:** Utilizes built-in spotlights to provide color images even in complete darkness.
- **Intelligent Night Vision:** Automatically switches between Common Vision and Color Night Vision based on

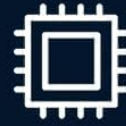
detected motion or light conditions.

The camera's night vision range extends up to 1000 feet.

4K 8MP Ultra HD Resolution



Wide-Angle Lens



IMX415 CMOS

5MP

2560×1920

8MP

3840×2160

8MP

Image 3.3: 4K 8MP Ultra HD Resolution

Super Long Range IR Night Vision

The night vision distance is up to 1000 ft(300m), giving you a clear image even in the dark.



Image 3.4: Super Long Range IR Night Vision

3.3 Smart Detection and Auto Tracking

The camera can intelligently identify and track moving objects.

- **Person/Vehicle Detection:** Reduces false alarms by distinguishing human and vehicle shapes from other movements.
- **Auto Tracking:** When a person or vehicle is detected, the camera automatically adjusts its pan, tilt, and zoom to follow the target.
- **Auto Cruise & Preset Positions:** You can set up to 30 preset positions. The camera can automatically cycle through these positions, providing continuous monitoring of designated areas.

Smart Detection & Automatic Tracking

Automatically track moving people/cars/dogs/cats to keep up to date with their latest developments.

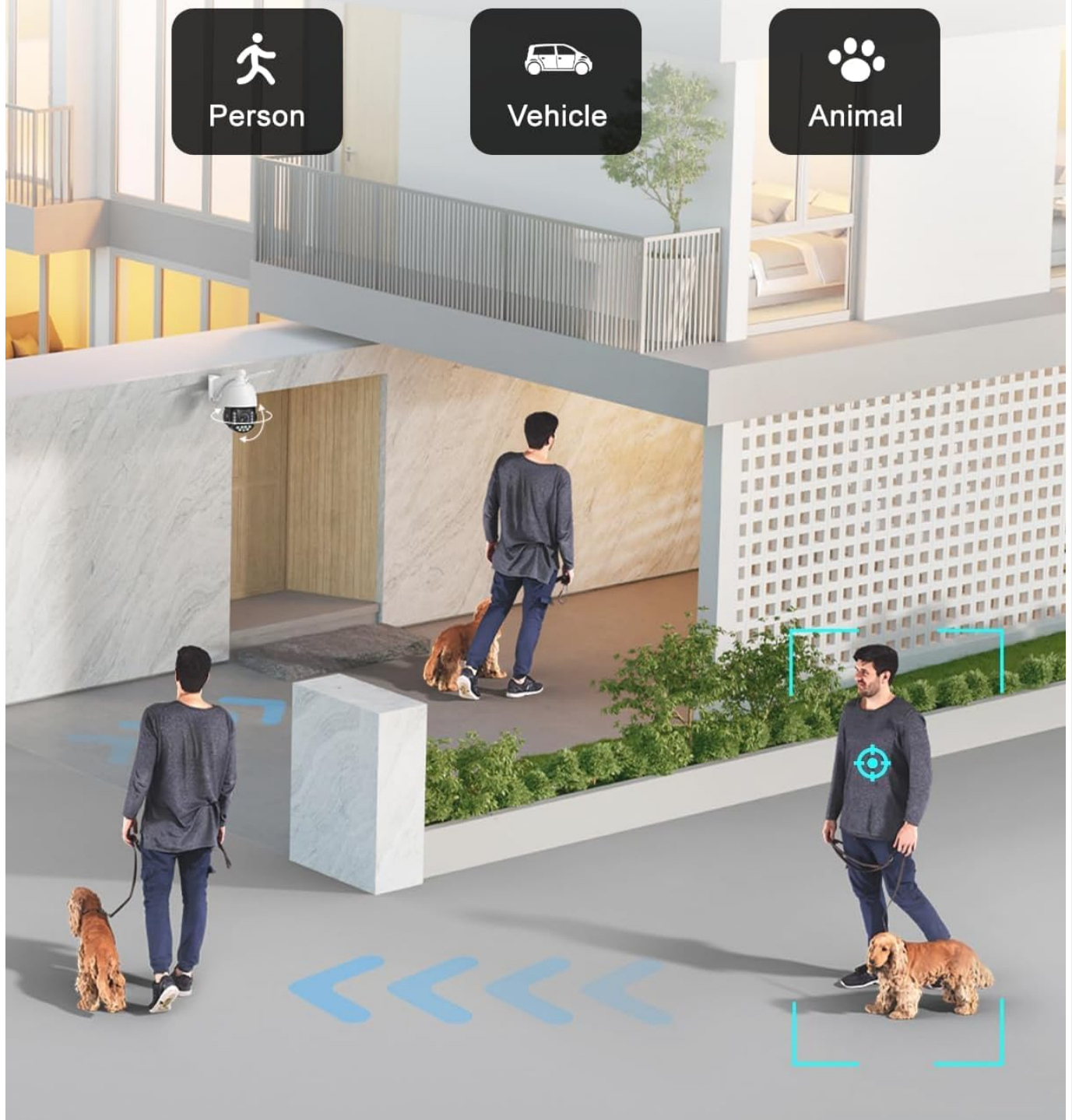


Image 3.5: Smart Detection and Automatic Tracking

3.4 Real-Time Alerts and Two-Way Audio

Stay informed and interact with your surveillance area.

- **Real-Time Alarms:** Receive instant notifications (APP Push) on your smartphone when motion is detected. The camera can also activate a siren and floodlight to deter intruders.
- **Two-Way Audio:** Use the built-in microphone and speaker to listen to audio from the camera's location and speak through the camera.

Real-Time Alarm & Defense

Alert messages will be sent to your phone in real time, while bright lights and sirens can deter unwanted guests.



APP Push



Siren



Floodlight

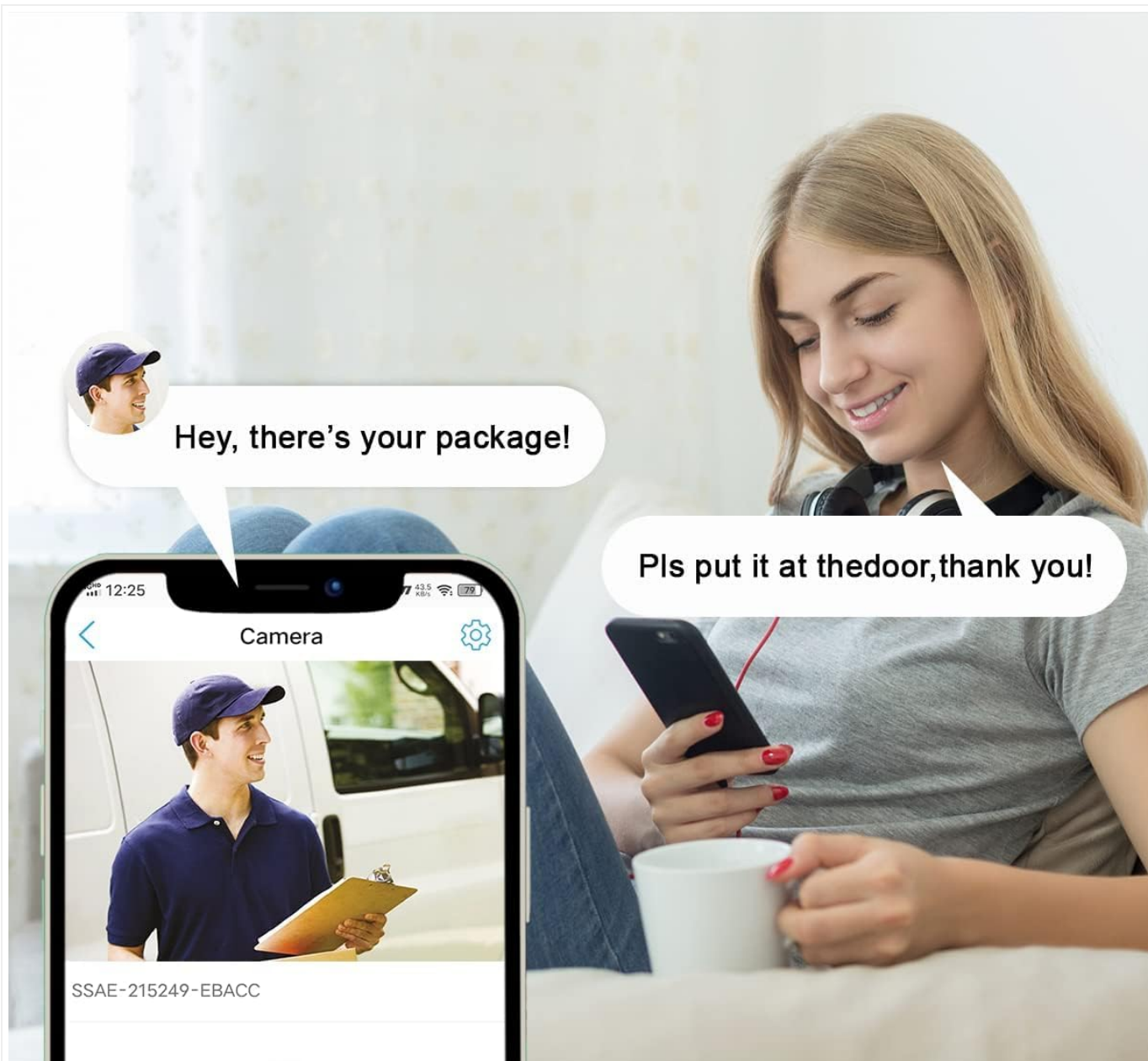


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Camera

Motion Alarm SSAA-416622-EBCCB

Image 3.6: Real-Time Alarm and Defense



Two-Way Audio & Multi-Users View

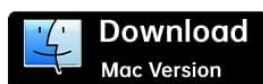


Image 3.7: Two-Way Audio and Multi-Users View

3.5 Recording and Storage

The camera supports various recording and storage methods:

- **24/7 Continuous Recording:** Record continuously to a Micro SD card (up to 128GB) or a Network Video Recorder (NVR).
- **Cloud Storage:** (Check CamHipro app for subscription options).

- **Local PC/FTP:** Option to record footage to a local computer or an FTP server.

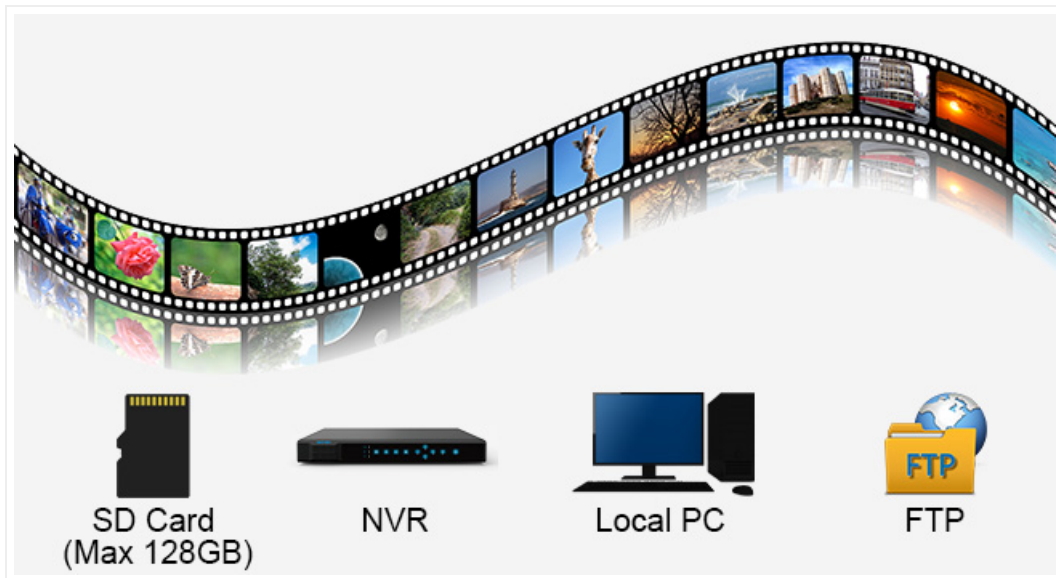


Image 3.8: Recording and Storage Options

3.6 Connectivity and Compatibility

The camera offers broad connectivity and compatibility:

- **RTSP Support:** Allows integration with third-party NVRs and software.
- **ONVIF Compatible:** Ensures interoperability with other ONVIF-compliant devices.
- **Multi-User View:** Multiple users can access the camera feed simultaneously via the CamHipro app.
- **Browser Access:** View and control the camera via a web browser by entering its IP address.

4. MAINTENANCE

4.1 Cleaning

To ensure optimal performance, periodically clean the camera lens and housing.

- Use a soft, damp cloth to wipe the camera housing.
- For the lens, use a specialized lens cleaning cloth and solution to avoid scratches.
- Do not use harsh chemicals or abrasive materials.

4.2 Firmware Updates

Regularly check for firmware updates through the CamHipro app. Updates can improve performance, add new features, and enhance security. Follow the in-app instructions carefully when performing updates.

4.3 Weather Resistance

The HXVIEW BU-H800 features a robust metal housing and is rated IP66 waterproof, designed to withstand severe weather conditions such as rain, dust, and extreme temperatures (-14°F/-10°C to 115°F/50°C).

Metal Housing & IP66 Waterproof

The camera can work perfectly in severe weather such as heavy rainstorm and sun exposure.



Image 4.1: Metal Housing and IP66 Waterproof Design

While the camera is designed to be waterproof, proper installation is crucial to maintain its integrity. Ensure all cable connections are sealed using the provided waterproof kit, and the camera is mounted securely to prevent water ingress.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your HXVIEW BU-H800 camera.

Problem	Possible Cause	Solution
Camera frequently disconnects from Wi-Fi.	Weak Wi-Fi signal, network interference, or incorrect Wi-Fi settings.	Ensure the camera is within optimal range of your router. Try connecting to the 2.4GHz band for better range, or the 5GHz band for higher speed if available and stable. Check for network congestion or interference from other devices. Restart your router and camera.
PTZ adjustments are slow or unresponsive.	Network latency, app issues, or temporary camera malfunction.	Check your internet connection speed. Close and reopen the CamHipro app. Restart the camera. Ensure the camera's firmware is up to date.
Night vision performance is poor.	Obstructions, dirty lens, or incorrect night vision mode.	Ensure there are no obstructions blocking the IR lights or lens. Clean the camera lens. Experiment with different night vision modes (Common, Color, Intelligent) in the app settings to find the best performance for your environment.
Camera triggers false alarms (e.g., tracking trees).	Detection sensitivity too high, or detection area too broad.	Adjust the detection sensitivity settings in the CamHipro app. Customize the detection areas to exclude irrelevant zones like swaying branches or busy public pathways. Ensure Person/Vehicle detection is enabled if you wish to filter out animal or environmental movements.
Difficulty with initial activation or setup.	Incorrect Wi-Fi password, network issues, or app configuration errors.	Double-check your Wi-Fi password. Ensure your smartphone is connected to the same Wi-Fi network as the camera during initial setup. Try resetting the camera to factory defaults (refer to the quick start guide for reset button location) and repeat the setup process.
Certain features require "Preset Call Codes".	Some advanced functions are activated via specific preset numbers.	Refer to the CamHipro app's documentation or the camera's advanced settings for a list of these specific preset numbers and their corresponding functions (e.g., activating auto-tracking). Keep a record of these codes for future reference.
Camera appears to have limited upward tilt.	Physical design limitation or mounting angle.	The camera has a 90° tilt range. Ensure the mounting position allows for the desired vertical coverage. If mounted too high or at an extreme angle, the physical limits of the tilt mechanism may restrict upward movement.
Water ingress or fogging inside the lens.	Improper installation or damage to the waterproof seals.	While the camera is IP66 rated, improper installation can compromise its water resistance. Ensure all cable connections are properly sealed with the waterproof kit. Check for any visible damage to the camera housing or seals. If water ingress occurs, disconnect power immediately and contact support.

6. SPECIFICATIONS

Feature	Detail
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Feature	Detail
Model Name	BU-H800
Brand	HXVIEW
Video Capture Resolution	2160P (4K)
Optical Zoom	30X
Night Vision Range	Up to 1000 Feet
Pan Range	355°
Tilt Range	90°
Wireless Connectivity	Wi-Fi (2.4GHz/5GHz Dual-Band)
Power Source	Corded Electric (12 Volts DC)
Water Resistance Level	IP66 Waterproof
Form Factor	Dome
Mounting Type	Wall Mount
Storage Options	Micro SD Card (Max 128GB), NVR, Local PC, FTP
Special Features	2-Way Audio, Built-In Light, HD Resolution, Night Vision, PTZ Technology, Auto Tracking, Person/Vehicle Detection
Compatible Devices	Smartphone (via CamHipro app)
Item Weight	2.18 kg
Country of Origin	China

7. WARRANTY INFORMATION

The HXVIEW BU-H800 4K PTZ Security Camera comes with a **2-year warranty** from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. It does not cover damage caused by improper installation, misuse, accidents, unauthorized repairs, or natural disasters.

Please retain your proof of purchase for warranty claims. For detailed warranty terms and conditions, refer to the official HXVIEW website or contact customer support.

8. CUSTOMER SUPPORT

If you encounter any issues or have questions not covered in this manual, please contact HXVIEW customer support. You can typically find support contact information (email, phone, or live chat) on the official HXVIEW website.

When contacting support, please provide your camera model (BU-H800), purchase date, and a detailed description of the issue to facilitate a quicker resolution.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Answered questions about this manual

Where can I find a 12-foot power cord for the HXVIEW BU-H800 4K PTZ Security Camera?

The HXVIEW BU-H800 security camera requires a 12V DC power supply. While the manual does not specify the length of the included adapter, it is common for standard security camera power cords to be...

[Read full answer](#)