Hieasy X24

Hieasy X24 4MP 2.5K Window Security Camera User Manual

Model: X24

INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Hieasy X24 4MP 2.5K Window Security Camera. Please read this manual thoroughly before using the product to ensure proper functionality and safety. The Hieasy X24 camera offers 2.5K Ultra HD resolution, color night vision, motion detection, and 24/7 recording without subscription fees, utilizing both 2.4G and 5G Wi-Fi connectivity for seamless integration into your home security system.

WHAT'S IN THE BOX

Verify that all components are present in your package:

- Camera Body
- 6.6 ft Charging Cable
- Instruction Manual
- Power Adapter
- 32GB Micro SD Card (pre-installed or included separately)
- Velcro adhesive pads (2)
- Wire holders (2)

What's in the box?

Power Adapter ②   Camera Body ①

Velcro adhesive pad*2 ④   6.6/Ft Charging Cable ③

32GB Micro SD Card ⑥   Instruction Manual ⑤

Wire holder*2 ⑦

Figure 1: All components included in the Hieasy X24 product package.

SETUP AND INSTALLATION

The Hieasy X24 camera features a 3M adhesive mounting design for quick and easy installation without drilling. It supports both Bluetooth and Wi-Fi connectivity for seamless pairing with your mobile phone.

Step-by-Step Installation

1. **Clean the Window Surface:** Ensure both sides of the window glass where the camera will be mounted are clean and dry. Use a soft cloth to wipe away any dust or smudges.

2. **Attach Adhesive Pad to Camera:** Peel off the protective backing from one of the Velcro adhesive pads. Carefully align and attach the adhesive side to the front of the camera, ensuring the camera lens is centered within the pad's opening.

3. **Mount Camera to Window:** Peel off the remaining protective paper from the adhesive pad attached to the camera. Press the camera firmly onto the desired spot on the window glass from the inside, ensuring a secure bond.

4. **Connect Power:** Plug the charging cable into the camera's power port and connect the other end to the power adapter. Plug the power adapter into a wall socket.

5. **Secure Cables:** Use the provided cable fixers to neatly secure the charging cable along the window

frame or wall, preventing it from dangling or interfering with window operation.

Stick. Press. Done.

Quick to Install!   Easy to Use!   Protected in Seconds!

Easy Installation

Figure 2: The simple 'Stick. Press. Done.' installation process for the Hieasy X24 camera.

Peel-and-stick installation

Only three steps, and installation is completed in 30 seconds

Peel off the sticker and install it on the window

Fix the camera onto the sticker

Use a cable organizer to secure the wire to the wall or window

Figure 3: Visual guide for the peel-and-stick installation method.

Initial Setup and App Connection

Once powered on, the camera's blue indicator light will illuminate, signifying that the product has started. You will hear an audible prompt stating "Waiting for connection." At this point, you can proceed to link the camera with your smartphone via the dedicated Hieasy app.

Video 1: A step-by-step guide demonstrating how to install the Hieasy X24 camera onto a glass surface.

OPERATING THE CAMERA

Live View and Recording

Access the live monitoring feed anytime, anywhere via your smartphone. The camera provides 2.5K (2560×1440) ultra-high-definition resolution for clear video performance. It supports 24/7 continuous recording to capture all moments.

Night Vision

Equipped with a 4-megapixel lens and advanced low-light algorithms, the camera delivers full-color images even in low-light environments, ensuring critical details are not missed during nighttime surveillance.

4MP Low-Light Color Night Vision

With a 4MP lens and cutting-edge low-light algorithm, enjoy full-color clarity at night — bright, detailed, and true to life.

Figure 4: Example of 4MP low-light color night vision from the Hieasy X24 camera.

Colors are visible even at night ensuring no key details are missed

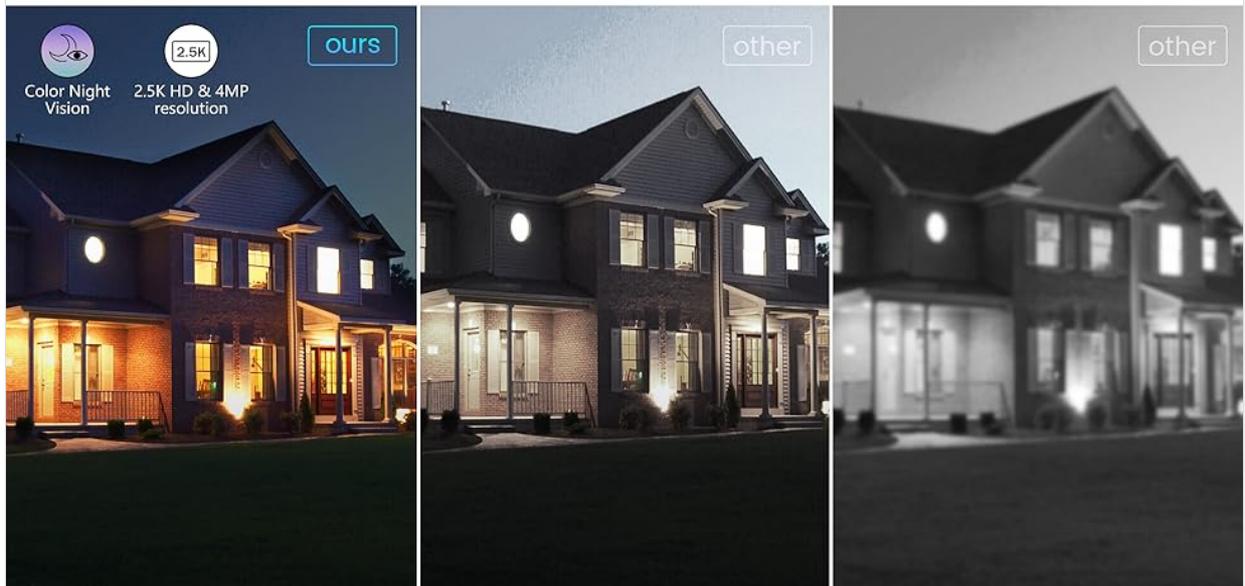Professional-grade color night vision significantly enhances nighttime visibility

Figure 5: Comparison of color night vision with traditional black and white night vision.

Motion Detection and Alerts

The camera supports customizable motion detection zones. Upon detecting movement, the device will send push notifications to your phone, sound an alarm, and automatically record video to deter intruders effectively.

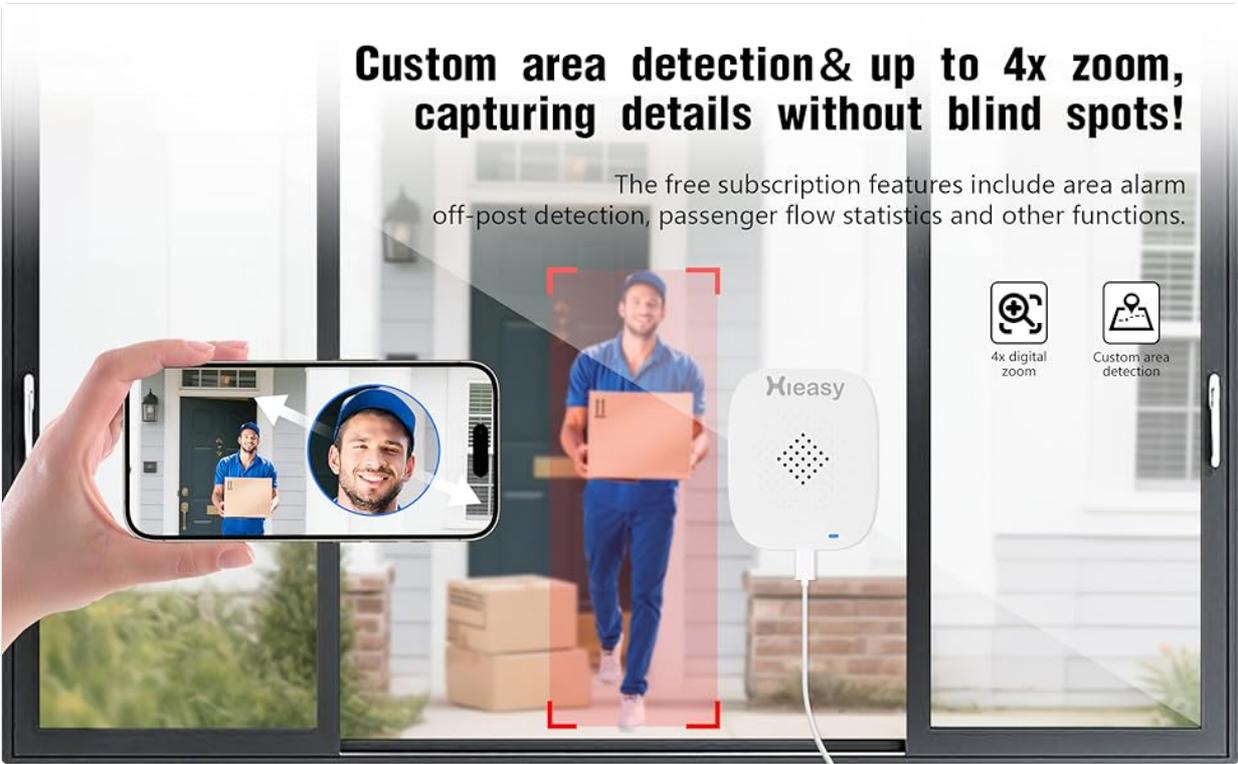Figure 6: Instant app notification for out-of-bounds detection.

Figure 7: Custom area detection and 4x digital zoom for detailed monitoring.

Suitable for Multiple Scenarios

Motion Detection

Warning Area

Leave Detection

People Counting

Storage

The device supports local storage via an SD card up to 512GB. A 32GB memory card is included to allow immediate use. Your data's security and privacy are protected.

Figure 9: Secure local storage options with an included 32GB Micro SD card.

Remote Access and Sharing

The Hieasy X24 camera allows you to easily access the live monitoring feed from your smartphone, no matter your location. The device supports sharing with up to 16 users, enabling family and friends to view the camera feed for enhanced peace of mind.

Device Sharing

Easily share your camera with family members roommates or team staff.

Figure 10: Easily share your camera's view with family members or team staff.

Family and friends sharing: View anytime, anywhere

Invite family and friends to view the camera feed, keeping everyone informed

Figure 11: Family and friends can view the camera feed anytime, anywhere.

TROUBLESHOOTING

If you encounter issues with your Hieasy X24 camera, please refer to the following common problems and solutions:

- **Cannot Connect to Wi-Fi:**

    - Ensure your Wi-Fi network is 2.4G or 5G compatible.
    - Verify that the camera is within range of your Wi-Fi router.
    - Check your Wi-Fi password for accuracy.
    - Restart your router and the camera, then attempt to reconnect.

- **No Live View or Recording:**

    - Confirm the camera is powered on and the blue indicator light is active.
    - Check your internet connection on your smartphone.
    - Ensure the Micro SD card is properly inserted and not full.
    - If the SD card is full, consider formatting it (this will erase all data).

- **Poor Image Quality:**

    - Clean the camera lens and the window surface.
    - Ensure there are no obstructions in the camera's field of view.
    - Check your app settings for resolution options.

- **No Audio Recording:**

    - Verify that audio recording is enabled in the camera's app settings.
    - Ensure the microphone is not obstructed.

SPECIFICATIONS

Model Name	4MP 2.5K Window Camera
Item Model Number	X24
Effective Still Resolution	4 MP
Video Capture Resolution	1440p (2.5K)
Connectivity Technology	Wired (Power), Wi-Fi (Data)
Wireless Communication Technology	2.4G & 5G Wi-Fi (Dual-Band)
Power Source	Corded Electric (5 Volts)
Mounting Type	Window Mount (Self Adhesive)
Indoor/Outdoor Usage	Indoor, Outdoor
Night Vision Range	33 Feet
Low Light Technology	Night Color
Viewing Angle	120 Degrees

Frame Rate	25 frames per second
Flash Memory Installed Size	32 GB (Micro SD)
Flash Memory Supported Size Maximum	512 GB
Audio Visual Recording Capabilities	Audio
Alert Type	Audio and Motion
Control Method	App
Product Dimensions	3.2 x 2 x 1.2 inches
Item Weight	5.9 ounces (0.17 Kilograms)