

HXVIEW BU-H500

HXVIEW 4K PTZ Security Camera Outdoor with 10X Hybrid Zoom (Model BU-H500) User Manual

Model: BU-H500

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your HXVIEW 4K PTZ Security Camera Outdoor, Model BU-H500. Please read this manual carefully before using the product to ensure proper functionality and safety. Keep this manual for future reference.

2. PACKAGE CONTENTS

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

- 4K PTZ Security Camera Outdoor
- Power Adapter
- Mounting Screws
- Instruction Manual

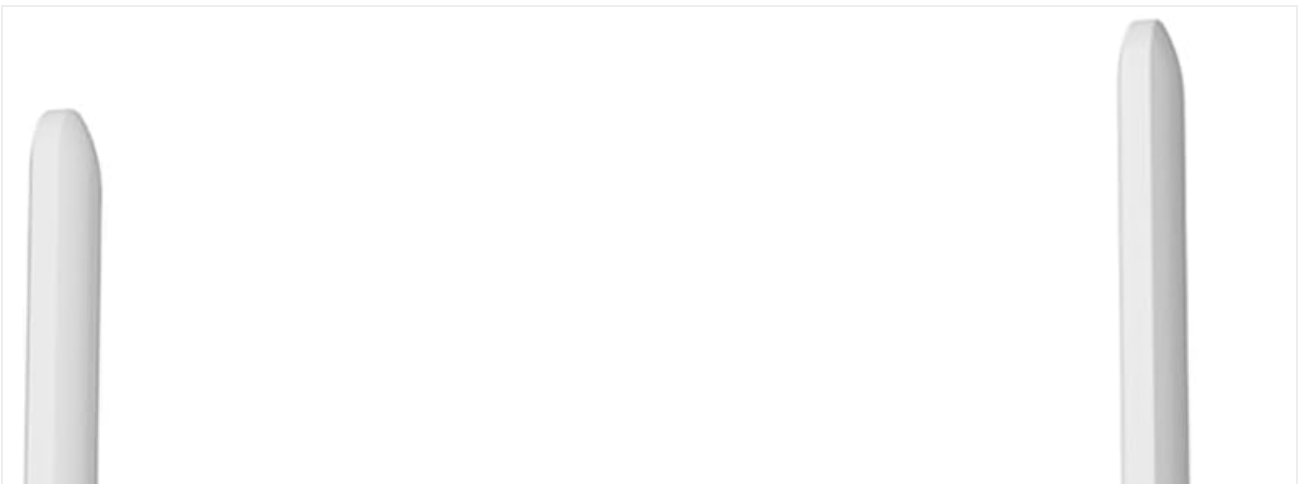




Image 2.1: HXVIEW 4K PTZ Security Camera Outdoor (Model BU-H500) and its components.

3. KEY FEATURES

- **10x Hybrid Zoom & Fast Focus:** Features a telephoto lens and a wide-angle lens for 10x hybrid zoom, allowing for

ultra-wide overviews and detailed close-ups without delay.

- **True 4K Dual-Lens & Color Night Vision:** Equipped with dual 4K lenses and a 1/2.8-inch IMX415 CMOS sensor for stunning 4K ultra-high-definition images. Supports color, intelligent, and infrared night vision for clear images in dark environments.
- **Advanced AI Tracking & Real-Time Alarms:** Utilizes a third-generation AI recognition chip to distinguish between people, cars, and pets. The camera automatically tracks detected movement and sends real-time alerts to your phone. Customizable detection areas and sensitivity reduce false alarms.
- **355° Pan & 90° Tilt:** Offers flexible 355° horizontal pan and 90° vertical tilt for comprehensive coverage of your property.
- **Multiple Preset Viewing Angles:** Supports up to 30 preset positions for quick switching between desired viewing angles.
- **24/7 Continuous Recording & IP66 Waterproof:** Records continuously with a Micro SD card (up to 128GB, not included) without additional cloud fees. The durable aluminum housing with IP66 waterproof design ensures stable operation in adverse weather.

4. SETUP AND INSTALLATION

4.1 Physical Installation

The camera is designed for easy wall mounting. Ensure the mounting location provides a clear view of the desired surveillance area and is within Wi-Fi range or accessible for an Ethernet connection.

- Use the provided mounting screws to securely attach the camera bracket to a wall or suitable surface.
- Connect the power adapter to the camera and a power outlet.
- If using a wired connection, connect an Ethernet cable to the camera's RJ45 port.

Smart Detection & Automatic Tracking

Automatically track moving people/vehicles/dogs/cats and keep track of their latest movements in real time.



Image 4.1: Illustration of camera mounting and 360-degree coverage.



Image 4.2: The camera features a durable metal housing and IP66 waterproof rating for outdoor use.

4.2 Initial Setup & App Connection

Download the 'CamHipro' app on your smartphone (available on App Store and Google Play) to configure and control your camera.

- Power on the camera.
- Open the CamHipro app and follow the on-screen instructions to add a new device.
- Scan the QR code located on the camera or manually enter the camera's UID.
- Connect the camera to your Wi-Fi network (supports dual-band 2.4GHz/5GHz) or ensure a stable wired connection.
- Set a strong, unique password for your camera for security.

4.3 Connecting to Blue Iris or HiP2P Client

For advanced users, the HXVIEW camera supports integration with third-party software like Blue Iris and the HiP2P client for Windows/MAC.

Video 4.3: Instructions on how to connect the HXVIEW outdoor PTZ camera to Blue Iris software.

Video 4.4: Guide on adding cameras using the HiP2P client for Windows/MAC.

5. OPERATING INSTRUCTIONS

5.1 Pan, Tilt, and Zoom (PTZ) Control

Control the camera's movement and zoom directly from the CamHipro app.

- Use the directional controls in the app to pan (355° horizontally) and tilt (90° vertically) the camera.
- Utilize the zoom controls to activate the 10x hybrid zoom for closer inspection of areas.
- Set up to 30 preset positions for quick navigation to frequently monitored areas.

Almost 360° Coverage

You can set multiple preset positions and then call them up when needed to quickly switch viewing angles.



1 Guard Point



Max. 30 Presets

360° Viewing Angle

Pan 355°

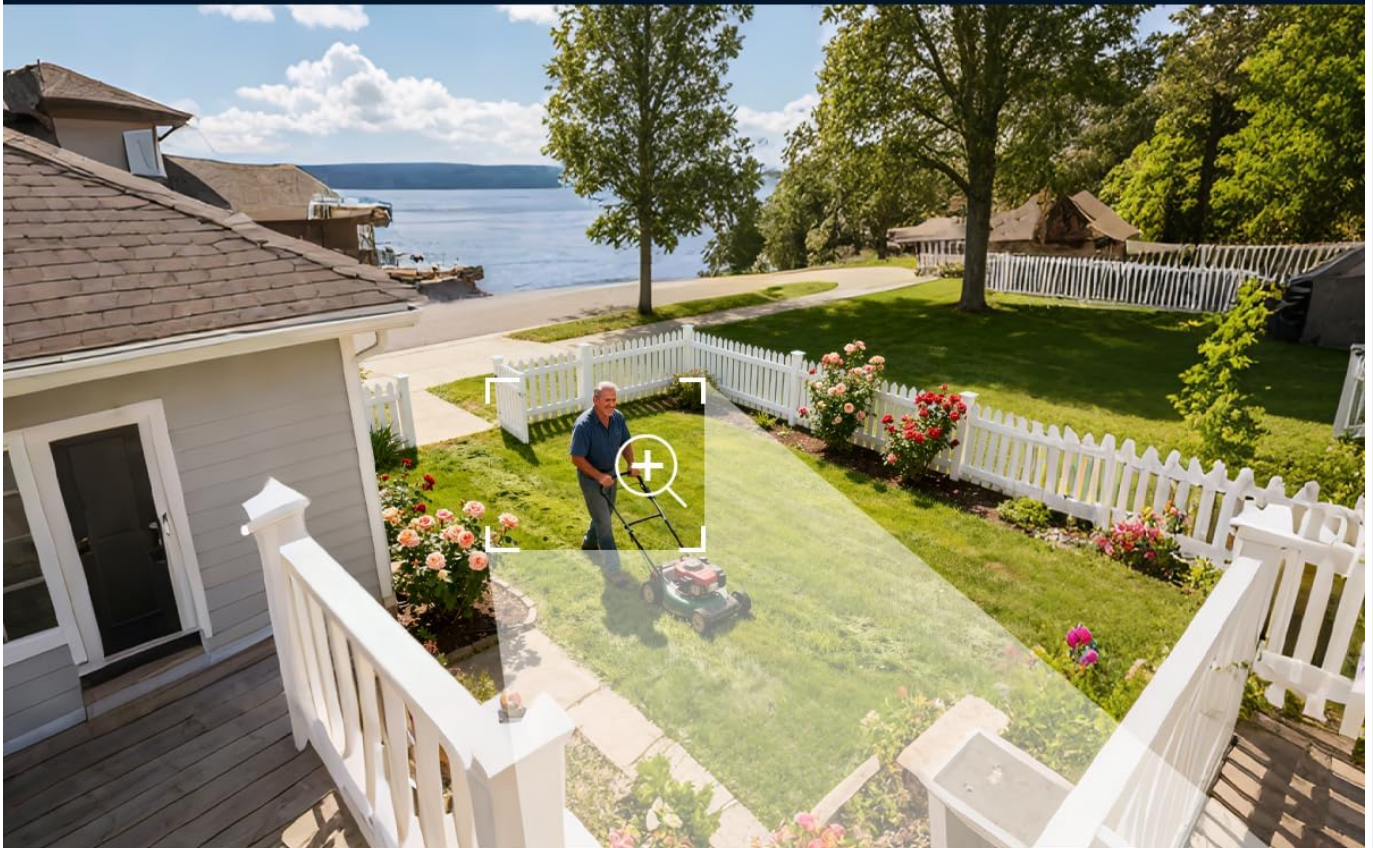
Tilt 90°



Image 5.1: The camera offers extensive 360-degree coverage with 355° pan and 90° tilt capabilities.

10X Hybrid Zoom & Fast Focus

You can quickly see an ultra-wide overview of the courtyard or detailed close-ups of visitors.



10X
Hybrid Zoom



Image 5.2: The 10x hybrid zoom allows for detailed close-ups from a wide overview.

5.2 AI Detection & Automatic Tracking

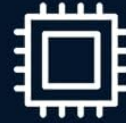
The camera's AI capabilities enhance security by intelligently identifying and tracking subjects.

- The AI chip can differentiate between people, vehicles, and pets, reducing irrelevant alerts.
- When a target is detected, the camera automatically tracks its movement, keeping it centered in the frame.
- Customize detection zones and sensitivity settings within the app to suit your specific monitoring needs.

True 4K Ultra HD Dual-Lens



Wider Coverage Area



IMX415 CMOS



Image 5.3: Advanced AI detection identifies and tracks people, vehicles, and animals.

5.3 Night Vision Modes

The camera offers versatile night vision options to ensure clear surveillance around the clock.

- **Infrared Night Vision:** Provides clear black and white images in complete darkness.
- **Color Night Vision:** Utilizes built-in floodlights to capture full-color images even in low-light conditions.
- **Intelligent Night Vision:** Automatically switches between infrared and color modes based on detected motion or

light conditions.



Image 5.4: The camera's floodlight provides color night vision in dark environments.

6. RECORDING AND STORAGE

The HXVIEW camera offers flexible recording and storage solutions.

- **Micro SD Card Storage:** Supports up to a 128GB Micro SD card (not included) for 24/7 continuous recording without additional fees.
- **Cloud Storage:** Optional cloud storage services are available for secure, off-site video backup.
- **RTSP Live Streaming:** Supports RTSP format for live streaming to compatible platforms and software.

Secure Storage & Local Storage

Choose to store videos locally on a micro SD card or via HXVIEW cloud storage.

- Supports up to **128GB** Micro-SD Card
- Encrypted **30 Days** Cloud Storage

Image 6.1: Secure local storage via Micro SD card and optional cloud storage.

7. MAINTENANCE

To ensure optimal performance and longevity of your HXVIEW camera, follow these maintenance guidelines:

- **Cleaning:** Regularly wipe the camera lens and housing with a soft, damp cloth to remove dust and debris. Avoid abrasive cleaners.

- **Weather Protection:** While the camera is IP66 waterproof, extreme weather conditions (e.g., heavy snow, direct prolonged sunlight) may affect performance. Consider additional protective measures if necessary.
- **Firmware Updates:** Check the CamHipro app periodically for firmware updates to ensure your camera has the latest features and security enhancements.
- **Power Supply:** Ensure the power adapter and cable are free from damage and properly connected.

8. TROUBLESHOOTING

If you encounter issues with your camera, refer to the following common troubleshooting steps:

- **Camera Offline:** Check Wi-Fi connection, power supply, and ensure the camera is within range of your router. Restart the camera and router if necessary.
- **Poor Video Quality:** Ensure the lens is clean. Check your internet speed and camera placement. Adjust video resolution settings in the app.
- **False Alarms:** Adjust AI detection sensitivity and customize detection zones in the app to minimize unwanted alerts.
- **PTZ Controls Unresponsive:** Verify network connectivity. Restart the camera and app.
- **SD Card Not Recording:** Ensure the Micro SD card is correctly inserted, formatted within the app, and not full. Replace if faulty.

For further assistance, please contact HXVIEW customer support.

9. TECHNICAL SPECIFICATIONS

Feature	Specification
Model Name	BU-H500
Video Capture Resolution	4K (8MP Effective Still Resolution)
Zoom Type	10x Hybrid Zoom
Pan/Tilt Range	355° Pan, 90° Tilt
Connectivity	Wi-Fi (Dual-Band), Wired (Ethernet)
Night Vision	Color, Intelligent, Infrared (100 Feet Range)
AI Detection	Human, Vehicle, Pet Detection with Auto Tracking
Storage	Micro SD (up to 128GB), Cloud Storage
Water Resistance Level	IP66 Waterproof
Power Source	Corded Electric (12 Volts DC)
Material	Metal
Product Dimensions	5.7 x 4.72 x 7.28 inches
Item Weight	2.66 pounds

10. WARRANTY AND SUPPORT

10.1 Warranty Information

Your HXVIEW 4K PTZ Security Camera is covered by a manufacturer's warranty. Please refer to the warranty card included in your package or visit the official HXVIEW website for detailed warranty terms and conditions.

10.2 Customer Support

For technical assistance, product inquiries, or warranty claims, please contact HXVIEW customer support through their official website or the contact information provided in your product packaging. You can also visit the [HXVIEW Store on Amazon](#) for more information.

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

Email

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

Details

Submit question