



# HeimVision ASSURE B1 Wireless Security Camera System User Manual

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## HeimVision ASSURE B1 Wireless Security Camera System User Manual



### Safety Cautions

1. For security, please use the original accessories provided.
2. Unplug the power adapter if you don't use the products.
3. Please obey the local security regulations and policies when installing the products.
4. We assume no liability or responsibility for any fires or electrical shock caused by improper installation.

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## What's Included

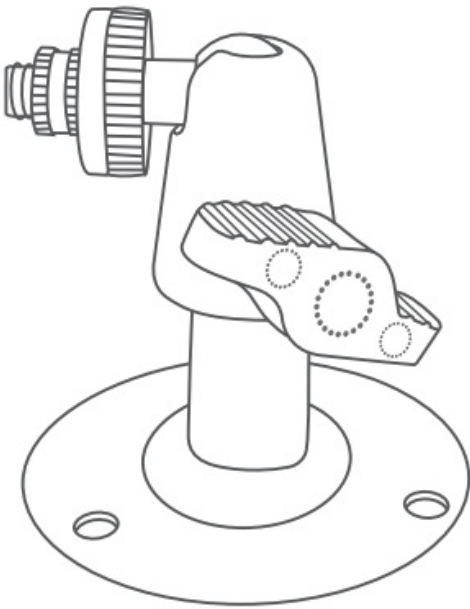
- Heim Vision Camera xl



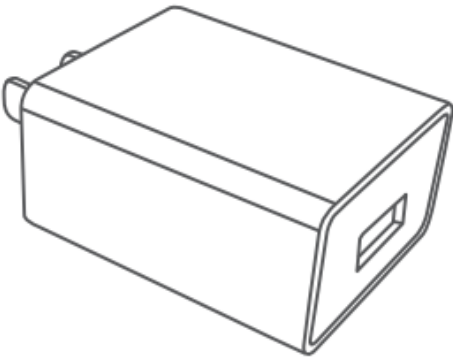
- Heim Vision Base Station xl



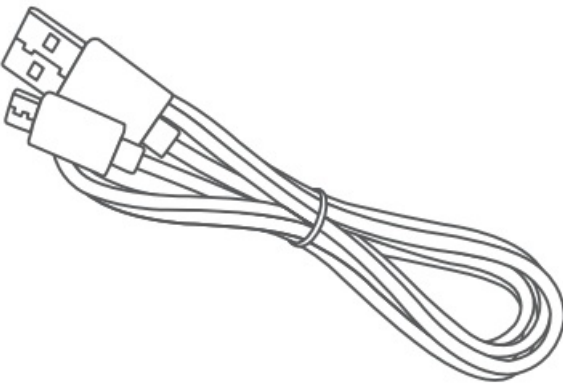
- Mounting Bracket xl



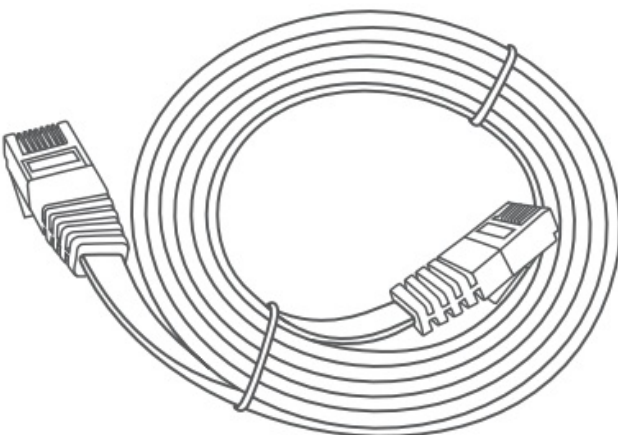
- Adapter xl



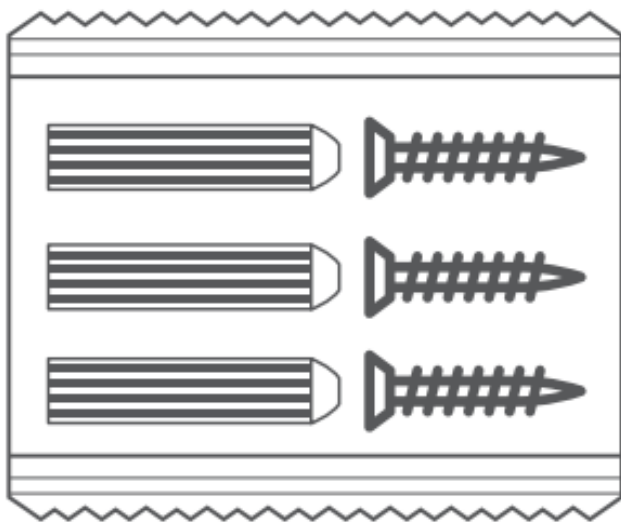
- Charging Cable xl



- Ethernet Cable x2

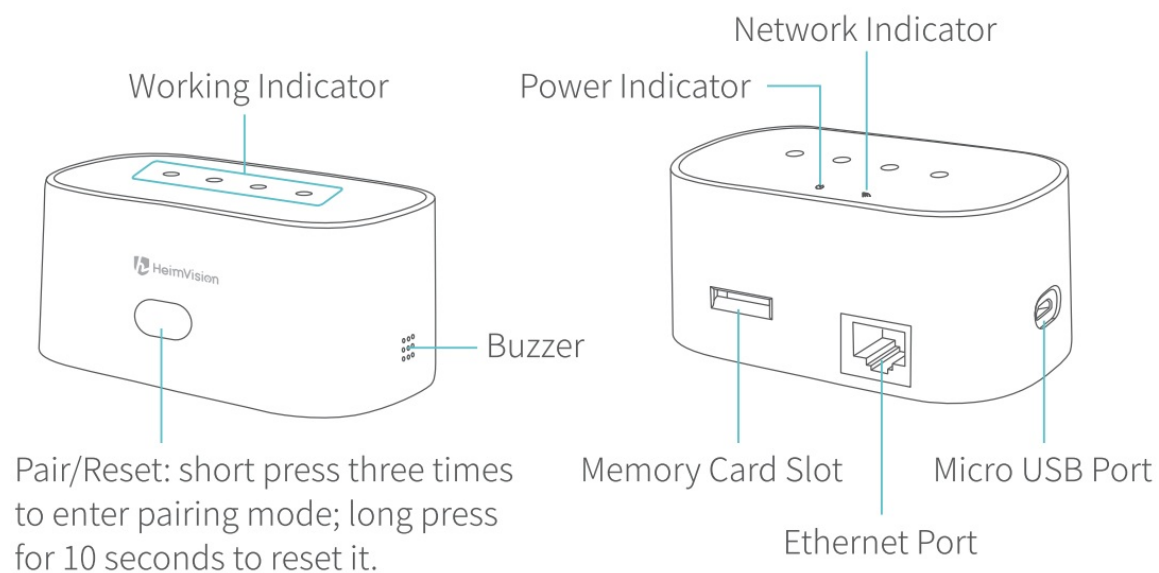


- Screw Kit xl

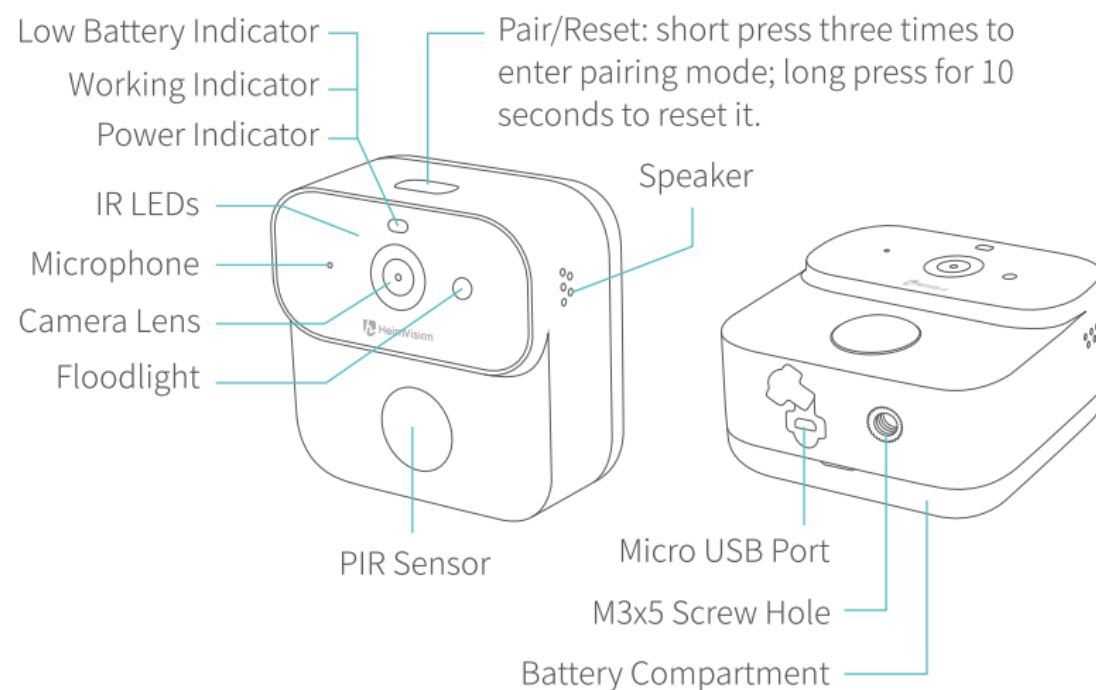


## Product Overview

### Heim Vision Base Station



### Heim Vision Camera



## A guide to LED Indicator

### Base Station

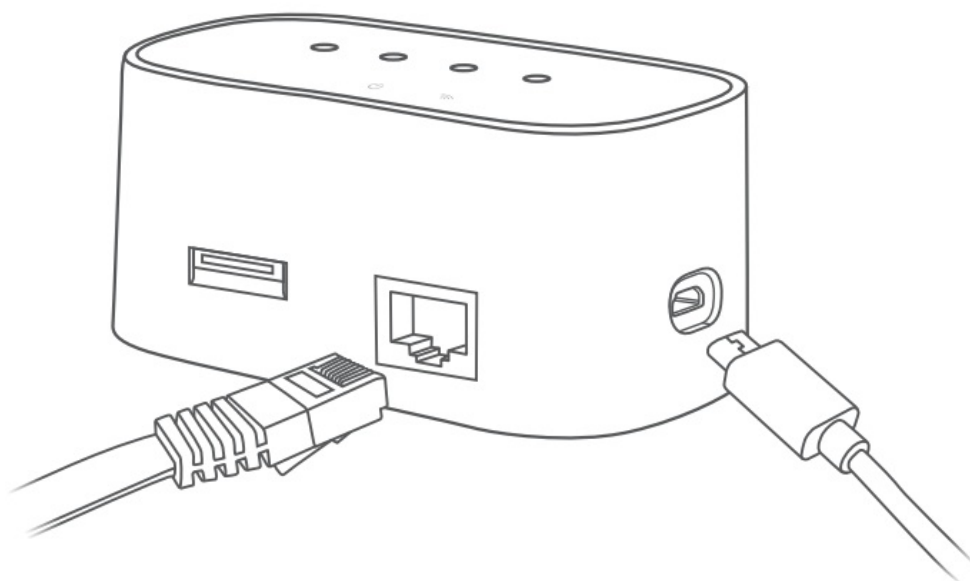
<b>Working Indicator</b>	Solid white	Watching live video/Camera wakes Up
	Off	Camera in sleep mode
<b>Network Indicator</b>	Solid green	Base Station connected to network
	Off	Base Station disconnected to network
<b>Power Indicator</b>	Flash green	Base Station upgrading
	Solid white	Base Station powered on
	Off	Base Station has no power

### Camera

<b>Working Indicator</b>	Solid Blue	Working normally
	Off	In Sleep mode /disconnected
<b>Network Indicator</b>	Flash blue	Firmware Upgrading
	Solid green	Charging
<b>Power Indicator</b>	Off	Fully charged
	Flash green	No battery installed and powered by charging cable
	Solid red	Low battery
	Off	Normal

## Getting Connected

1. Plug the Ethernet cable into the Base Station and router, then connect the Base Station to power.



2. Search for Heim Smart on App Store"/Google Play" or scan the QR codes below to download and install our App.

**IOS**



#### Android



**Note:** Google Play TM is a trademark of Google Inc., and App Store TM is a trademark of Apple Inc.

3. Launch Heim Smart app, register an account with a valid email and log in. Then follow the in-app instructions to connect your Base Station to Heim Smart app.

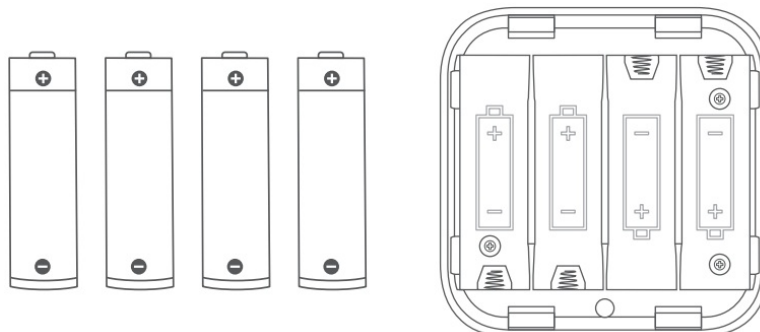
#### Notes:

1. Please allow Heim Smart app to use your WLAN & Cellular Data and access your location. C.
  2. Make sure your phone and the Base Station are connected to the same router's network. Otherwise, the Heim Smart app will not be able to find the Base Station.
4. Power on the camera.

#### Option 1:

Install 4 PA batteries into your camera to power it on. Please observe the correct polarity when inserting each battery.

(not included)



This camera supports both dry battery and rechargeable battery. With 4 batteries of 2400mAh, the camera is able to run about 12 months(Data from HeimVision Lab). However, too high or low temperature, battery quality or other

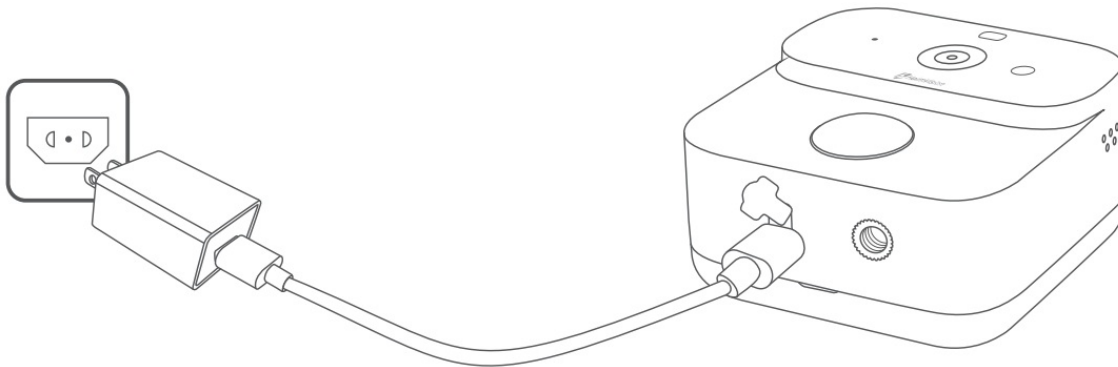
factors will influence the actual running time.

#### Notes:

1. We recommend to use your camera at -20°C-50°C(-4°F-122°F).
2. If the Battery Indicator turns red, it means that the battery power of camera gets low. Please charge or replace the batteries in time.
3. Do NOT mix old and new batteries or different brands of batteries.
4. DO NOT charge the camera through the Micro USB Port if your battery is non-rechargeable.

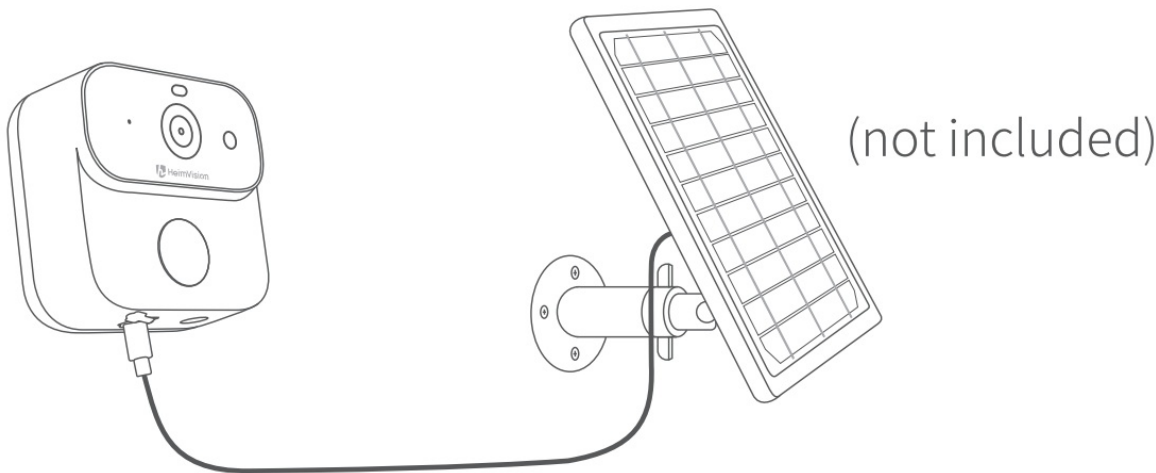
#### Option 2:

Connect a 5V 2A adapter to the camera's Micro USB Port to power it on.



#### Option 3:

Install 4 AA rechargeable batteries, then connect a solar panel to the camera's Micro USB Port to supply power for it.



**Follow the in-app instructions to get the camera connected.**

#### Tip:

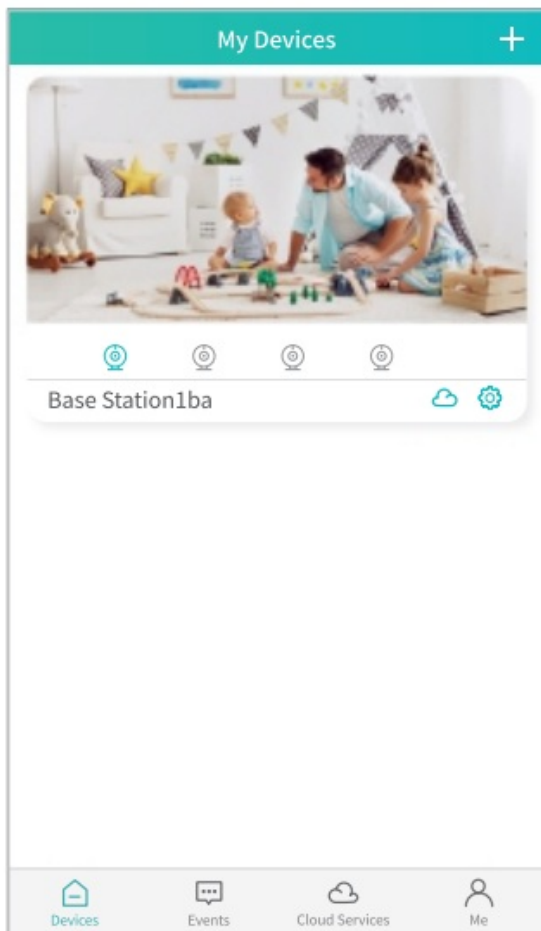
A Base Station is able to pair with up to four cameras.

## Function Overview

### Home Page

After connected successfully, the Base Station will be listed on the home page. And you can see the preview of the first camera you connected to the Base Station.





## Devices:

**+** : Tap to add a new device.



: Switch between cameras if you have connected two or more cameras to the Base Station. The camera in green is selected and will be previewed on the home page. **Note:** The images of the Live Video interface and Playback interface correspond to the camera previewed on the home page.



: Tap to enter the cloud interface of the camera previewed on the home page.



: Tap to enter the Base Station Settings.



## Events:

Check events about motion detection and watch the videos recorded when the events happened.



## Cloud Services:

Subscribe to cloud services for your cameras as needed.



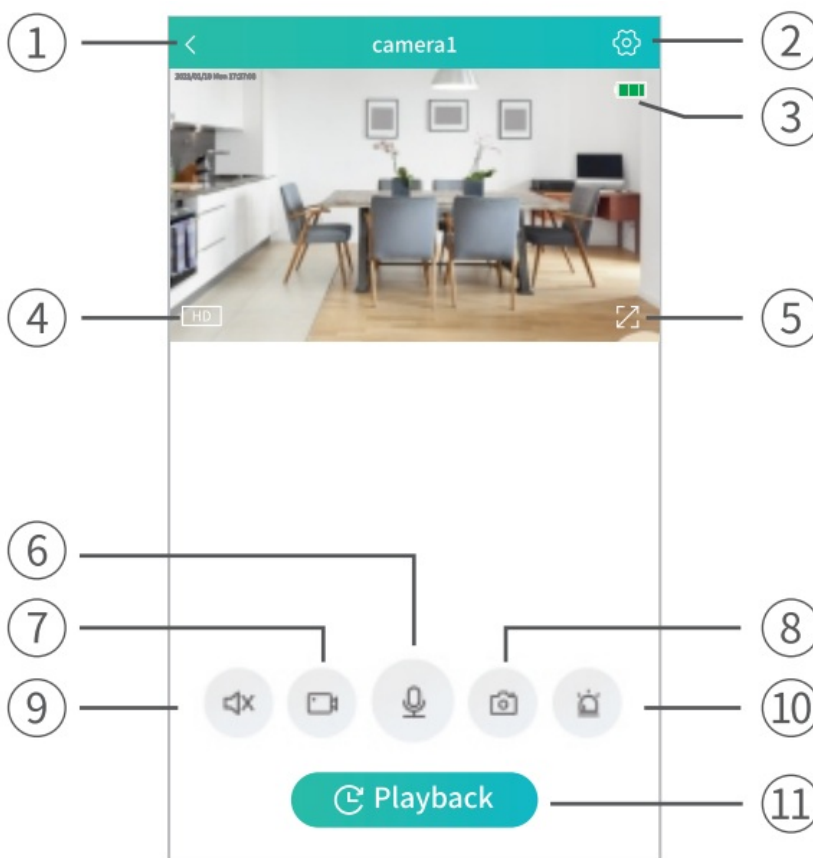
## Me:

Manage your account, check instructions for Alexa, clear the cache, get more help and check information about the app.

## Live Video

Tap the preview of the camera to watch live video

1. Back to the home page.
2. Camera Settings.
3. Battery status of the camera. If the battery icon turns red, please charge the camera in time.
4. Toggle between HD and FHD; HD is recommended for smoother streaming.
5. Full screen.
6. Tap and hold to talk with people near the camera.
7. Tap to start recording the live video; tap again to end and save it to your phone.
8. Tap to capture a photo and save it to your phone.
9. Turn on/off the live audio from the camera.
10. Tap to check events. © Tap to playback the videos recorded in cloud or memory card.



## Video Recording and Playback

There are two options to store videos: by cloud and by a memory card. If you select to store videos by cloud, you can subscribe to a cloud plan as needed, which contains the options of 3/7/30 days rolling storage. If by a memory card, please purchase it by yourself.

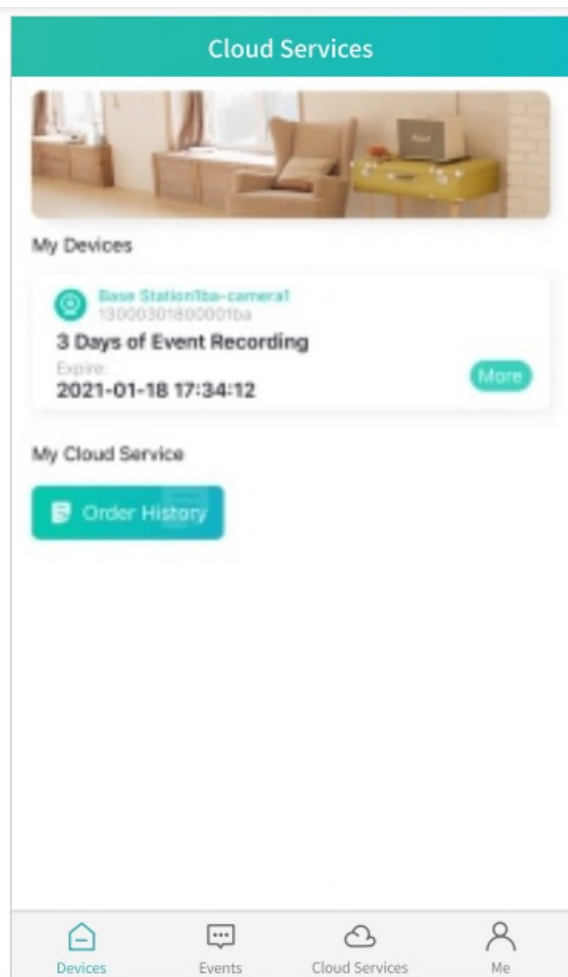
### Tip:

This system doesn't support full day recording. With motion detection enabled (by default), the Base Station will only record videos when the camera detects motion caused by animals or humans.

### By Cloud

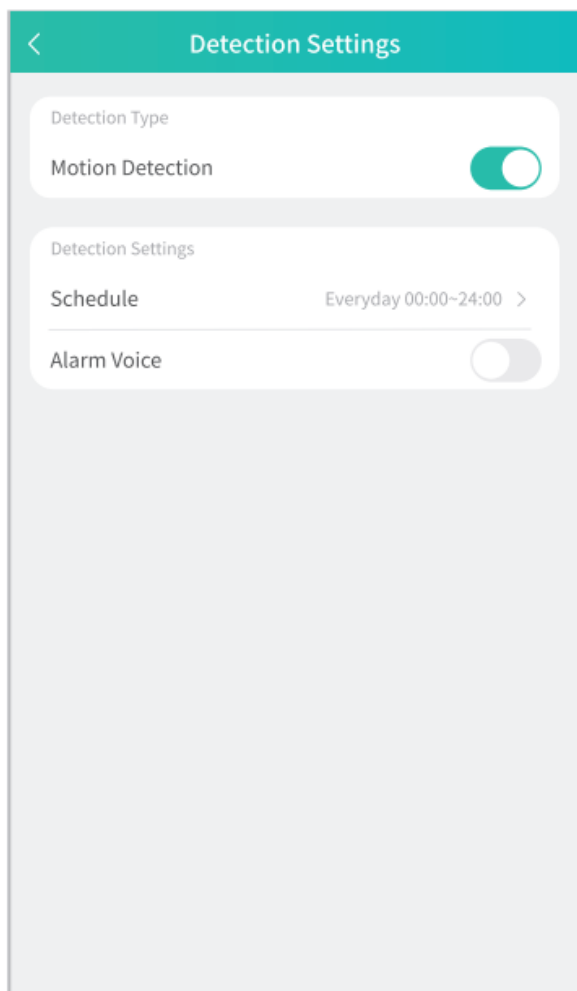
#### Step 1:

Tap **Cloud Services** on the home page to subscribe to a cloud plan for the camera. If you have connected two or more cameras, you need to pay for a cloud plan for each camera.





**Step 2(optional):**

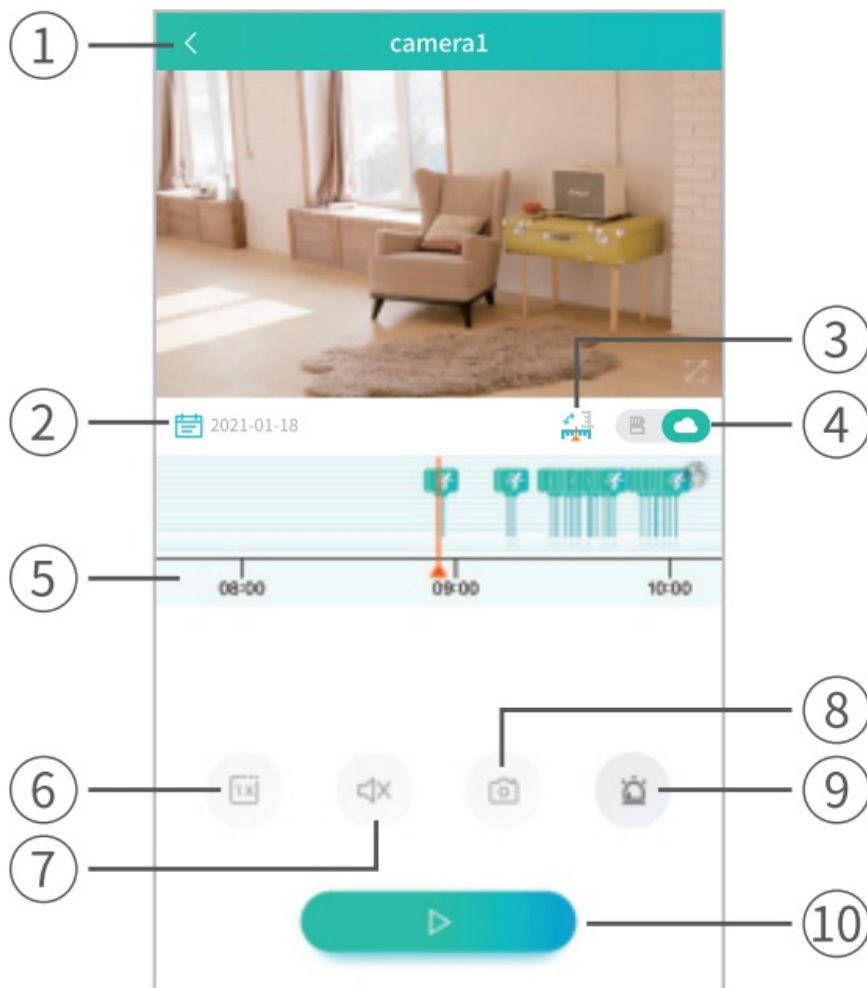
Go to **Camera Settings > Detection Settings** to set a detecting schedule for the camera. Then the camera will only detect motions and record videos at the certain time period, and will enter sleep mode at other times.



### Step 3:


Tap  Playback on the live video and select  to watch videos recorded in cloud.

1. Back to live video
2. Calendar
3. Timeline by vertical or horizontal
4. Playback recorded videos from cloud/memory card
5. Timeline
6. Video playback at the speed of x1, x2, x4
7. Turn on/off audio
8. Screenshot
9. Enter the Events interface
10. Play/pause

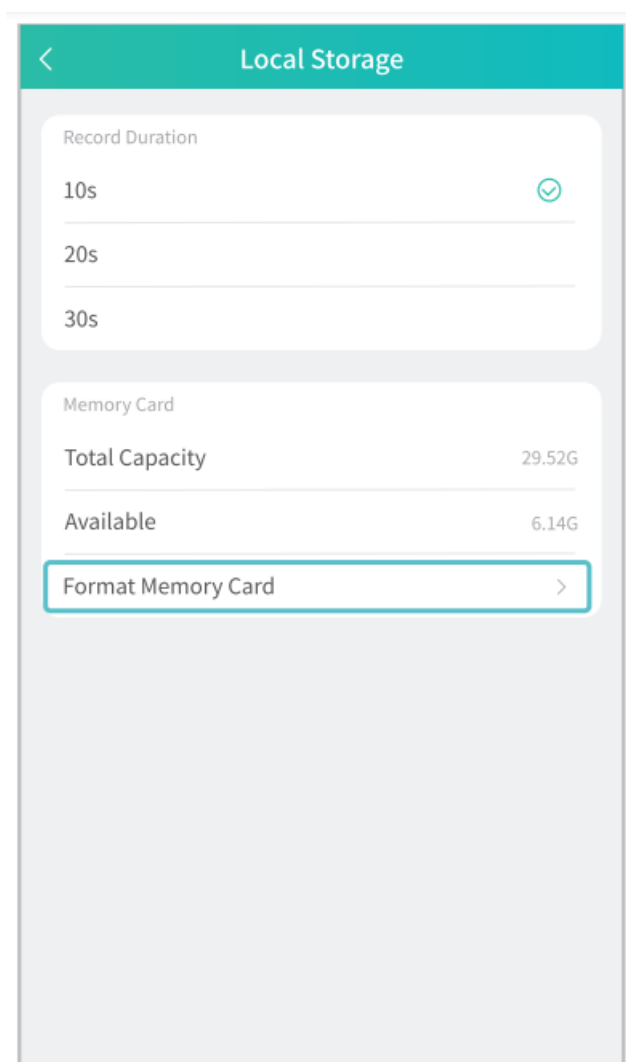


## By a Memory Card

### Step 1:

Install a memory card(up to 128G) to the Base Station before powering it on, then tap  on the home page to enter the Base Station Settings.

Tap **Local Storage** > **Format memory card** to format your card before the first use. 1/M=MPRIP



### Step 2:

Select how long to record videos when the camera detects motion. You can select from 10s, 20s and 30s and it is 10s by default.

### Step 3(optional):

Go to **Camera Settings > Detection Settings** to set a detecting schedule for the camera. Then the camera will only detect motions and record videos at the certain time period, and will enter sleep mode at other times.

### Step 4:


Tap  Playback on the live video and select  to watch the videos recorded in the card.

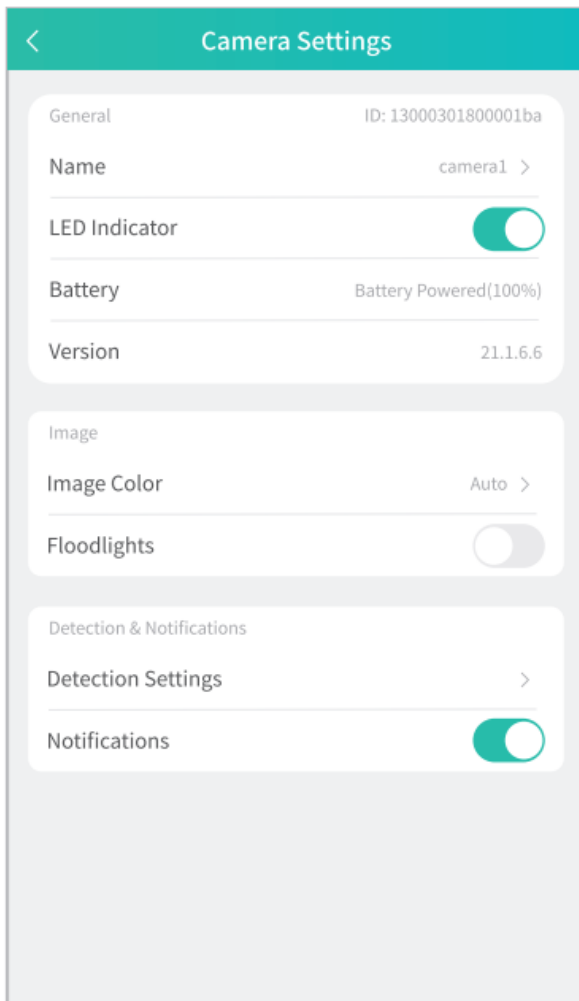
### Notes:

1. If you have both installed a memory card and subscribed to a cloud plan, the videos will be recorded in the memory card and cloud at the same time.
2. For videos recorded in the card, you can also watch them on your computer through the VLC media player.
3. Recording videos by cloud is recommended for better user experience and more comprehensive functions.

## Alarm and Notifications

### Alarm Settings of Camera

Tap the preview of the camera on the home page, then tap  on the top right corner to enter the Camera Settings.



### 1. **About Motion Detection**

Go to **Detection Settings**, then you can enable/disable motion detection. If you disable the motion detection, the system will not be able to record videos and send push notifications.

### 2. **About Alarm Sound**

Go to **Detection Settings** and switch on the Alarm Sound, the camera will give out sound alarm when it detects motion.

### 3. **About Floodlight Alerts**


Switch on **Floodlights**, the floodlights will automatically turn on when the camera detects motion at night, which will help you monitor in the dark and get clear colorful videos.

You can refer to the form below to get your desired image effect.

Image Color option/image color/ Flood lights	Auto	Black & white	Colored
Enabled	Colorful by day; black & white at night(but colorful when motion detected)	Colorful all the all the time	Colorful all the all the time
Disabled	Colorful by day; black & white at night	Colorful all the all the time	Colorful all the all the time (not clear in the dark)

## Alarm Settings of Base Station

### About Buzzer

Tap  on the home page to enter the **Base Station Settings**.  
Turn on Buzzer, the Base Station will give out sound alarm when the camera detects motion.

### Notifications

Tap the preview of the camera on the home page, then tap (Don the top right corner to enter the Camera Settings. Switch on the Notifications, the Heim Smart app will send push notifications to you when it detects motion.

**Note:** Please ensure that the motion detection is not disabled.

## Device Sharing

This function allows your family members to access the camera. And there is no limit to the number of account sharing.

**Step 1:** Instruct your family members to download and install the Heim Smart app, then register an account.

**Step 2:** Tap 0 on the home page to enter the Base Station Settings. Go to Share > + enter your family's account to share your device with your family.

### Work with Alexa

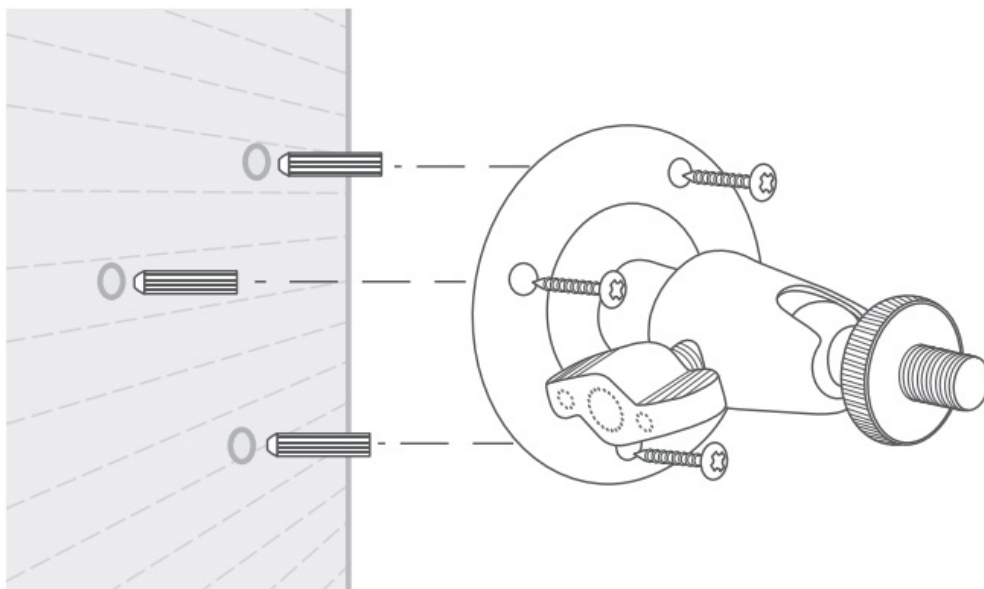
Your camera is able to work with Alexa. Please log into Heim Smart app, go to home page and tap **Me > Alexa** to get the detailed instructions.

## Install the Camera

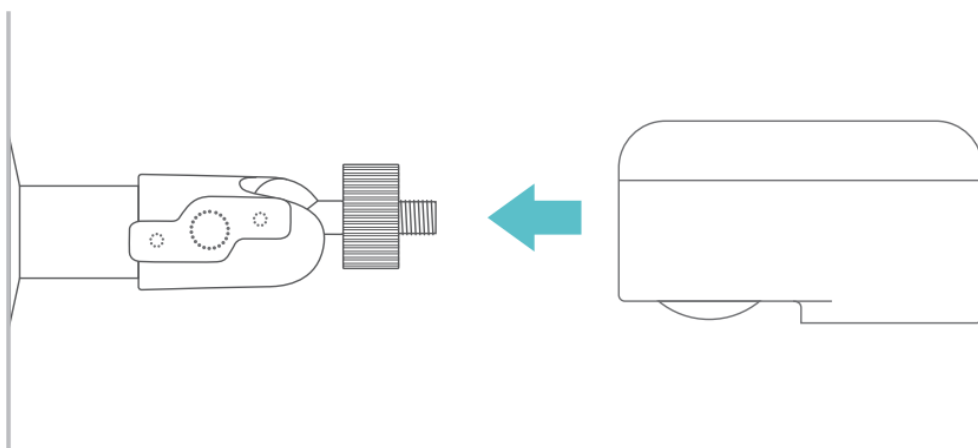
This wireless security camera system comes with a camera mount and screw kit. Please install the camera as follows.



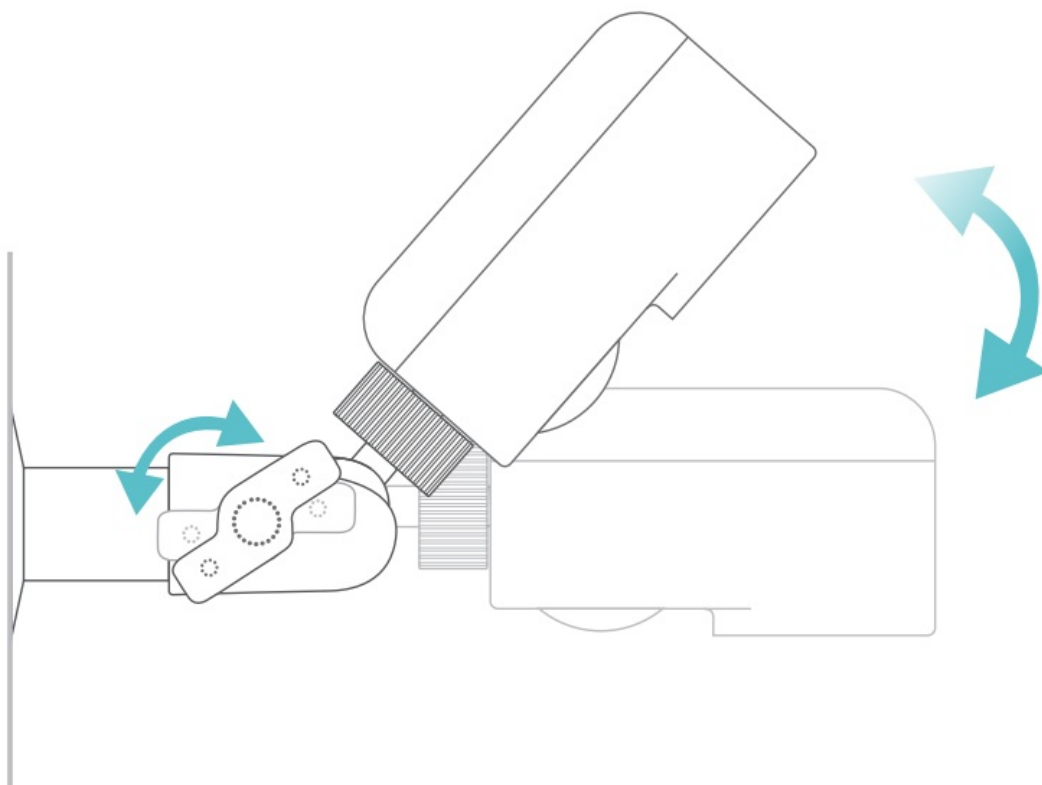
1. Fix the base of the camera mount with the screw kit.



2. Screw the camera to the mount.



3. Adjust the camera orientation.



## **FAQ**

### **Q1. Does this model support Google Home/Assistant?**

- No, it doesn't support yet.

### **Q2. Can I use the camera without the Base Station?**

- No, the camera and the Base Station must work together.

### **Q3. The HeimSmart app can not find the Base Station.**

- Ensure that you have connected the Base Station to the router through the Ethernet cable.
- Ensure that your phone is connected to the same router's network as your Base Station.
- Press and hold the Reset/Pair Button on the Base Station for 10s until you hear a beep to reset it, then try again.

### **Q4. How many cameras can I connect to a Base Station?**

- 4 cameras can be connected to one Base Station. And you can connect multiple Base Stations to one HeimSmart account.

### **Q5. Can I share it with my friends?**

- Yes. Please go to Base Station Settings > Share to share it with your friends.

### **Q6. I can not receive push notifications.**

- Make sure you have allowed Heim Smart APP to send push notification in the phone's settings.
- Make sure you have enabled the Notifications in the settings of Heim Smart App.
- Make sure you have enabled motion detection.

### **Q7. How long can the battery last for a full charge?**

With 4 batteries of 2400mAh, the camera is able to run about 12 months (Data from Heim Vision Lab). However, frequent wake-ups, too high or low temperature, battery quality or other factors will influence the actual running time.

## **Important**

1. Do not over charge the battery.
2. Do not put the battery into a fire, or heat the battery. Keep the battery away from fire. Do not store the battery in high temperature environment.
3. Keep the battery away from any sharp objects that could puncture into the battery to avoid risks of explosion

and fire.

4. Don't use the battery if it emits an odor, deformation, leakage or any other abnormality.
5. Non-rechargeable batteries are not to be recharged.
6. Batteries are to be inserted with the correct polarity (**+** and **-**).
7. If the battery leakage accidentally gets in your eyes, do not rub your eyes but immediately wash them with clean running water, and then seek medical assistance.
8. Do not dispose of the battery as ordinary municipal waste. Please refer to local regulations on waste disposal of electronic products.



BATTERY MUST BE RECYCLED OR DISPOSED OF PROPERLY aer

## Specifications

**Frequency Range:** 2412-2484M Hz

**Transmit Power(EIRP):** < 19dBm

## FCC CAUTION

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

### Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## ISED WARNING

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm. .

## CAUTION

### RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

— — — The symbol indicates DC voltage



## RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. This product can be used across EU member states. The device is low power device, it can meet the requirement or the RF exposure.

EU Compliance Statement: Shenzhen VanTop Technology & Innovation Co., Ltd. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the Directive 2014/53/EU.

A copy of the EU Declaration of Conformity is available online at <https://doc.vantop.com>.

## CUSTOMER SUPPORT

North America: [support@heimvision.com](mailto:support@heimvision.com)

United Kingdom: [support.uk@heimvision.com](mailto:support.uk@heimvision.com)

Deutschland: [support.de@heimvision.com](mailto:support.de@heimvision.com)

France: [support.fr@heimvision.com](mailto:support.fr@heimvision.com)

Espino: [support.es@heimvision.com](mailto:support.es@heimvision.com)

Italia: [support.it@heimvision.com](mailto:support.it@heimvision.com)

EI: [support.jp@heimvision.com](mailto:support.jp@heimvision.com)

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[@heim vision -Official](#)



[www.heimvision.](#)



**Documents / Resources**

	<p><a href="#">HeimVision ASSURE B1 Wireless Security Camera System</a> [pdf] User Manual</p> <p>ASSURE B1, Wireless Security Camera System, ASSURE B1 Wireless Security Camera System</p>
	<p><a href="#">HeimVision Assure B1 Wireless Security Camera</a> [pdf] User Manual</p> <p>HMA002, 2AQ3A-HMA002, 2AQ3AHMA002, Assure B1 Wireless Security Camera, Assure B1, Wireless Security Camera</p>