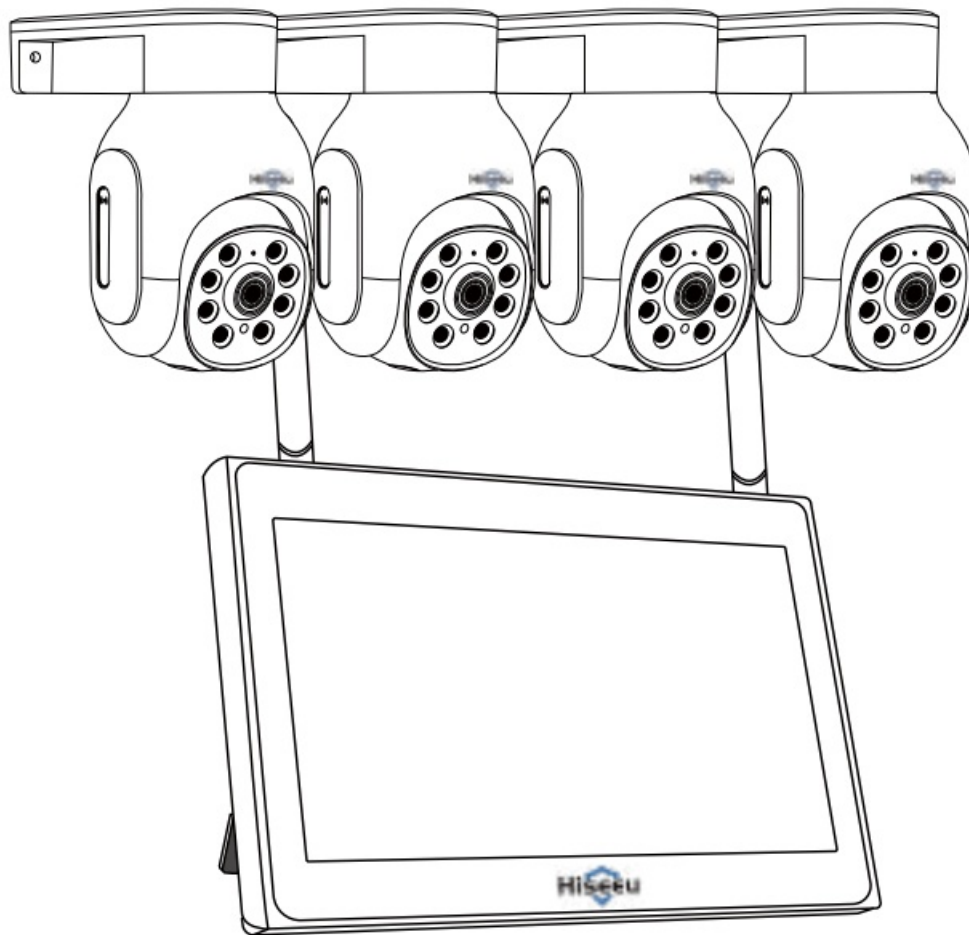


HISEEU A029-V1.0 5MP Wireless Security Camera System User Guide

[Home](#) » [Hiseeu](#) » HISEEU A029-V1.0 5MP Wireless Security Camera System User Guide 

HISEEU A029-V1.0 5MP Wireless Security Camera System



Contents

- 1 Statement
- 2 Safety Caution
- 3 Out Of Box Audit
- 4 NVR
- 5 10 inch NVR
 - 5.1 WIFI Camera
 - 5.2 Hard Drive Installation
 - 5.3 System Installation
 - 5.4 Start-up Guide
 - 5.5 Add Camera to the NVR
 - 5.6 App Remote View
 - 5.7 Menu Option
 - 5.8 Split screen
 - 5.9 Playback
 - 5.10 Download Record
 - 5.11 Camera Setting
 - 5.12 System Setup
 - 5.13 Light Control
 - 5.14 App Function Settings
 - 5.15 To view on MAC and Windows Computer
 - 5.16 Frequently Asked Questions
 - 5.17 Customer Support
- 6 Documents / Resources
 - 6.1 References
- 7 Related Posts

Statement

The quick user guide will introduce most of the function of the system. This user guide may contain inaccurate content due to hardware and software upgrade. For latest user manual, please email Jason@hiseeu.com to get it.

Safety Caution

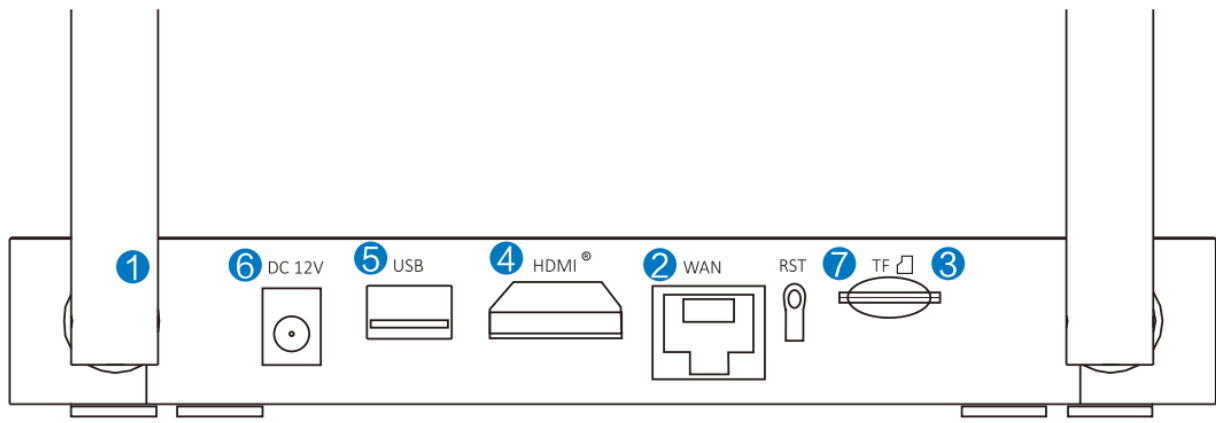
- Please do not put any fluid container on the product.
- Please use the product in ventilated environment and prevent blocking the vents.
- Please use included power supply with the product to prevent damage to the product.
- Please use the product under its standard working temperature and humidity. (advised in this manual or distributor's website)
- Dust on PCB may cause short circuit. It is suggested to clean the dust on PCB timely to make the product work properly.
- Please obey the regulation and policy in your country and area during the installation of this.

Out Of Box Audit

After receiving the product, please check all products and according to distributor's package including information. If the product missed or damaged, please contact with the seller directly.

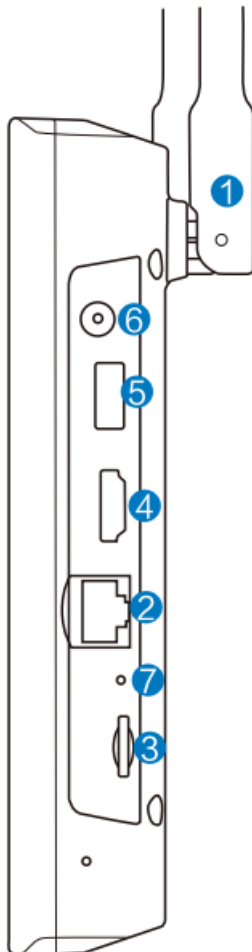
Packing list		
S/ N	Item	Quantity
1	Mini WIFI NVR	1pcs
2	1 DC 12V 2A (for NVR) & 4 12V 1A power supply (Camera)	5pcs
3	User manual	1pcs
4	WIFI IP Camera	4pcs
5	Screw bag	4pcs
6	Antenna Extension Cord (fixed antenna camera system not included)	1/2(4CH/8CH) pcs
7	Network cable	1pcs
8	HDMI cable	1pcs
9	USB mouse	1pcs

NVR

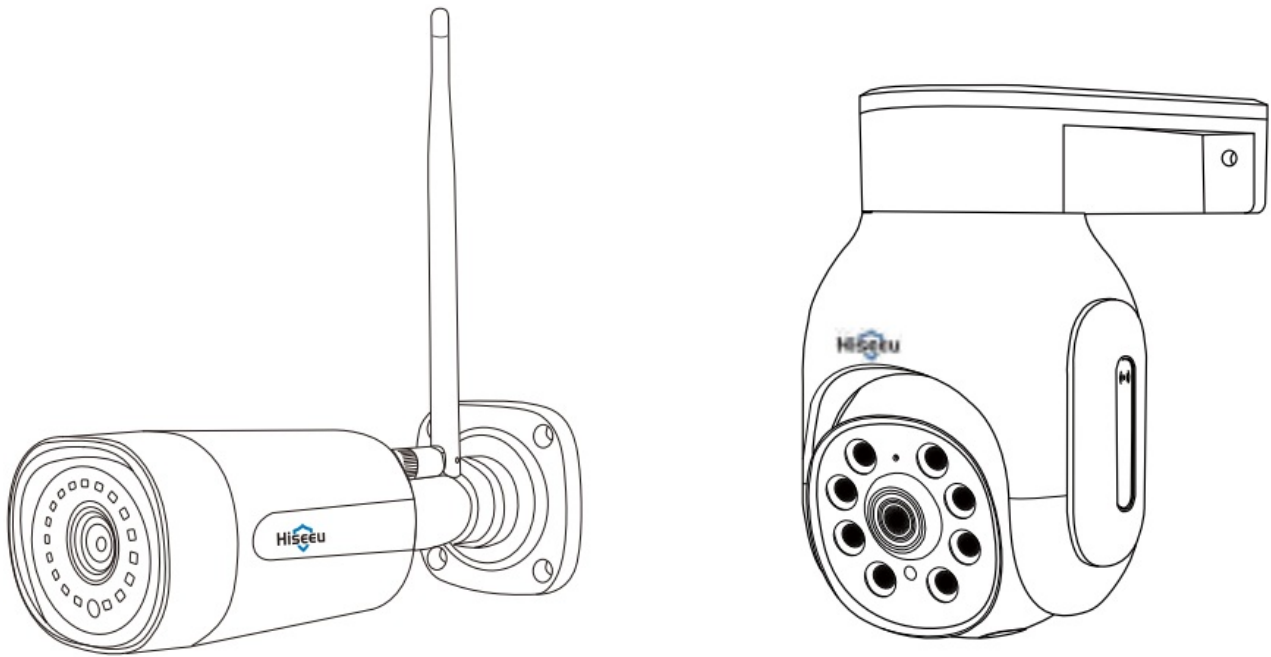


10 inch NVR

1. Antenna port: Dual antennas expand the WIFI range
2. WAN port: Connect the NVR to the Internet
3. TF card slot: TF card interface
4. HDMI interface: Connect to high-definition TV
5. USB port: Connect mouse and U disk
6. Power supply: DC power input (12V/2A)
7. RESET: Press and hold for 3 seconds to reset (clear the password network and other settings, do not clear the camera channel, release button and restart to take effect), continue to press the reset button for 10 seconds to restore to factory setting (clear the password, including all settings, such as camera channels and so on)



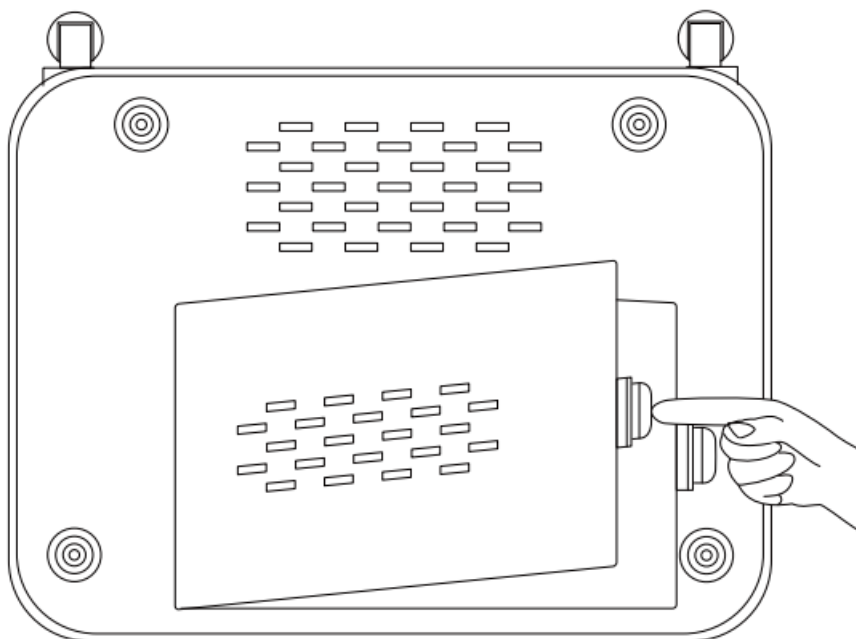
WIFI Camera



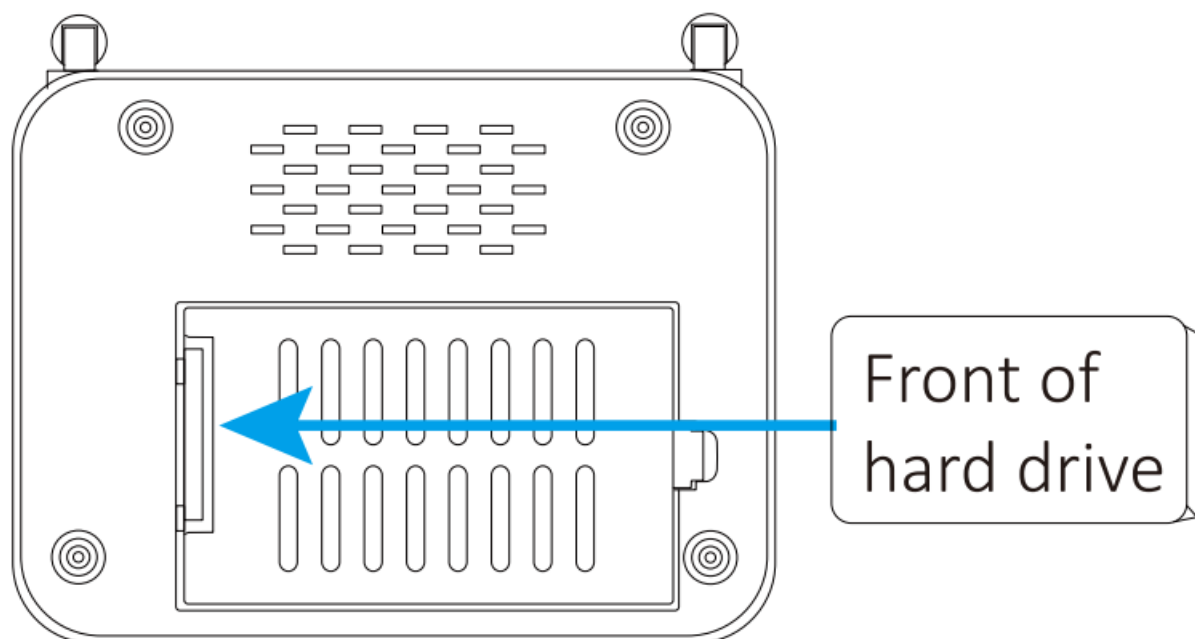
1. WIFI antenna: WiFi connection with camera
2. DC Port: Input power 12V/1A Reset Button: Press 6s to reset camera to factory setting or pair with NVR by WiFi connection

Hard Drive Installation

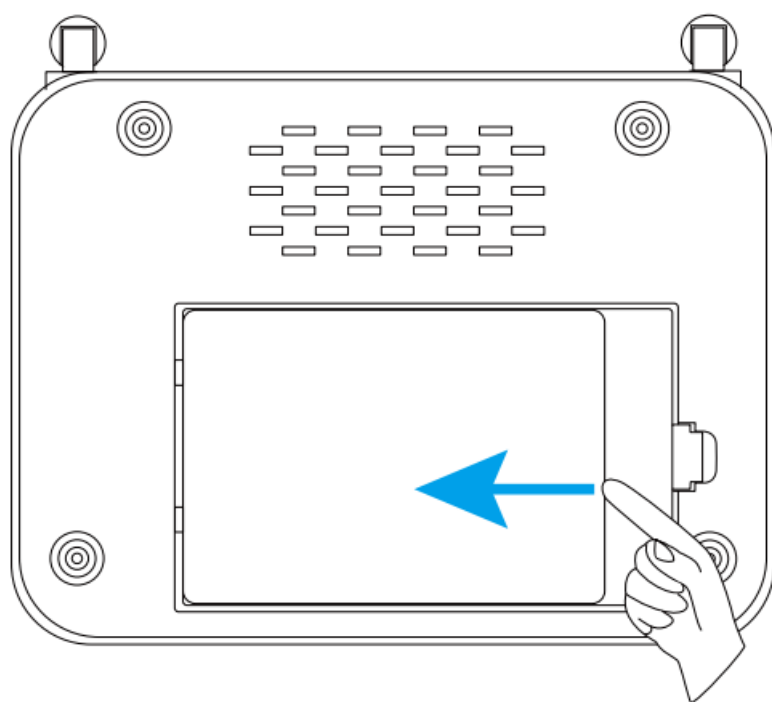
1. Open the hard disk cover on the back of the chassis and remove the cover.



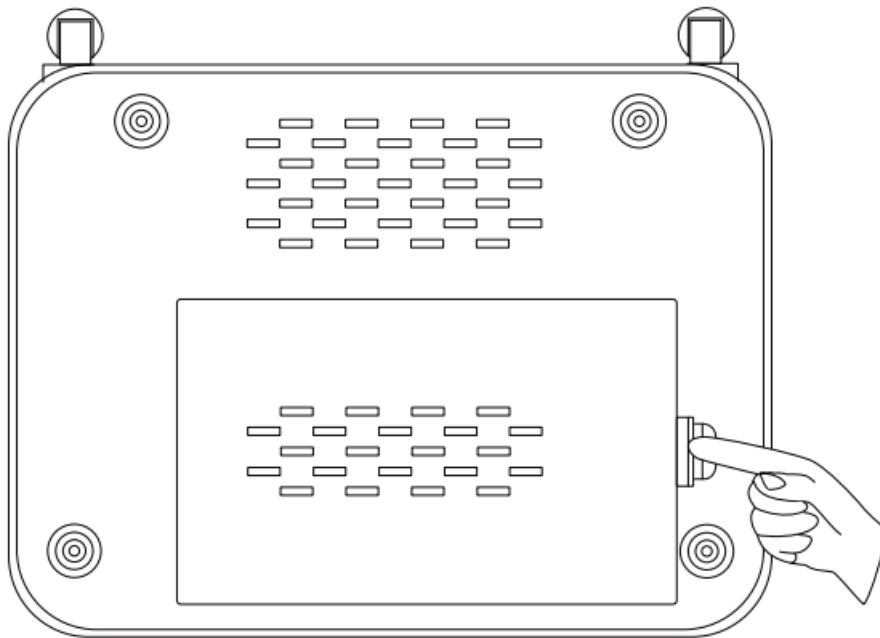
2. Align the hard disk socket with the wiring port on the NVR, insert the hard disk, and pay attention to the direction of the hard disk.



3. Align the hard disk with the hard disk socket and push it to the left to fix the hard disk.



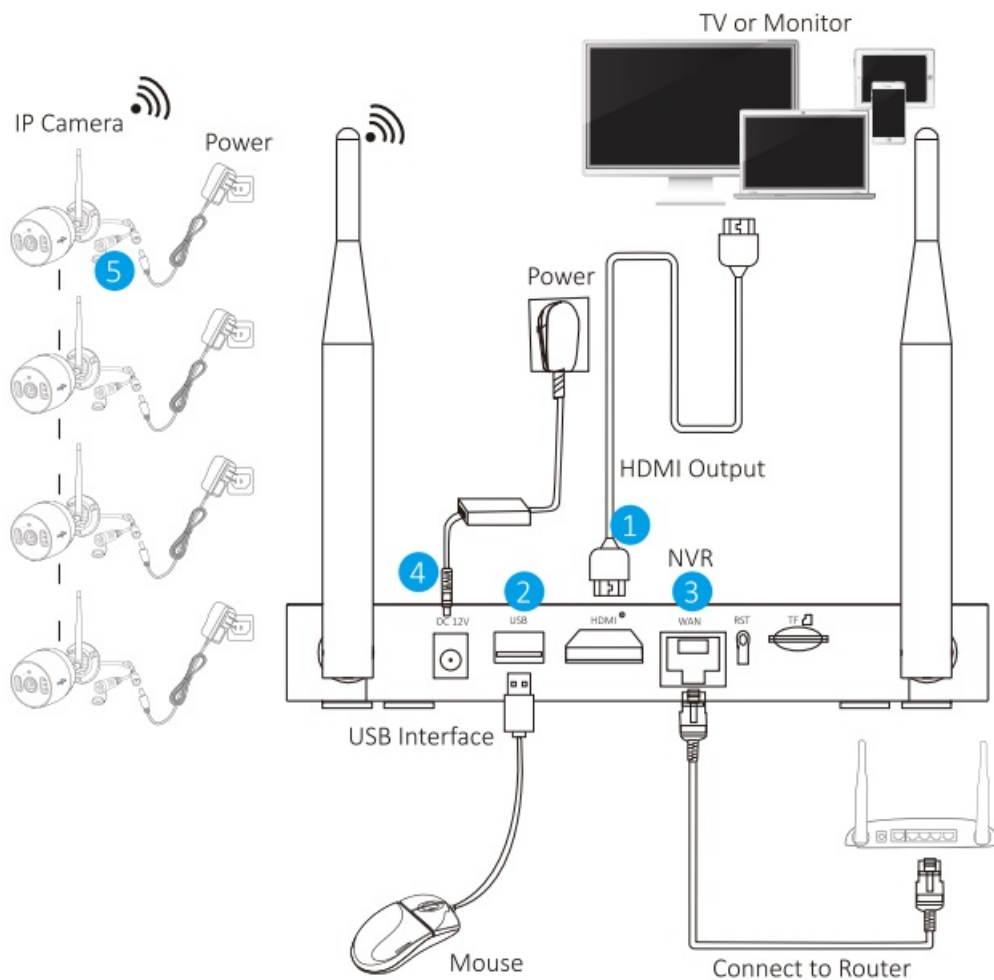
4. Close the hard disk cover.



System Installation

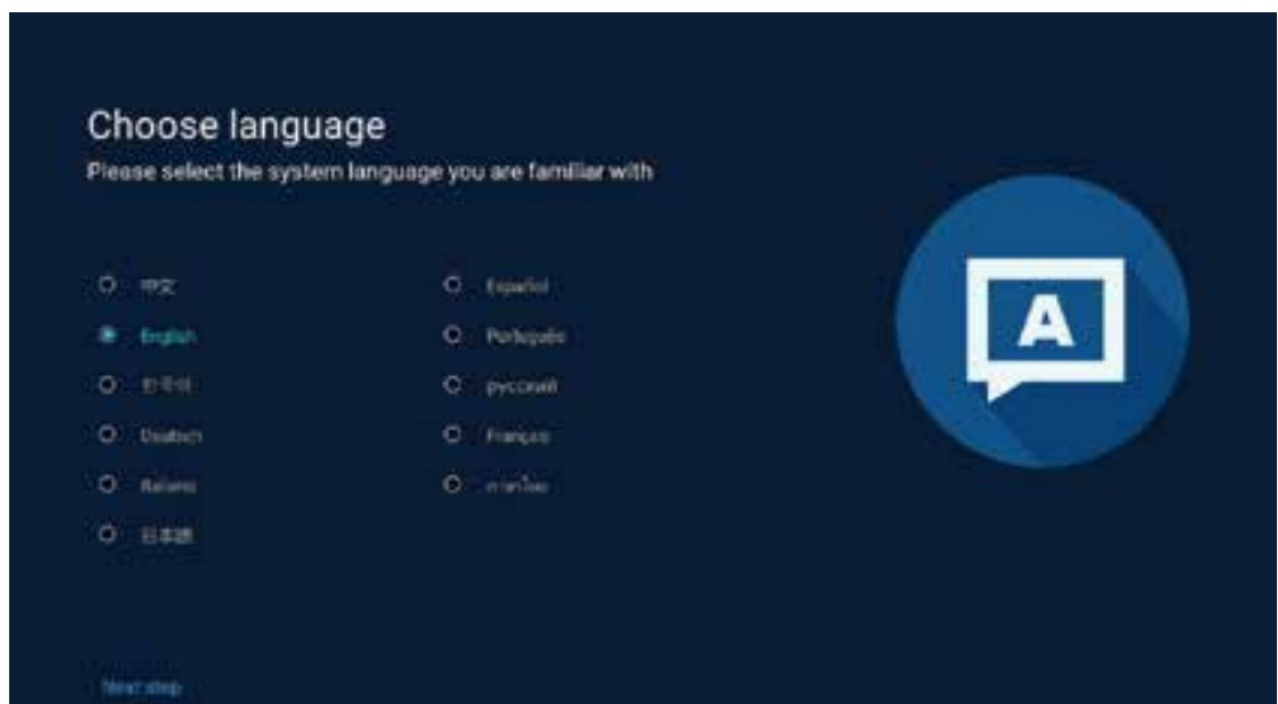
Connect the system as shown in the steps below

1. Insert one end of the HDMI cable into the HDMI port of the NVR rear panel, and the other end into the HDMI port of the TV or monitor
2. Plug the mouse (included) to an USB port on back of NVR. Then you can login in the system. In the OS you can find fullest functionalities including live view, record, playback, video backup and all settings
3. Connect one end of the network cable to the WAN network interface of the NVR rear panel, and the other end to the home router or network access point. You can also connect WiFi network without connecting to the network cable.
4. Plug the NVR to power (use bigger 12V/2A power adapter)
5. Plug cameras to power (use smaller 12V/1A power adapters)



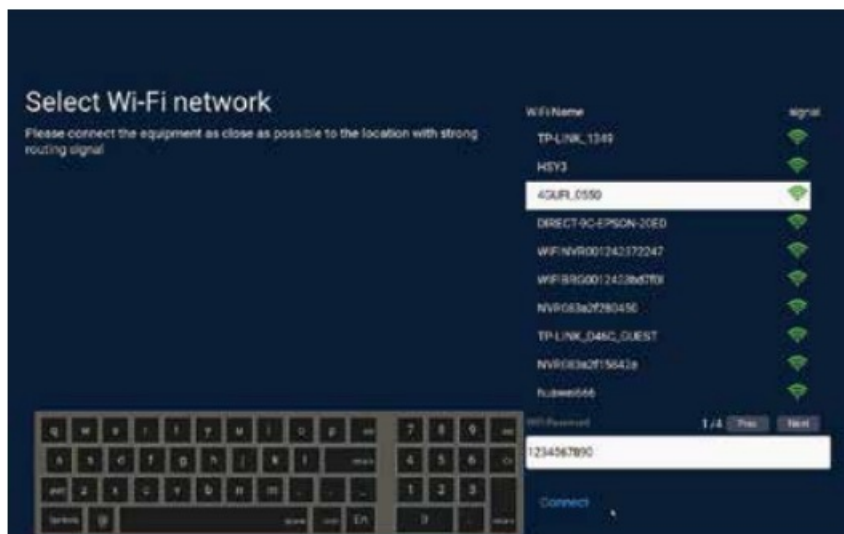
Start-up Guide

1. The system provide more language to choose, you can select Chinese, English, Spanish and so on.



2. Click "Next Step" to connect your home WiFi, click "Wireless network settings", NVR will automatically search for WiFi near you home, select your home WiFi and input password, click connect. (Please note: only support

2.4Ghz WiFi network, 5Ghz not supported)



3. It means NVR has successfully connected to the Internet if display “Health Network”. Then click “Next step” .



4. Turn on “Automatically set time” option, if time is incorrect, please manual select your time zone.

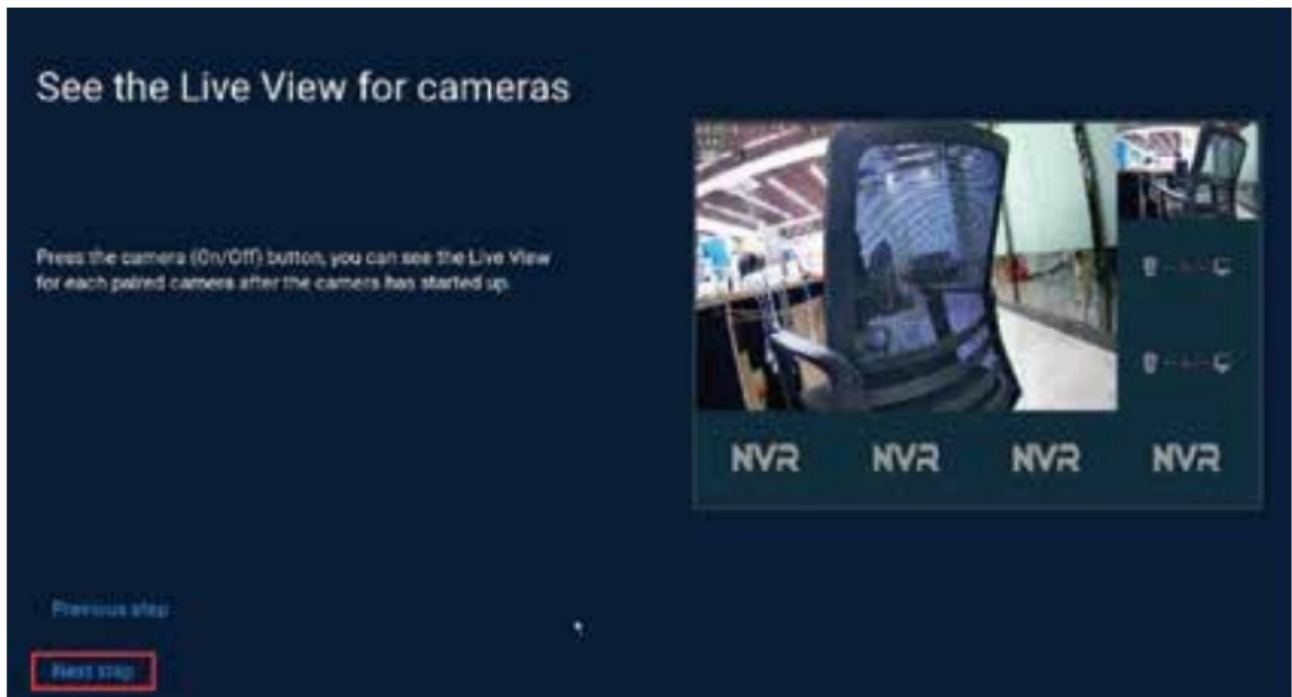


5. Please format the HDD when you first startup the NVR. Check whether NVR recognize hard drive. If it is not recognized, the HDD information will not be displayed.

If there is no HDD information, please check if the NVR power adapter is 12V/2A or 12V/3A. The 12V/1A power supply can't run the hard drive.



6. The next step, after the cameras are plugged in, NVR will be paired camera automatically without manual addition. You can check whether all images have been displayed on this interface.



7. The last step is set up password for you system, then click “Next Step” Finally, click “Done”.



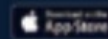
8. You can scan the QR- code to download the app and remote view.

Download The App

1.Scan the QR code on the left, download and register the app

2.Scan the QR code on the right side of the APP to add the current device,you can view the real-time image of the camera anytime and anywhere,and receive the camera message notification instantly

Eseecloud App



Current Equipment




Cloud ID
4175416932

[Previous step](#)

[Done](#)

Add Camera to the NVR



Power on all the cameras and NVR, click  to add camera, NVR will search and adding the cameras automatically.

4 Go back

[Manually](#)

Power the cameras

Within 1 meter of the camera, turn on the power of the camera. After the camera has started up, please press and hold the Reset button to reset the camera (for devices with network ports, please use a network cable to connect to the NVR's network).

[Continue](#)

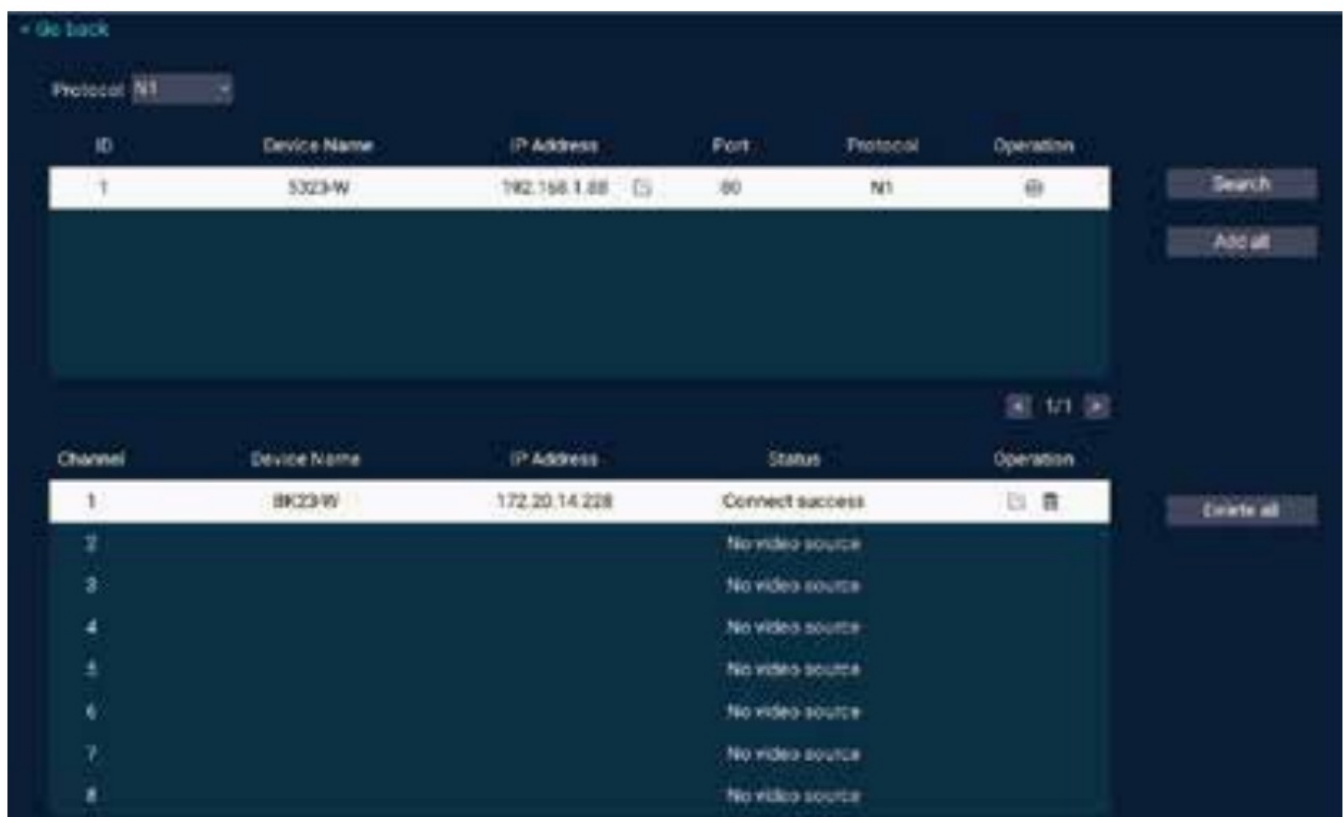


Method 1:



Method 2:

Click Manually: you can see the camera IP address on this interface.



App Remote View

You can also search "Eseecloud" on App store or Google Play.



EseeCloud

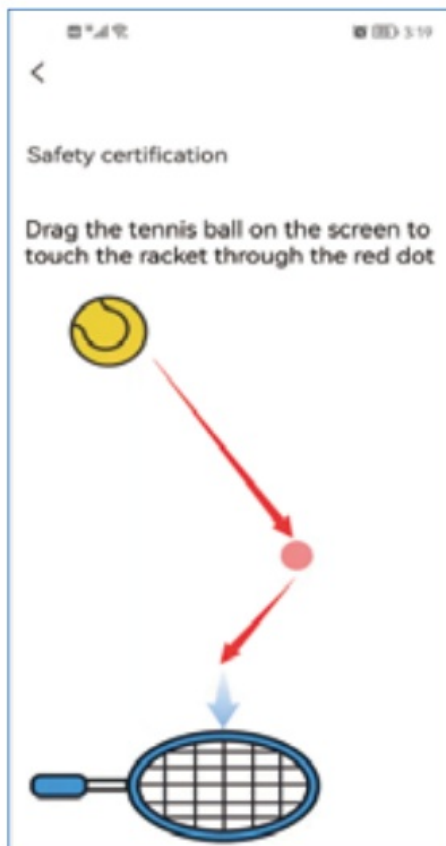
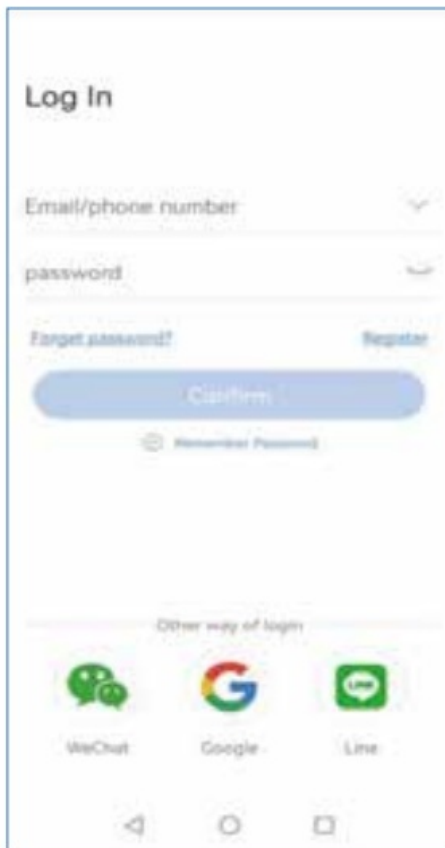


APP Download


Note: For IOS system, it requires IOS 9.0 version or above. For Android, Android 5.0 or above.

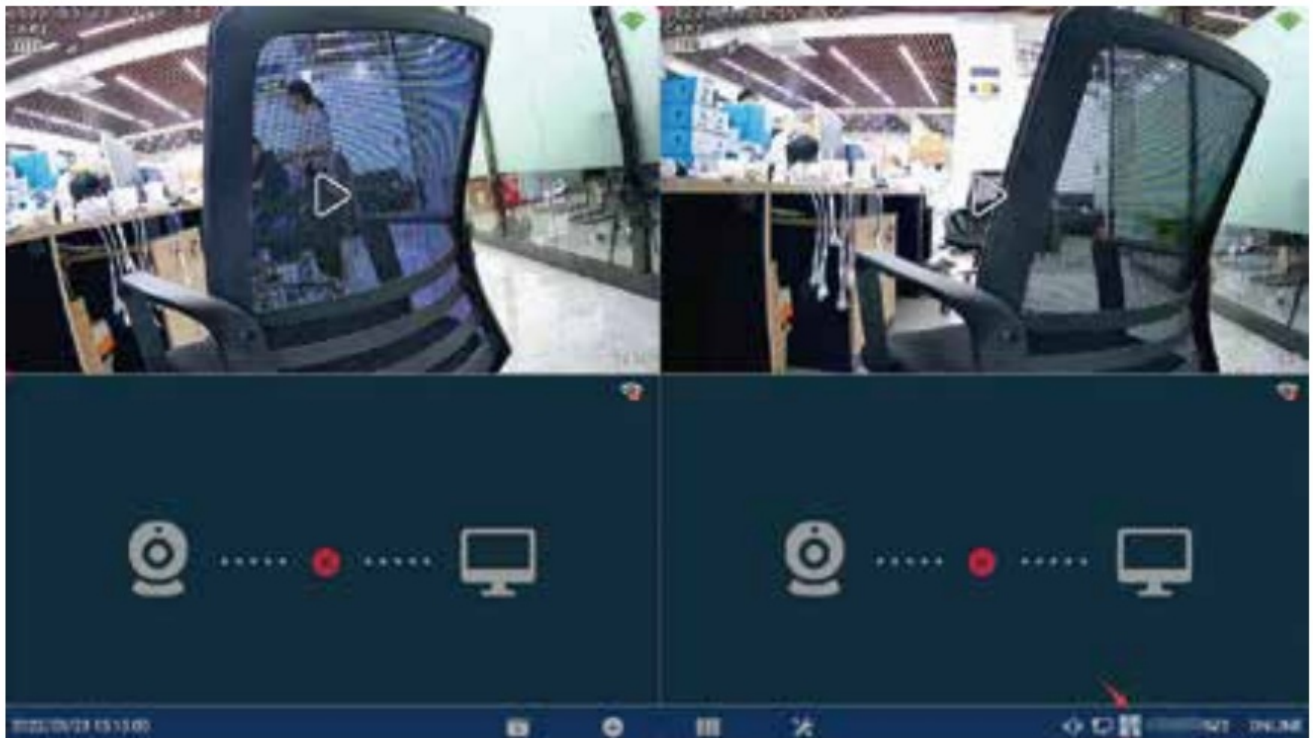
Register Account

1. Go to login interface, click “Register”
2. Register with your phone number or email address, click “Confirm”
3. You need to manually press and hold the tennis ball, drag it to the red dot, and then drag it to the tennis racket to go to the next step.
4. You’ ll receive a verification code, Input the verification code and set up your own password, then click “Confirm” to complete.



Add device on the app


1. Go to NVR, click  icon to view a QR-code and device cloud ID.
2. Click"+ Add camera" on the app, scan QR-code of NVR, input device password, confirm.
3. Setting device name, click" Add" , complete.



[< Go back](#)

Download The App


1. Scan the QR code on the right to download and install the app and complete account registration
2. Scan the QR code below to add the current device through the APP; you can view the camera's real-time picture anytime and anywhere, and receive the camera's message notification instantly





Cloud ID
4175416932 (ONLINE)

Device password
[Modify Password](#)

Eseecloud App





Menu Option

Right click your mouse, you will see the main menu option.



Split screen: Change the view state, you can choose to view multiple or single cameras.

Playback: Enter the video playback interface to play the recorded video, and you can click “Export Video” to download the record via USB disk.

Please note: the system can only view the playback of 4 channel at a time.

Camera: View the settings related to the added camera, such as set up record plan, motion detection and add extra camera etc.

System Setup: Manage all system settings.

Channel Sort: Adjust the camera channel sorting order.

Diagnostics: Diagnose camera status, signal and firmware version

Network: View your devices network connection.

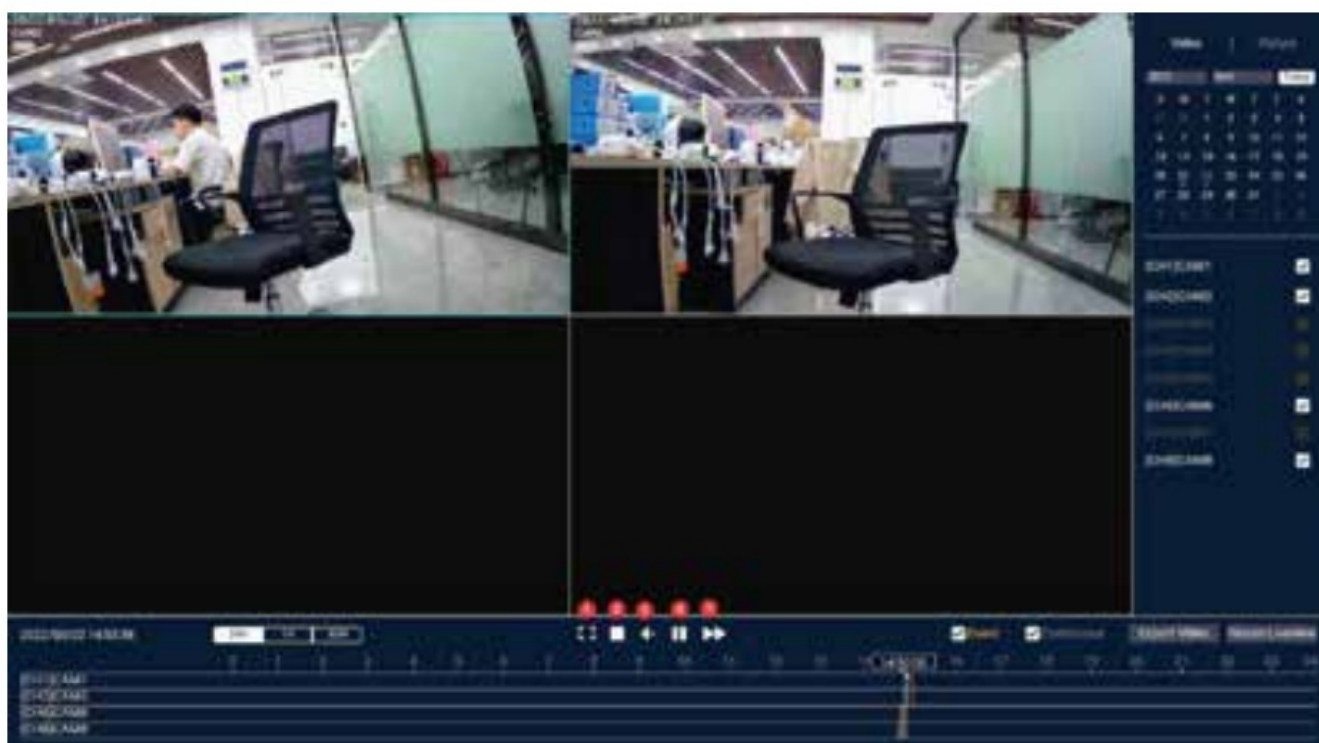
Log down: gout, restart, shutdown functions.

Split screen



Change status of live view. Support xl view, x4 view, x6 view, x8 view

Playback



Right click the mouse > click playback, it will automatically start retrieving the video of the day (default video playback) Select the video playback type (video playback or AI playback) , date, channel and recording type, the recording will be retrieved in real time.

Button description

1. Play in full screen;
2. Switch to 1 screen or 4 screen playback;
3. Turn on sound
4. Play
5. Fast forward 2 times, 4 times, 8 times;

Download Record



1. You can insert a SD card to backup videos, which is easy and convenient in the video playback interface.
Select the channel window that needs to be backed up > click the backup Video button in the lower right corner
> select the export folder > click export.
2. You can insert the USB disk to backup the video
3. Please refer to the instruction link on our official website to backup it:
<https://www.hiseeu.com/a/help/article/27625>

Camera Setting

1. Setup Record Plan
Right click the mouse > click camera > keep recording



Provide two record modes to choose.

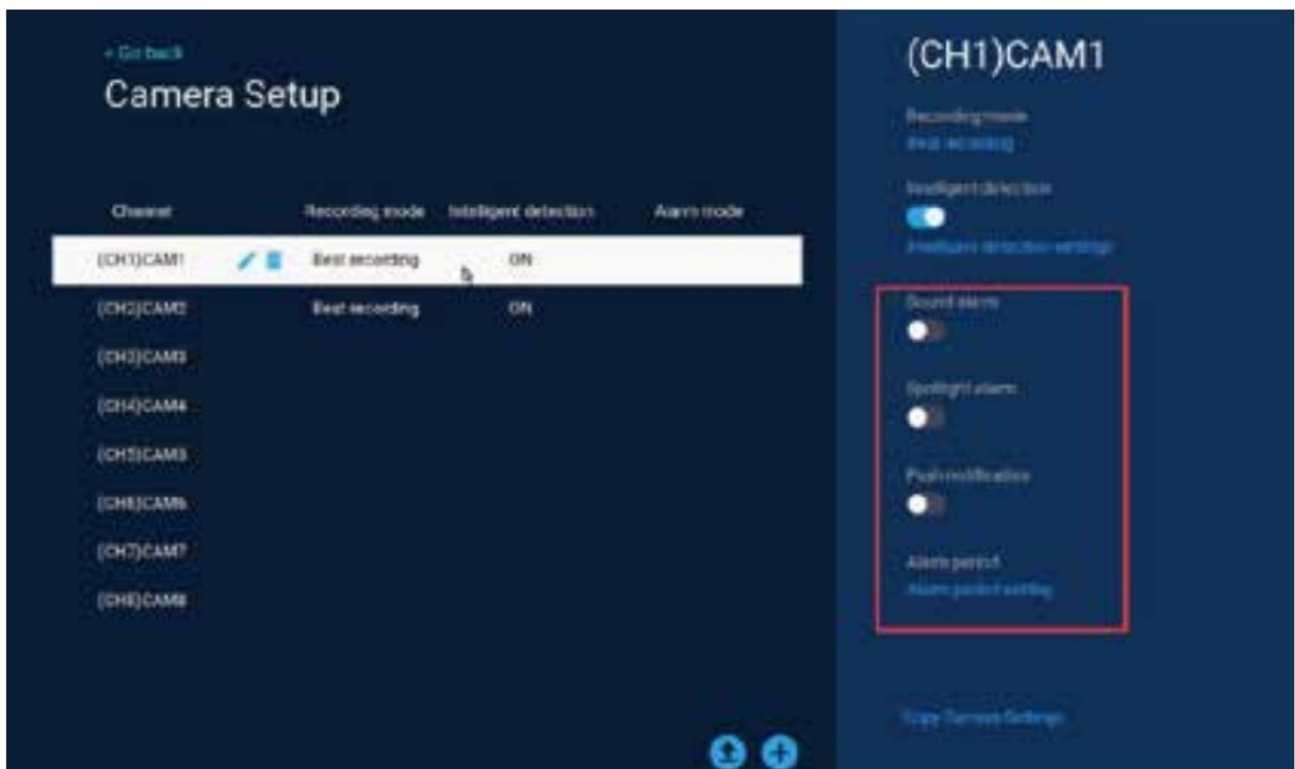
Continuous Recording: The camera will record 24/7.

Event Recording: Normally, the camera will enter sleep mode.

When movement is detected, it will record.

Please remember turn on “Sound Recording” option, otherwise, camera only record video, not record sound.

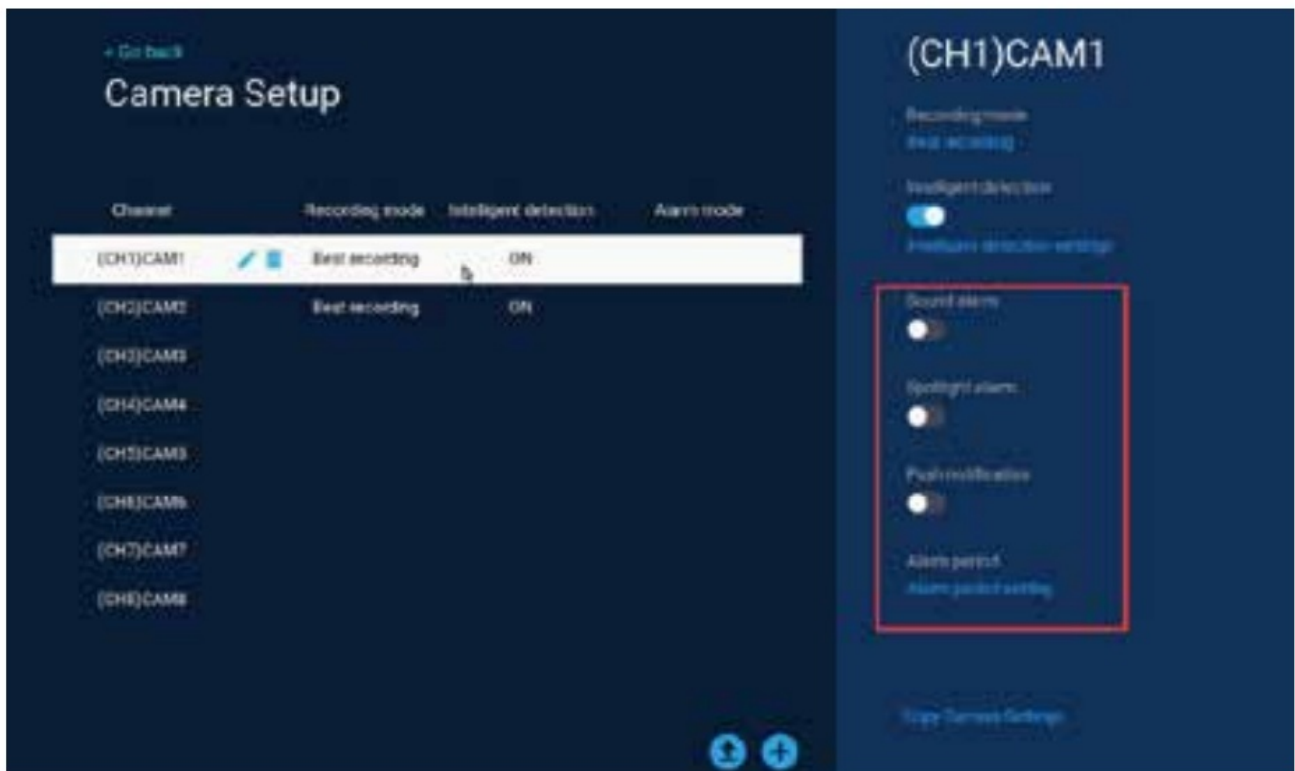
2. Motion Detection



Click “Intelligent detection alarm settings” then, you can setup motion detection.

A. Custom detection area: set the motion detection area, get less motion detection.

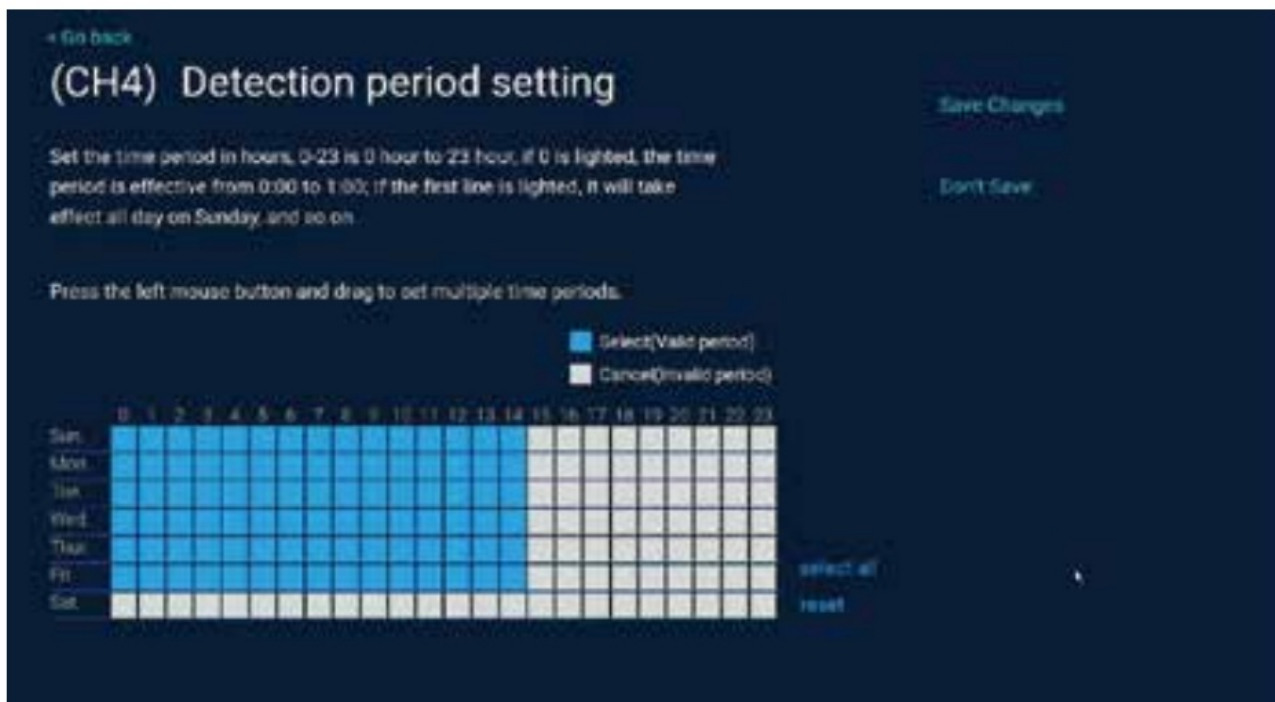
B. Sensitivity: if you get many motion detection notification, adjust the sensitivity to lower to decrease motion detection notification.



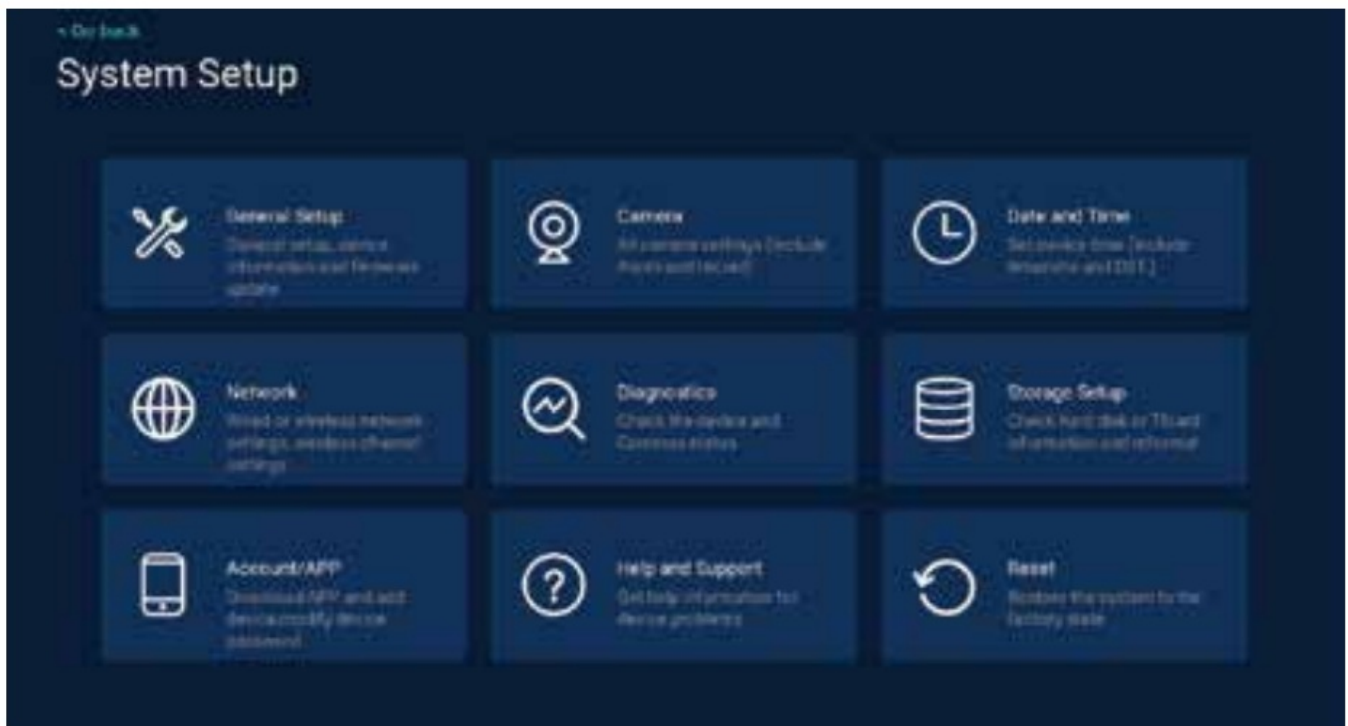
C. Sound Alarm: When you turn on it, the camera will have a alarm sound when detection the movement.

D. Push notification: Enable the app, the push notification will send to your mobile phone app.

E. Alarm period settings: you can setting different alarm time periods reduce the time of frequent alarm.



System Setup



Date and Time

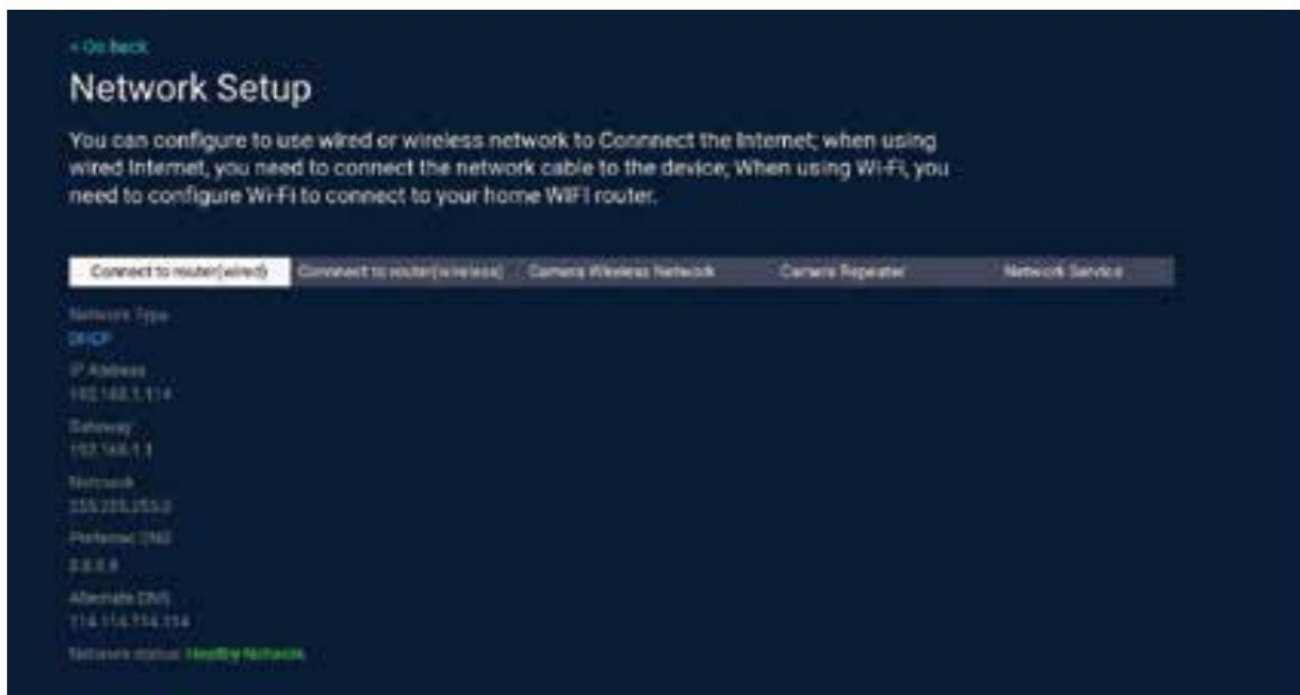
Automatically set time: system connect the network will automatically use your local time,
Time Zone: find your city time zone to input correct one



Network

1. Connect to router (wired)

You can choose an Ethernet Cable to connect the NVR and your router.



Network status:

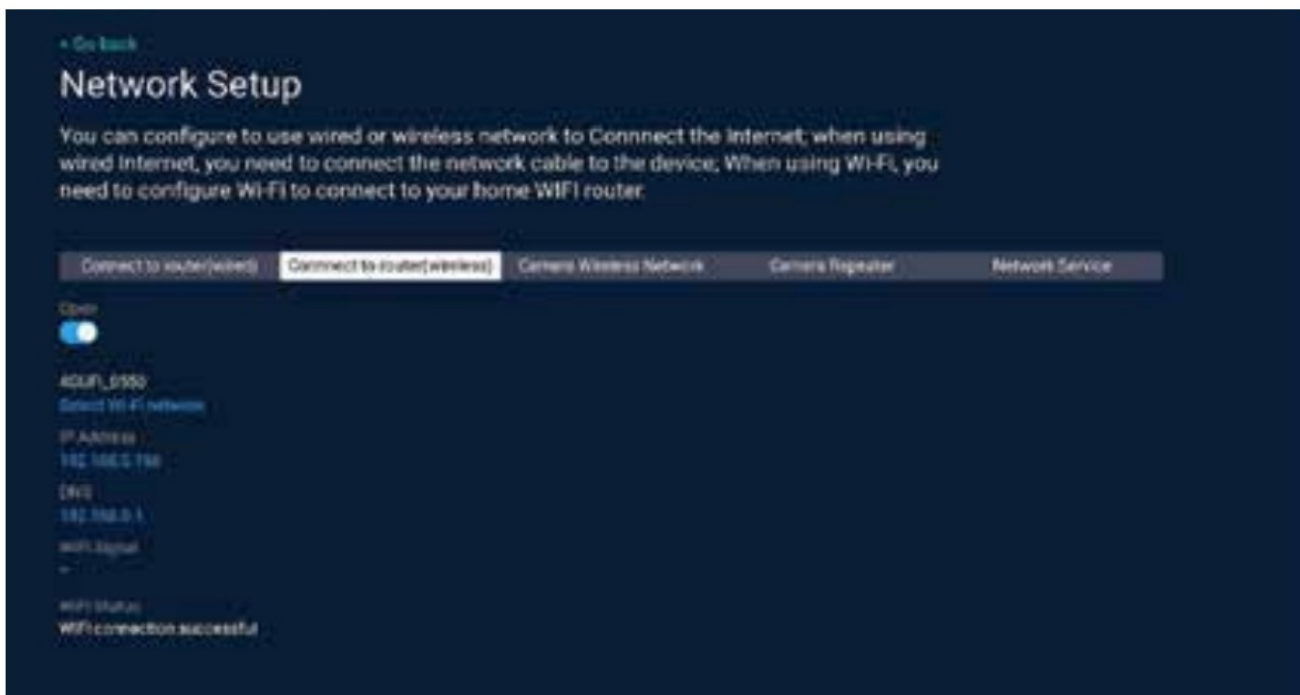
Healthy network: Network connect successfully.

Gateway Unreachable: Means NVR IP gateway and IP address not the same as your router, Click DHCP, select static, then find your router correct IP gateway, such as 192.168.1.1, then IP address should be 192.168.1.

*** which can't be the same as your router, change it on NVR. Request DNS Error: Disable DHCP, reboot the NVR and your router. Network Cable Disconnect: Make sure the NVR connect with router by Ethernet cable.

Network Busy: Disable DHCP, change the preferred DNS to 8.8.8.8, reboot the NVR and your router.

2. Connect to router (wireless)



Except wire connection, you also can connect NVR to your home WiFi wireless. Select you home WiFi and input password, click connect.

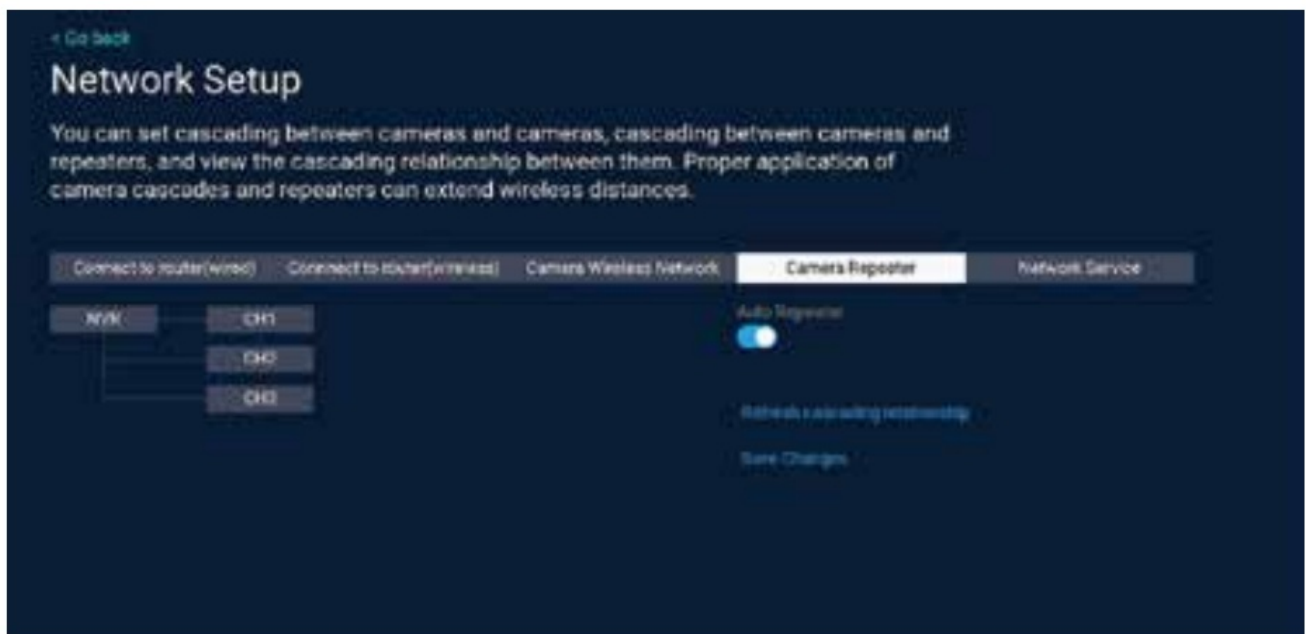
Camera Wireless Network (Enhance the camera signal)



Password: NVR hotspot password can't be changed.


Wireless Channel: according to your country policy choose correct one When the camera signal is not good, you can adjust the wireless channel to "1,6,11,other" .

Camera Repeater (Enhance the camera signal)



And then go to camera repeater, click channel of strong signal, add the weak signal channel.

Light Control

Left click your mouse on live stream, it will display a small menu, click  icon.

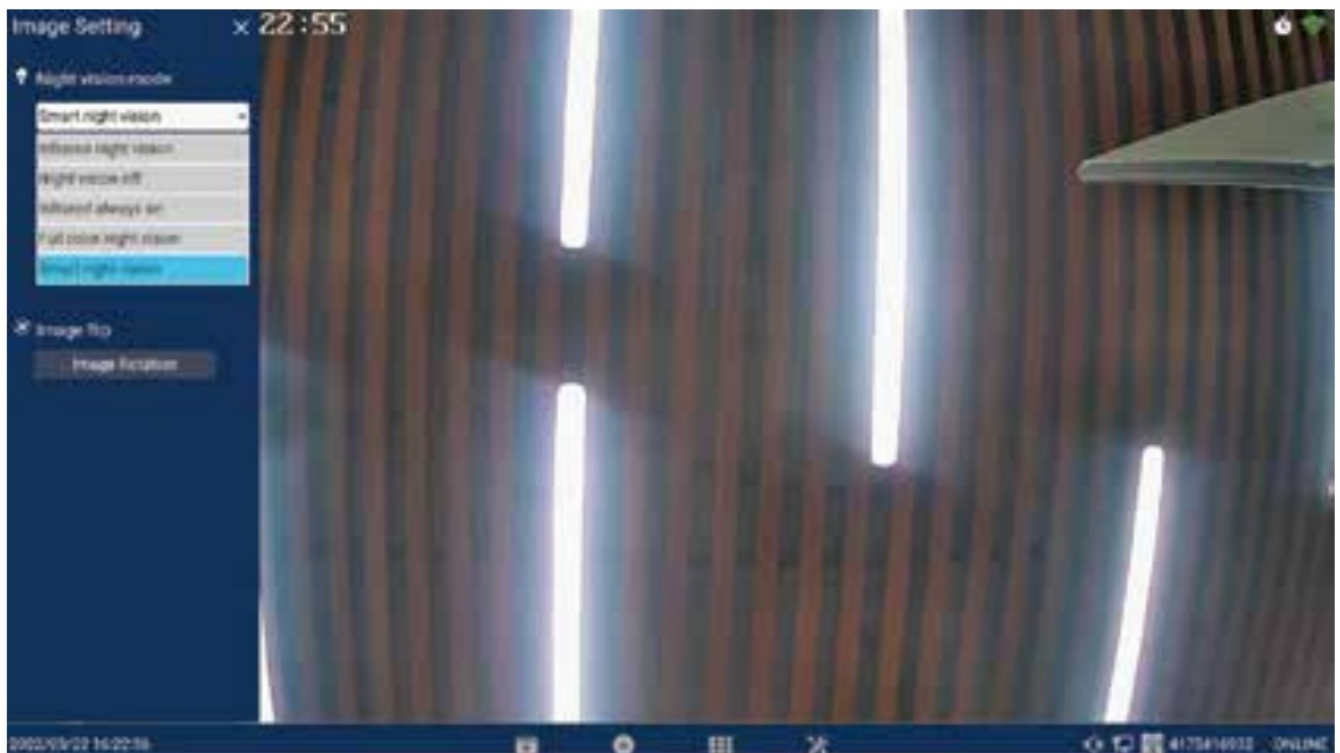



Image Flip: the image position will be upside down.

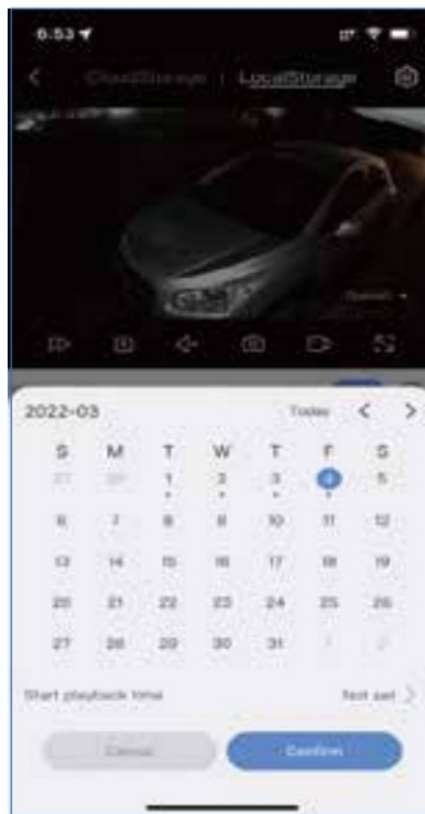
App Function Settings




Share




Click  icon to share the device to your family members. Share Permissions: set the permissions allow others to check QR code validity period: QR code valid time to add the device on other phone. After all setup, click Complete to generate the QR code, others' phone need register a new account of EseeCloud APP, scan this QR code to add it.

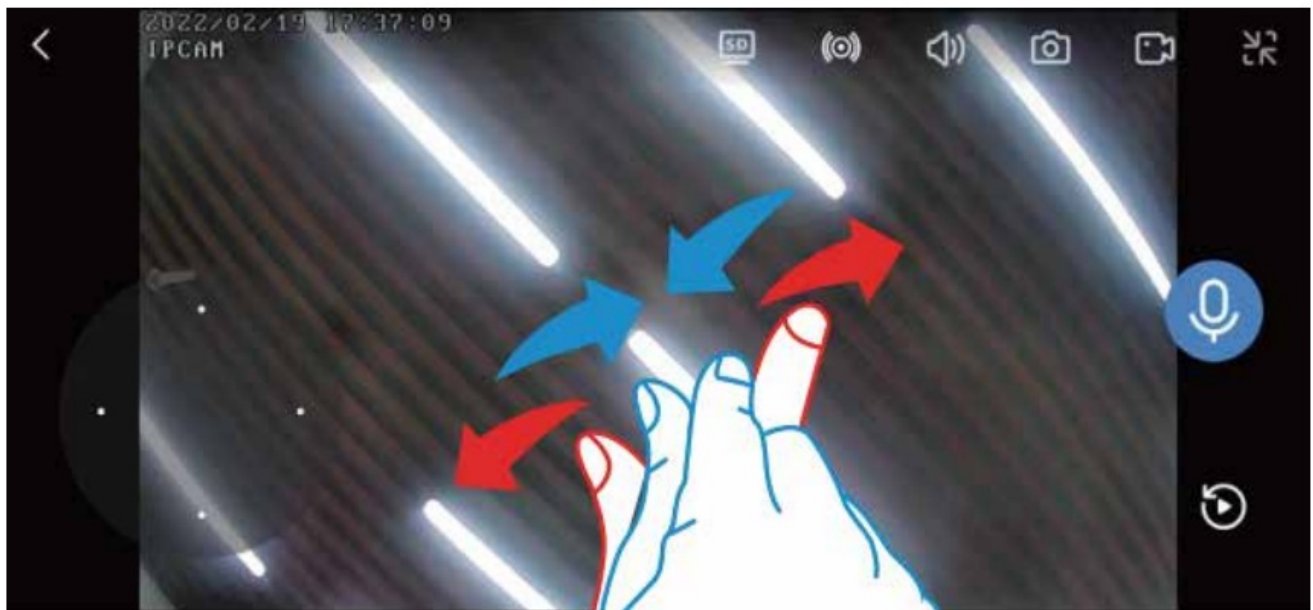
Playback



Click the  icon to see device playback, select  icon to select channel, select  icon to select the date. It doesn't support fast forward or backward. Fast forward function supported on CloudStorage which means you need buy cloud storage for the camera.

Click  icon allow to download the playback on the phone.

Zoom in



Digital zoom camera (WHD303, WHD602Z, WHD103Z, WHD203), Please manually zoom in and out by horizontal viewing.



Zoom in and out: This function only using for optical zoom camera, if you are purchase digital zoom camera, click to zoom in and out is unresponsive.

Please note: this option only using for optical zoom camera (WHD602Z/WHD103)

To view on MAC and Windows Computer

Please email jason@hiseeu.com to get the software download.

Frequently Asked Questions

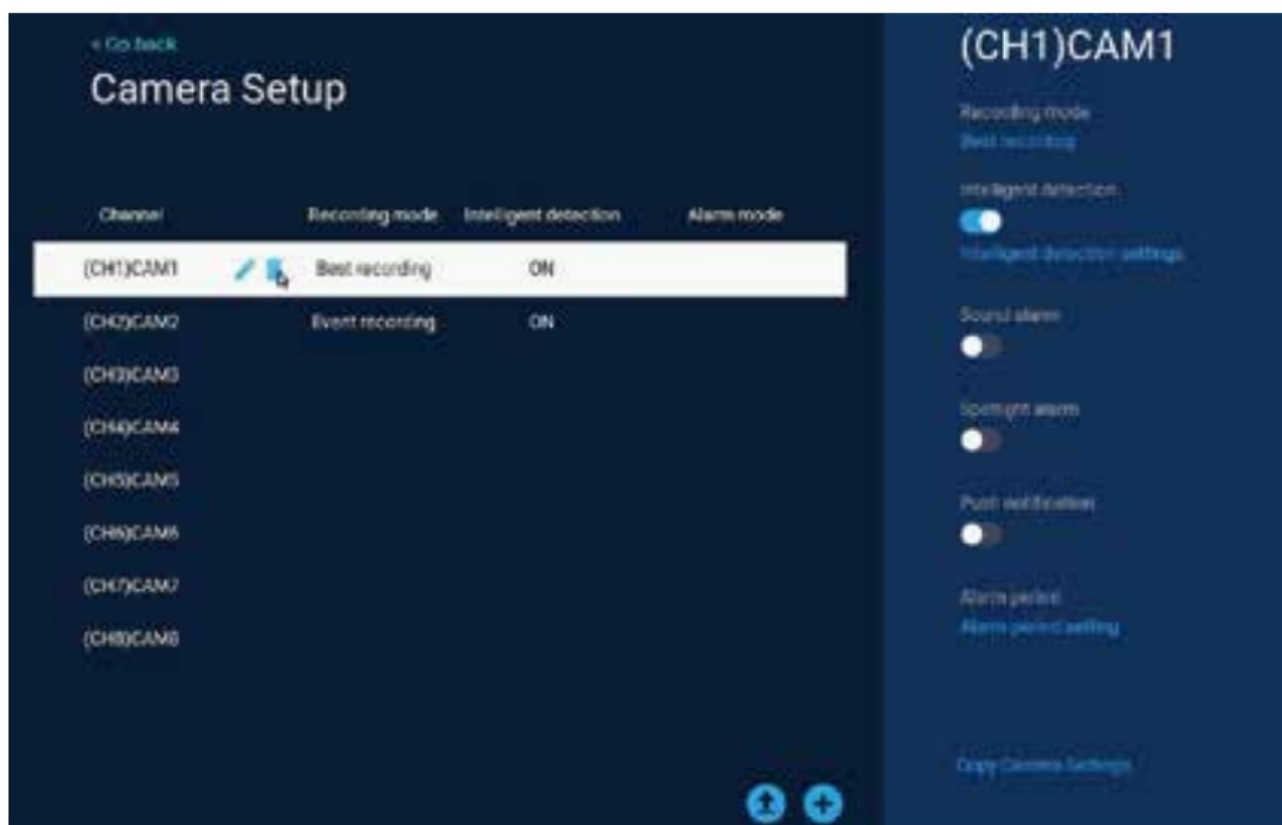
Q1: How can I troubleshoot camera issues: IPC disconnected/ Connect failed?

A:

1. check to see if the power adapter is working by testing with another power adapter.
2. move the camera close to NVR box to check whether you have video or not.
3. If there is no video, cover the photocell with your finger as shown in the figure below. If the IR-CUT light turns red, the camera is working but still not show image.



Please delete the cameras which Connect failed on Camera setup, press camera reset button about 10s, click , Continue, wait for a new camera IP address show up, then still click continue to exit and install camera outside.



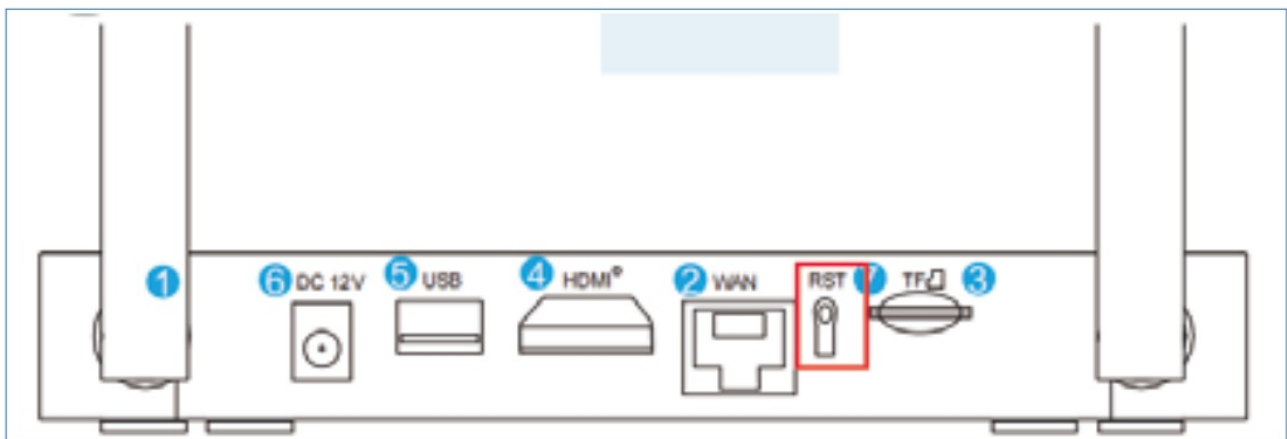


If the steps can't work, please send email to Jason@hiseeu.com for further help.

Q2: How to do if forget the system password?

A:

1. Press the reset button for 3's, NVR will reboot and clear the password, Network and other settings



2. After reboot NVR, The system will restore the factory settings. You need to select the language, connect WiFi, reset the password and setup a new password, but you don't need to reconnect the camera.
3. If the steps can't work, please email Jason@hiseeu.com for further help.

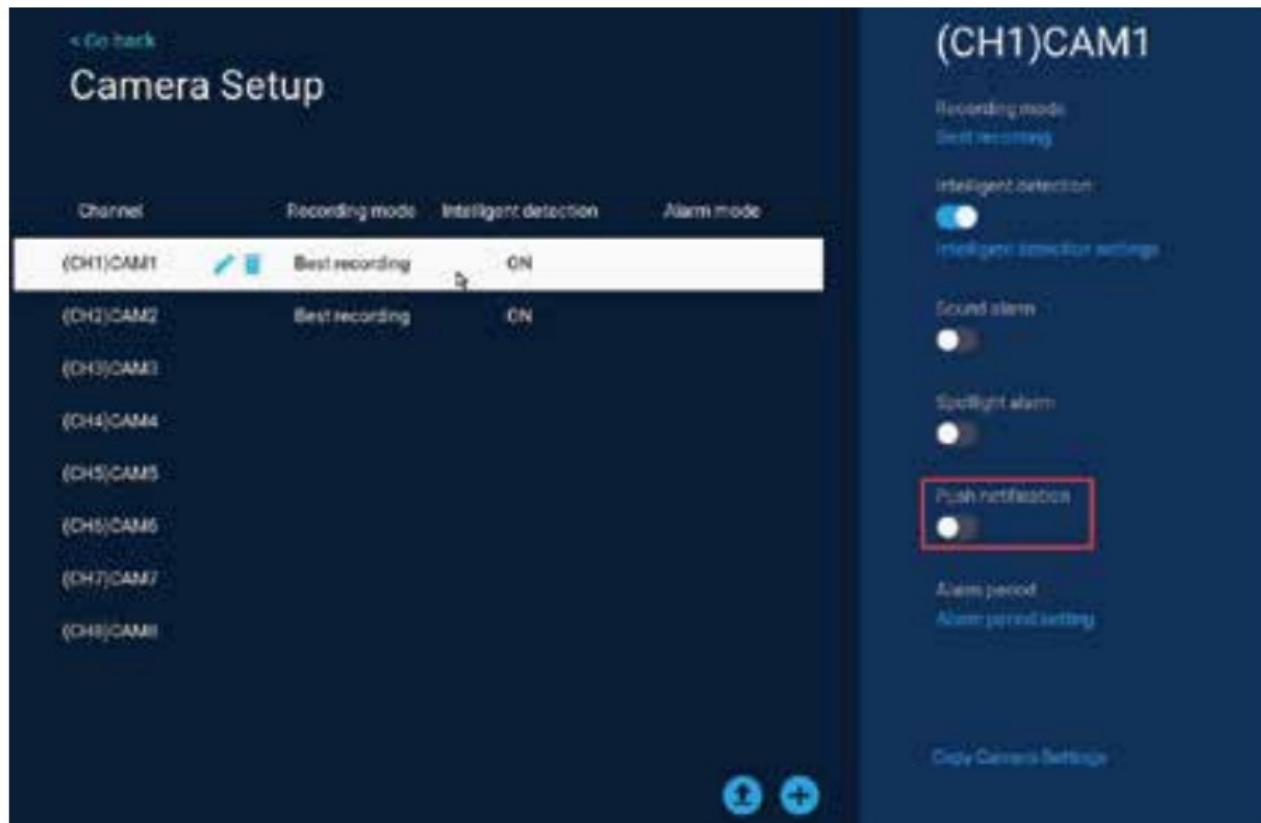
Q3: What should do show HDD not found on NVR?

A:

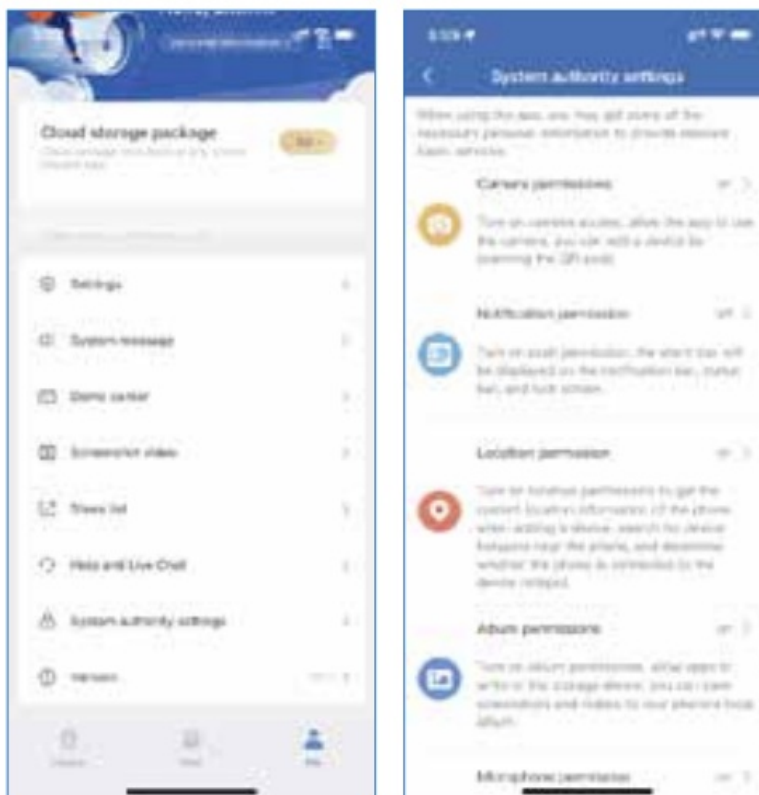
1. Open the cover behind the NVR, check whether the hard drive is installed, take out the hard drive and reinstall it.
2. Check the power adapter of NVR is 12V/2A or 12V/1A, it must using the 2A power adapter.
3. Right click your mouse >system setup >storage setup, check whether you can see the hard drive info. If so, the hard drive is working.

Q4: How to receive notification alarm message on cellphone?

1. right click the mouse > Camera > enable Push notification, After set it up, click Copy camera settings to set to all channel.



2. enable App Alarm Notification on mobile phone



Q5: How to do if NVR offline?

A:

1. please right click your mouse > system setup > Account/APP > check the cloud id is showing on line or offiine.
2. If offline, go back to main menu> Network setup> Connect to router, Check if NVR is successfully connected to WiFi.
3. if success, go to connect to router (wire)> check the network sate is healthy or unreachable, If showing gateway unreachable, please click DHCP > select Static, power off the NVR and power on again.

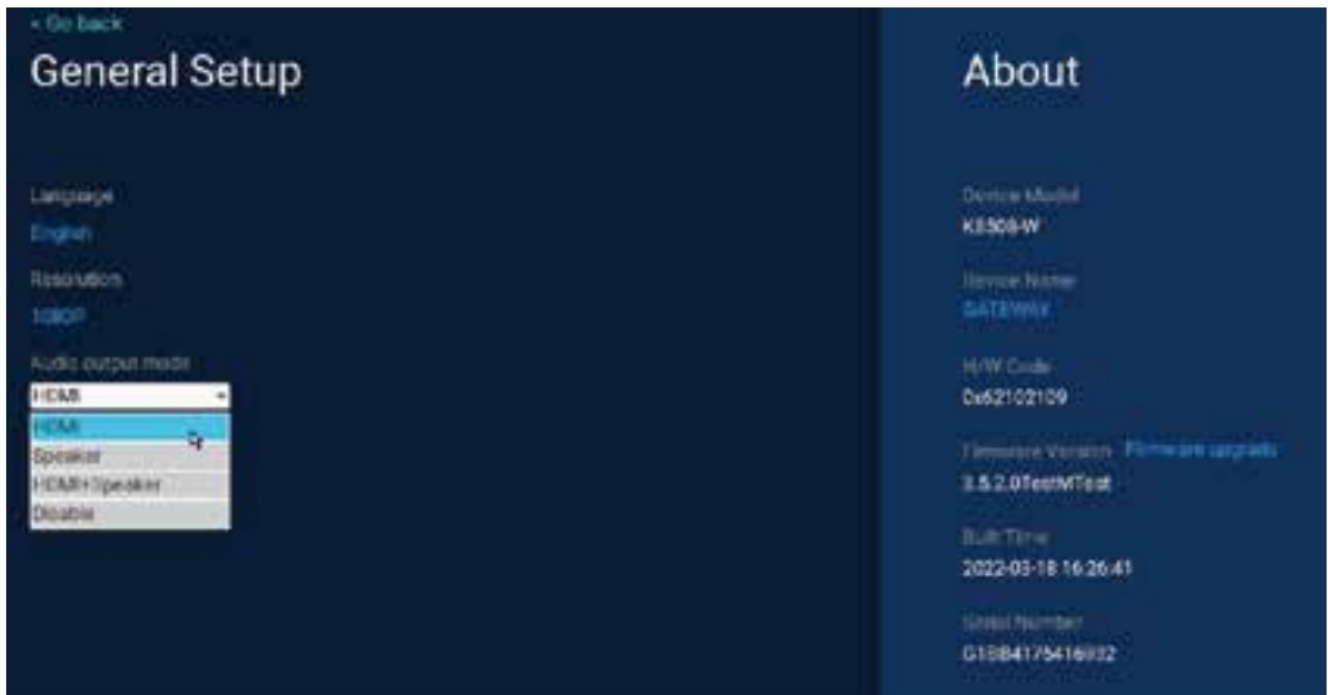


4. When it showing Healthy Network, go to Account /APP interface to check cloud ID is on line or offline. If still offline, please send email or call us.

Q6: Why can't I hear the sound?

A:

1. please left click your mouse, you will see a small menu, check if you have turn on the sound option.
2. If it's already open, but still can not hear sound, please right click your mouse > system setup > general setup > Audio output mode, select HDMI+Speaker.



Q7: How can I get product and technical support?

A:

Email: Jason@hiseeu.com

Whatsapp: +8613392810296

WeChatID: +8613590254421

Portal Website: www.hiseeu.com




Customer Support

Hiseeu Customer & Technical Support Team
For any questions, please contact us:
E-mail: Jason@hiseeu.com (For UK & EU)
WhatsApp & Wechat: +8613392810296



Documents / Resources

 The image shows the cover of a "QUICK GUIDE" for the Hiseeu A029-V1.0. It features the Hiseeu logo at the top, the model number "A029-V1.0", and a diagram of the camera system. Below the diagram, it says "Suitable for Hiseeu A029-V1.0 5MP Wireless Security Camera System". At the bottom, there is a small "EN" label and a note: "Please read the Quick Guide carefully before using the product and keep it properly."	<p>HISEEU A029-V1.0 5MP Wireless Security Camera System [pdf] User Guide A029-V1.0, A029-V1.0 5MP Wireless Security Camera System, 5MP Wireless Security Camera System, Wireless Security Camera System, Security Camera System, Camera System, System</p>
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References

- [User Manual](#)