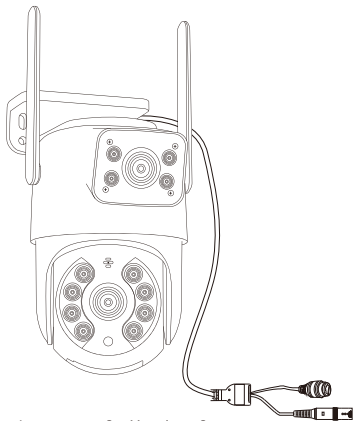A038-V4.0

Hiseeu

Smart WiFi Camera
Quick Guide

Email: Gaoyi@hiseeu.co
Web:https://www.hiseeu.co/

※ Please read the Quick Guide carefully before using the product and keep it properly.

Letter of Thanks

Friend of hiseeu;
Thanks for your trust to purchase wireless security camera from hiseeu and please accept our sincere appreciation here.

Thanks again for your great support. With the support, we will not only insist on our dream, but also do our best to develop Hiseeu products. We are looking forward to your suggestions, which would help hiseeu become a world-leading brand in innovating video surveillance products and solutions front.

hiseeu CCTV always places customers' needs as our top priarity. From raw materials purchasing to product shipping, we carefully test every process. Our qualified cameras are built with advanced chipset and each power plug certificated with CE, FCC and UL for safety. Each camera is strictly tested before shipment.

As the growing company, we will release new products in global market regularly. If you are interested in any hiseeu new releasing products, please let us know anytime. As the growing company, we will release new products in global market regularly. If you are interested in any hiseeu new releasing products,please let us know anytime.

You can let other customers and your friends know more about hiseeu product and service, your unwavering support and patronage is our motivation to go further . hiseeu products come with a one-year warranty. If the product cannot work, We will send replacement product for free to you. hiseeu do not guarantee normal wear and tear, we also do not guarantee damage caused by accident or buse.Please contact our email and leave your product order number and product problems to receive your one-year warranty service.
On behalf of all colleagues in hiseeu CCTV, we sincerely appreciate your trust.

Please let us know if there is anything we can do to assist you further. If you have any questions, please feel free to contact us via email: Gaoyi@hiseeu.co

Thanks again and wish you all the best.
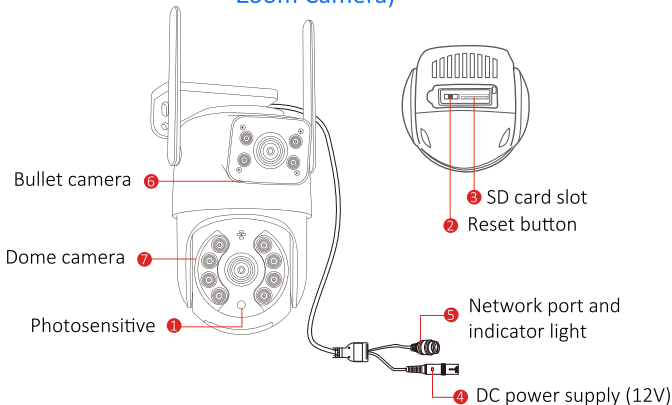Your Sincerely,
All staffs in hiseeu CCTV

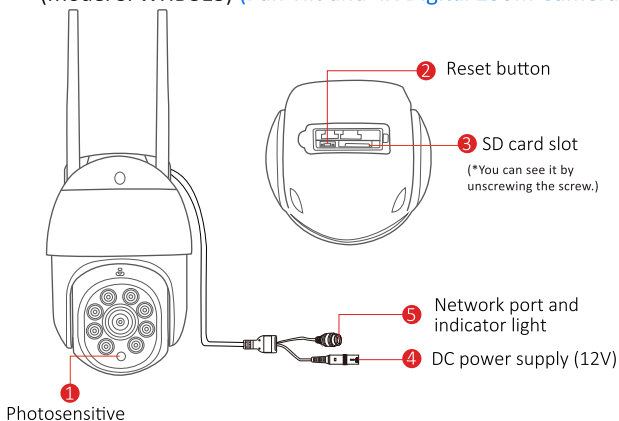# Contents

Device Installation and Configuration

This manual is suitable for various types of cameras.
(The appearance may be different due to different batches. The details are subject to the receipt. This manual is only for the installation instructions of this series of equipment.)

1. Type 1 (Model SFWS318) (Below Dome camera:Pan Tilt and 4X Digital Zoom Camera)

Bullet camera ⑥

Dome camera ⑦

Photosensitive ①

③ SD card slot
② Reset button

⑤ Network port and indicator light

④ DC power supply (12V)

2. Type 2 (Model SFWHD313) (Pan Tilt and 4X Digital Zoom Camera)

② Reset button

③ SD card slot
(*You can see it by unscrewing the screw.)

⑤ Network port and indicator light

④ DC power supply (12V)

Photosensitive ①

Description

1. Photosensitive　　Collect ambient luminosity value, turn on the infrared light when the current illuminance is less than 3 Lux.

2. Reset button　　The working state of the device, press 10 seconds to restore factory settings, the camera will have a voice prompt broadcast.

3. SD card slot　　TF card, storage video and playback video.

4. DC power supply　　Power input

5. Network port and indicator light　　Connect the Lan cable and check the current device status indicator light.

6. Bullet camera　　Above is a Bullet camera with a fixed lens , fixed monitoring key areas

7.Dome camera　　Below is a Dome camera with rotating lens, AI intelligent tracking and monitoring

Mobile "ICSee" APP Remote View

Step 1   Download and install the App

1. APP Download and Installation
Users can search "**ICSee**" on Apple store or on Google Play, or scan the QR code below to install the APP.
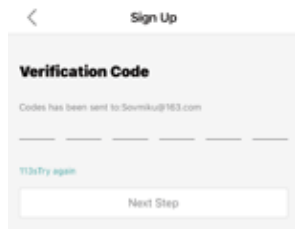

ICSee APP

APP download

2. Register Account

(1) Go to login interface, click "**sign up**"

(2) Register with your email address or phone number, click "**Next Step**", a verification code will be sent to your email, (If you use phone number to sign up, please add +1 in front of your phone number) Input the verification code and set up your own password, then click "**Next Step**" to complete.

(3) Now you can create user name and password for your app, and password need to type in after set an user name and password, you can use it to login the "ICSee" App.
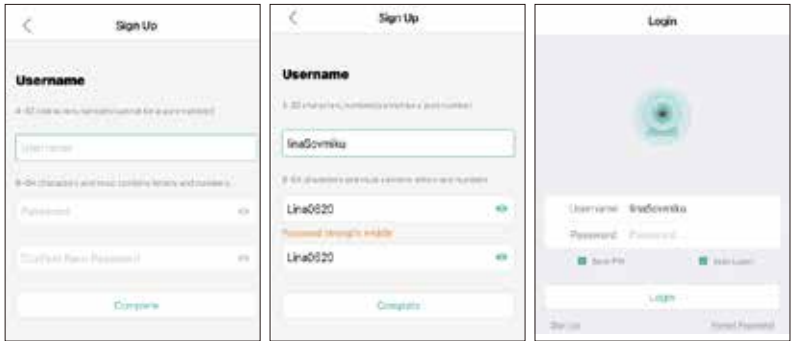
Step 2   Turn on the power

Power on the camera, turn on the device, it will send"system starting up, wait be configered, Wait for the connection, please configure the network according to the Instructions" prompt after several seconds, If the camera does not have a prompt sound for a long time, you can press and hold the camera Reset button until you hear the prompt "Restore factory settings, please do not power off" and release it to restore the camera to factory settings and then configure the network.

Note:
If you need local storage, please install the memory card firstly , and then power on the device (the memory card does not support hot swapping, lease plug and unplug the memory card when the device is powered off). Cloud storage is recommended, which is safe and convenient.

Step 3   Configure the network of the camera

Bluetooth network configuration
Note: If the device supports Bluetooth network configuration, please configure it as follows.

1.Connect your phone to 2.4G WiFi network and turn on Bluetooth.

2.After successful login, Click the"+"button in the top right corner of the screen (Figure 2).

3.Click on the main interface to search for found devices (Figure 3) (if the camera is not searched please turn the phone Bluetooth off for 5 seconds and turn it back on, then search again or long press the camera Reset button to reset Search again).

Figure 2 Figure 3

4. Enter the wireless router password and click"Confirm"(Figure 4).

5.Wait for the camera network configuration, when the camera emits the voice message"connecting, please wait, connect router successfully" ,the network configuration is successful (Figure 5).

Figure 4   Figure 5

6.After the network configuration is successful, set the camera name (Figure 6).

7.Follow the APP interface to guide you through the setup. After the configuration is completed, the device is displayed in the device list interface. Click to open the real-time preview screen, and carry out relevant operations and settings(Figure 7).

Figure 6

Figure 7

WiFi network configuration

Note: If the device does not support Bluetooth network configuration or Bluetooth network configuration fails, please configure it as follows.

A. Connect your phone to 2.4G WiFi network（all kinds of cameras can use, 5GHz WiFi is not supported）

Power on the device, open the rubber cover to press the reset button for 10 seconds (Note: Resetting camera is a necessary condition for connecting camera), wait about 30 seconds. Start up of Voice prompt.

1. Click on " + ", then click on "WIFI camera".
2. Power on the camera interface, click "Next", then click "Next". again to confirm that the camera is in the state of distribution network.
3. In Router setting, input your WIFI name and password, click "confirm" to complete.
4. Turn on the QR code of mobile phone,click "Next", a QR code will show on the mobile phone.
5. Using the device to scan the QR code on the mobile phone, according to the operation the figure shows, then proceed to the next step after hearing the prompt tone or seeing the light status.
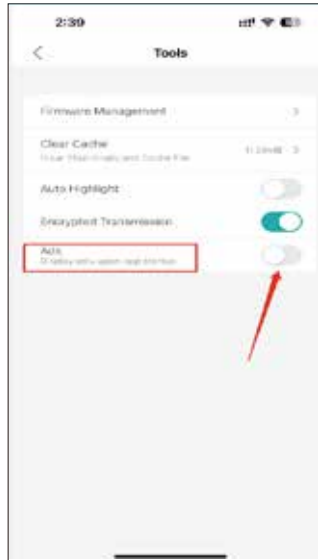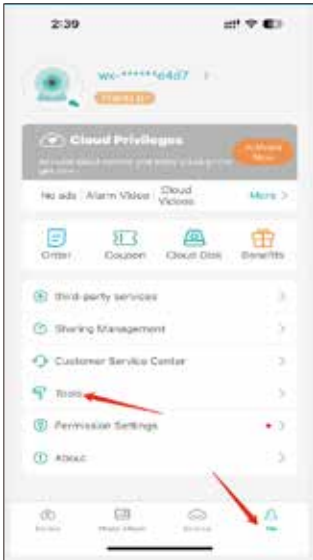6. Set a password for the device

Screen 1 — Add Device
- WiFi Camera
- 4G Camera
- Wireless Base Station
- From sharing
- Other distribution networks and adding methods

Screen 2 — Power on the camera
According to the instructions, power on or operate the camera to ensure that the camera is in normal working condition.
Next

Screen 3 — confirm that the camera is in the
When your device speak "wait to be configured", you can Click "Next Step" "Make sure your phone is in 2.4GHz Wi-Fi network, and 5GHz network is not supported"
Next

Screen 4 — Router Setting
2.4GHz   5GHz
TP-LINK_D46A
Connecting WiFi Failed?
Confirm

Screen 5 — Router Setting
In order to improve the success rate of the distribution network, please close the 5G/4G network before the distribution network!
Confirm

Screen 6 — rm on the QR code of mobile p
Next

-09-

Network configuration process

176'

The distance between QR code and the camera is about 25-35 cm

Searching device... It may take 2 minutes

Cancel

Network configuration pro.

Adding device...

Start call notification service

Cancel

Set Password

Set Password

e1a622108c065e1

Set a Password

Confirm Password

If you failed to set the password, you can long-press the reset button on the camera and do the previous steps again to set the camera to wait.

Confirm

Config Guide

Select record storage method

Local Storage
when memory card is full, auto delete order videos, loop record video

Regular(Continuous record)

Alarm(Only record alarm video)

Cloud Storage
After device is added, buy cloud storage to receive cloud storage for alarm recordings

No local storage detected

Next

Set a Camera Name

Name your device

Living Room   Bedroom   Guest Room

Study   Doorway   Corridor

Garage   Balcony

device1

Save

Set Password

Set Password

e1a6210f0060e1

Set a Password

Confirm Password

If you failed to set the password, you can long-press the reset button on the camera and do the previous steps again to set the camera to wait.

Confirm

How to turn off app advertise ments?

Method 1 (automatic shutdown): Activate the cloud service package to enjoy the automatic shutdown of advertising function

Method 2 (manual shutdown): Open **ICCSEE APP**-->**Me**-->**Tools**-->**Ads**,select Close **Ads**

ICSee App Function Settings
Product feedback

If you encounter any difficulties, you can check the FAQ on the app to solve your problem, if these FAQs can not solve your problem, you can contact us online.
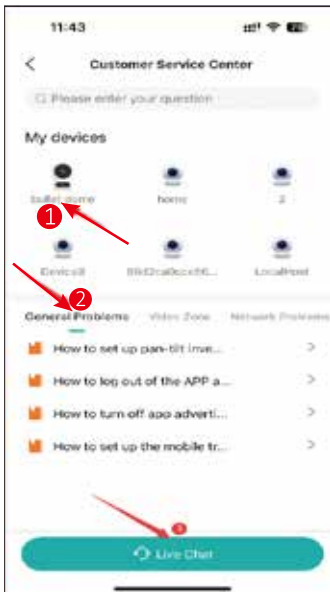
Steps to Connect with Alexa

Then bind your Alexa account in "Voice assistant and third-party services"
Click "View more connection tutorials". You can also click on the video to view the detailed steps of connecting Alexa
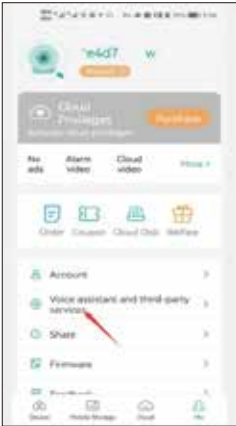
PTZ Function in your APP "ICSee"
Pan Tilt (only for PTZ camera)

Open your **"ICSee"** APP, click on live video, click on **PTZ**, then you can rotate it to four directions.
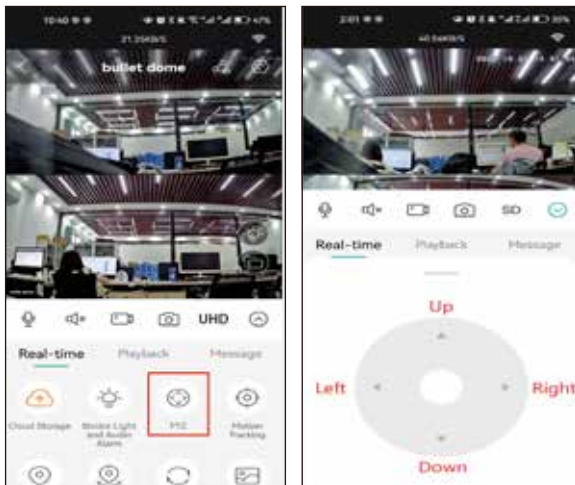
Model SFWS318 If you want to zoom in image of digital zoom camera.

First click , and then turn the page into two complete pages. Next, click on the Dome camera screen on the right, please swipe the screen directly to enlarge image. （Only suitable for Type 1）
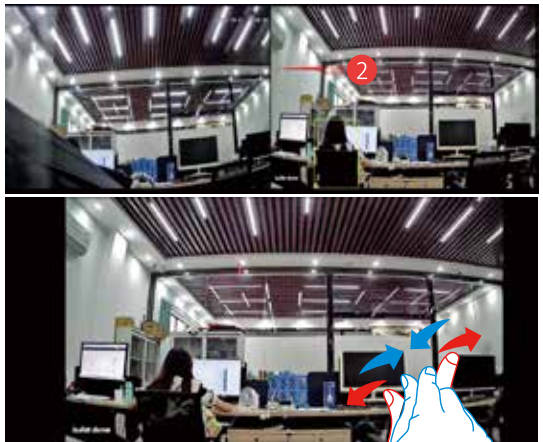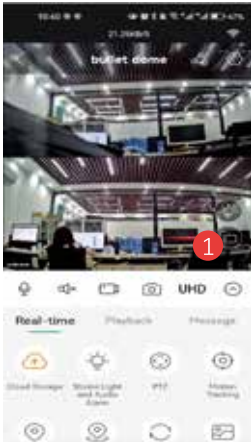
Model SFWHD313 If you want to zoom in image of digital zoom camera, please swipe the screen directly to enlarge image.(Only suitable for Type 2)
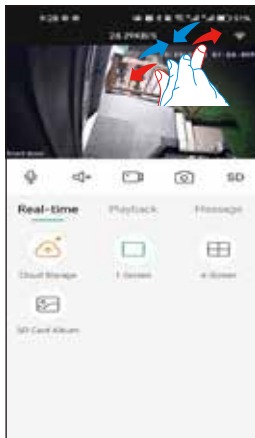
Auto Tracking Function

When the camera detects an object, it will follow the movement of the object.Click on **Motion Tracking**, **enable Motion Tracking** and you can set the sensitivity of Motion tracking.
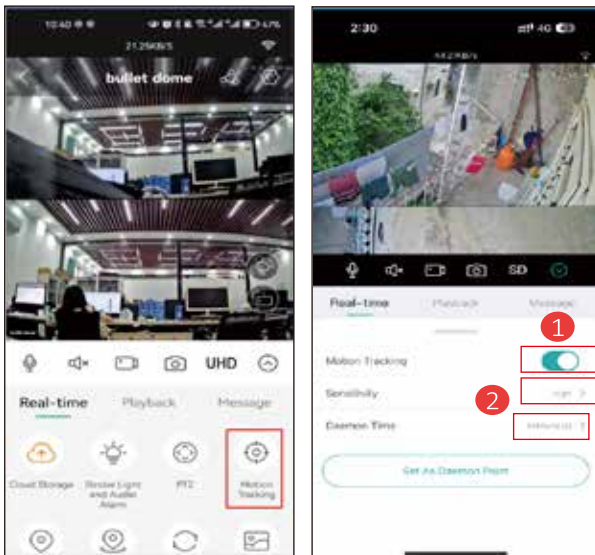
Set As Daemon Point

Set Daemon Point means that the camera will return to the position during the time you set, in order to prevent the camera from auto tracking the wall and unable to turn back to track people by itself.
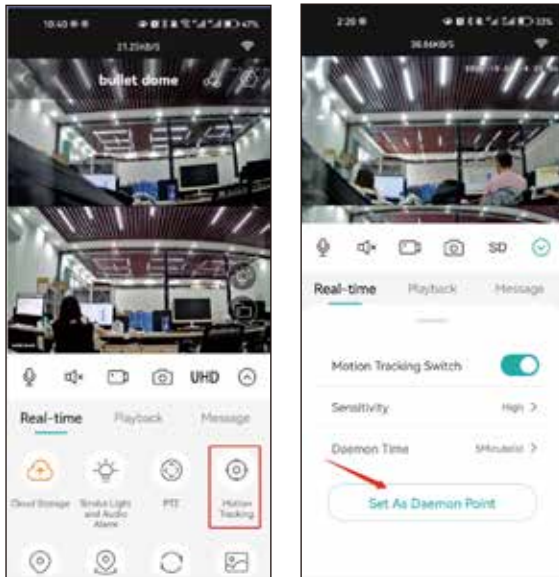
Frequently Viewed Location

You can set several positions that you viewed frequently. You just need click "Most Monitored Positions" button instead of moving the camera lens position manually.

a.Adjust the camera lens to a position you want, click "+" to add Preset.

b.Named the Position 1, click "OK", directly click the image in the box and the camera will return to the position you set.
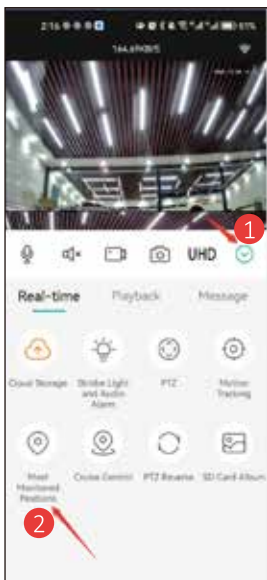
Human Detection

Humanoid Detection minimize false alarms from shadows, bugs or leaves blowing. You can open the human detection on you app. Go to "**Settings**" interface when you have your security camera on your app. Click the screen once and the hidden "**Settings**" will appear.Then click on "**Smart Alarm**" and make sure "**Human Detection**" on.If you don't choose Human Detection, then you will get Motion Detection, and then people and animals and all moving objects will be detected.
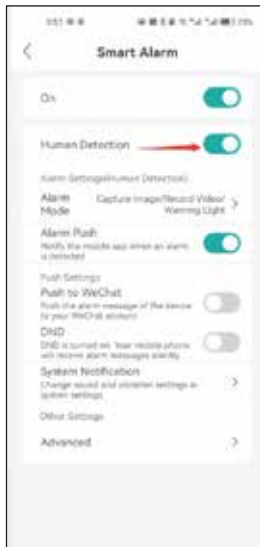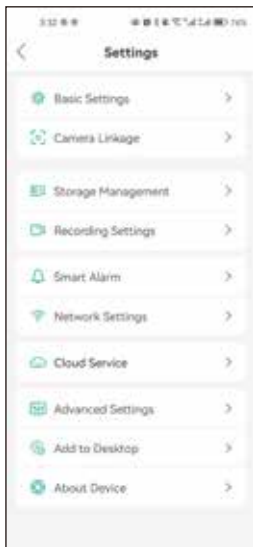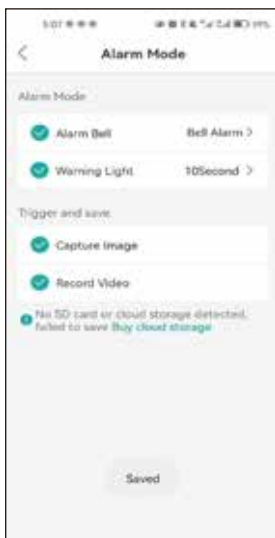
Alarm Push

Enable the "**Alarm Push**" option, the camera will push the notification to your phone.Enable "**Alarm Sound**", when the camera detects a person, it will sound an alarm.

Alarm Mode

You can set two alarm modes: **Alarm Bell** and **Warning Light**. You can set only one alarm mode alone or both alarm modes.

Show Human Frame

Go to "**Settings**" interface when you have your security camera on your app. Click the screen once and the hidden "**Settings**" will appear. Then click on "**Smart Alarm**" →"**Advanced**"→"**Show Trace(Human Detection)**" When a person is detected, frame the target.

Customize the detection area

Go to "**Settings**" interface when you have your security camera on your app. Click the screen once and the hidden "**Settings**" will appear. Then click on "**Smart Alarm**" →"**Advanced**" →"**Smart Rule Settings(Human Detection)**",then you can set up region detection by **Warning Line** or **Warning Area**. **All areas are selected by default**.

Sensitivity

If you receive a lot of motion detection notifications, please select the Lowest sensitivity to reduce false positives; if you receive less motion detection notifications, please select a Highest sensitivity to increase motion detection notifications.
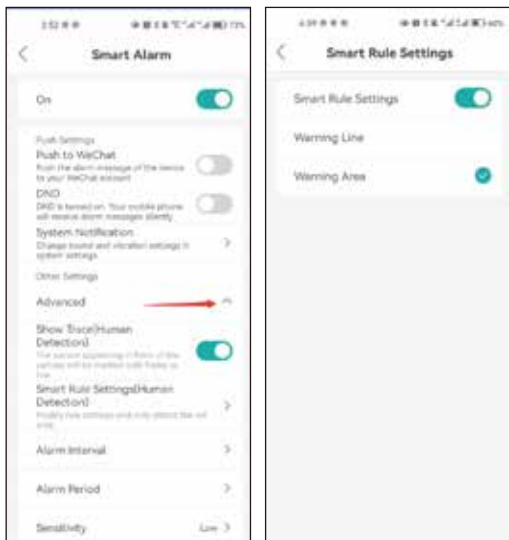
Alarm Period

Only when an alarm is triggered, the video will be recorded.
Note: Users can setup any period of time they want , You can choose **24H Alarm or custom alarm**.For example 24H Alarm, That's 24 hours x7 days recording , **the default setting will be 24 hours x7 days recording**.

Share to Second Phone

When you want to let other family members or friends view the camera,you can use this feature.
1.On your phone, click "Share", then you can choose to give your family full or partial control of the camera.Click to share the QR code， a QR code will show up.Or you can directly enter your family member's APP account number.
2.On another phone, go to ICsee APP, click 🔲
3.Scan the QR code, the camera will added to the phone automatically.
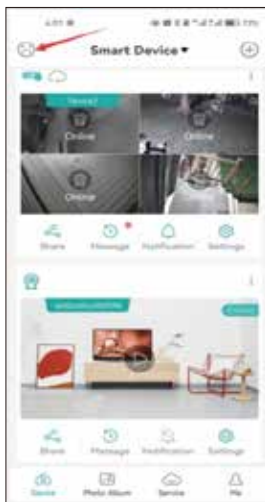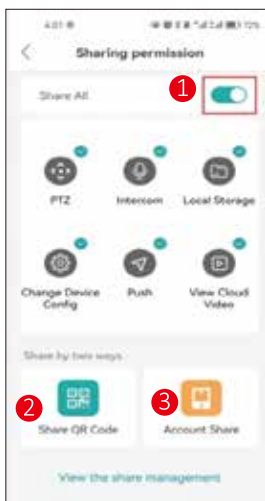
Light Mode Setting

Night vision mode:

Full Color: Daytime show color image; In a relatively dark environment at night, the camera will turn on the white floodlight all night long.
It is convenient for you to see color night vision when you check the video on your mobile phone at any time.

Night Vision: Daytime show color image, nighttime show black and white image, camera default is in infrared night vision.

Double Light Alert: Daytime show color image, nighttime show black and white image.But when the camera detects a person, it will turn on the floodlight to scare away the intruder.
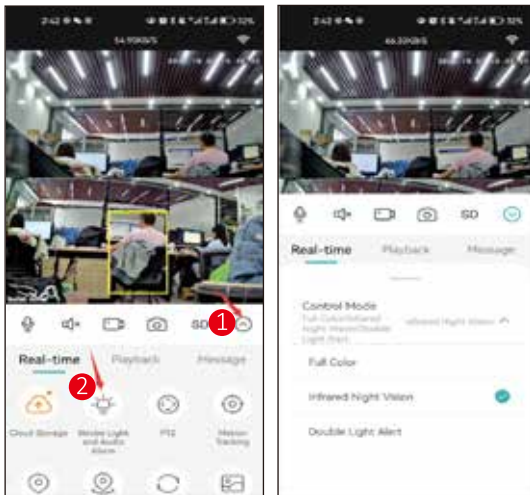
Save settings

Click **Real-time** →**Cloud Storage** to purchase cloud storage. Cloud storage is recommended, which is safe and convenient.You can also purchase an SD card and install it in the camera **(Type 1 Camera's SD card supports up to 256GB; Type 2 Camera's SD card supports up to 128GB)**
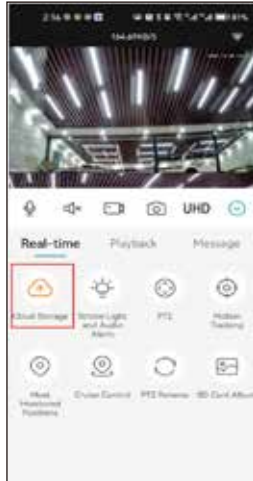
Volume ON/OFF

Click" 🔇 "icon to turn on volume of camera.All of our camera support audio function, turn on it to hear the voice, please note that you also need to turn the phone volume up.

Two Way Audio

Firstly Click" 🔇 "icon to turn on volume of camera.
Two way audio camera please press the"Press to Talk" icon to communi-
cate.

SD & UHD mode

First, you need to choose to open a channel,Click "SD" icon switch SD to UHD mode.Camera default SD mode, for clearly image please switch to UHD mode.Because our server can't always support UHD viewing, we need to manually switch to UHD when watching on the mobile phone.
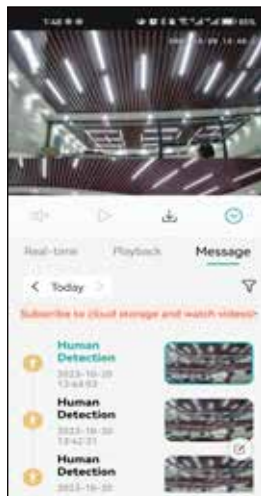

View Alarm, Preview and Playback

1. Click " Message" to view the alarm information of the camera.
2. Click the corresponding play icon on the device list to enter the preview interface to view real-time video and have voice intercom.
3. Click the playback or cloud icon to view the video which is on the device or in the cloud. (some cameras don't support cloud service)
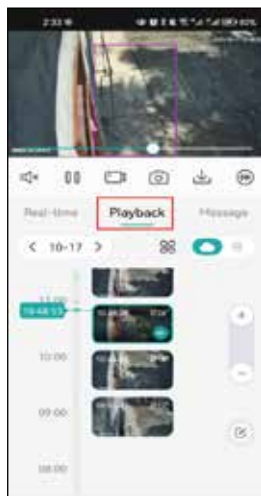
Device

Alarm information

Real-time video

Playback video

How to connect the camera to the hiseeu NVR system?

Note: Wireless NVR can't be connected to Wireless router wirelessly at present.They can be only connected by network cable.(Only support 2.4GHz network cable to plug into the NVR)

1.Install antennas for cameras;
2.Connect a screen to the NVR via its HDMI
3.Plug the NVR to power (use bigger 12V 2A power adapter);
4.Plug cameras to power (use smaller 12V 1A power adapters);
5.Within seconds, you should see cameras' images on the screen;
6.Plug the mouse(included) to an USB port on NVR . Then you can login inthe system.(There is no password by default.Just leave password empty and click on OK to Log in)

In the OS you can find fullest functionalities including live view , record,playback, video backup and all settings.

Power

IP Camera

NVR

HD Cable

Network Cable

Power

TV or Monitor   Router   Mouse
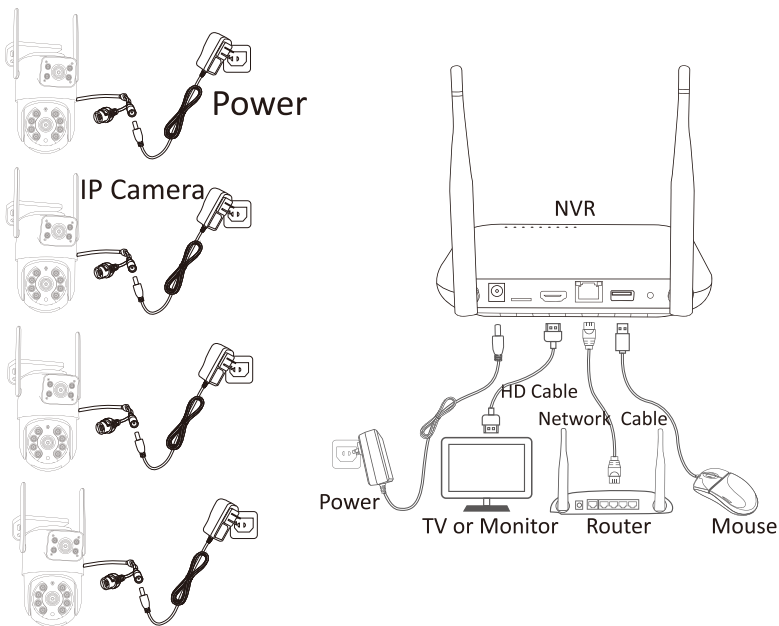
Wireless Configuration/channel Set

Note: This instruction is for connecting the extra cameras and failed cameras.

Tips: There is no password by default. Just leave password empty and click on Login.To protect your privacy, please set your password at earliesonve-nience(don't set the password over 8 characters).

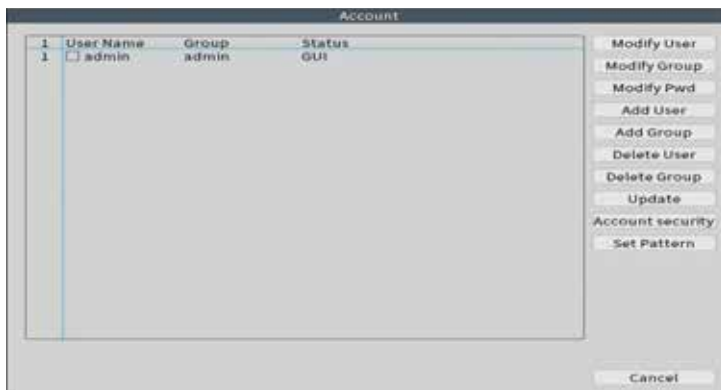Right click the mouse->**Main Menu > System→>Account->Modifiy PWD** toset password.

If you forget your password,please contact us to retrieve your password .
Wireless NVR supports wired and wireless two ways to access the camera(-supported by some models). The two modes are set as follows:

1.Wireless configuratuon:

(1) Connecting a new additional Camera: Right Click the mouse→**Channel Set**
→After Click **Search**, select the camera channel you want to add then click
QuickPair,wait for the new camera IP address show up and show the
connection is successful, If you see an image, you can exit.

(2) Reconnecting a offline Camera: Firstly press camera reset button about10s→>Right Click the mouse→**Channel Set**->Please delete the OfflineCameras firs→After Click Search,**select** the camera channelyou want to add then click **QuickPair**->wait for the new camera lP address show up and show the connection is successful, If you see an image, you can **exit.**

Reset button
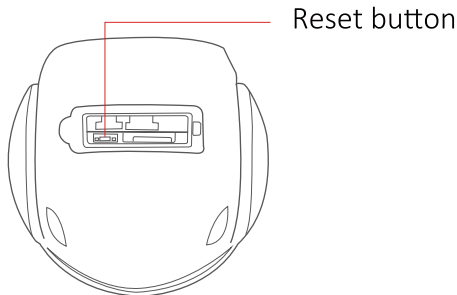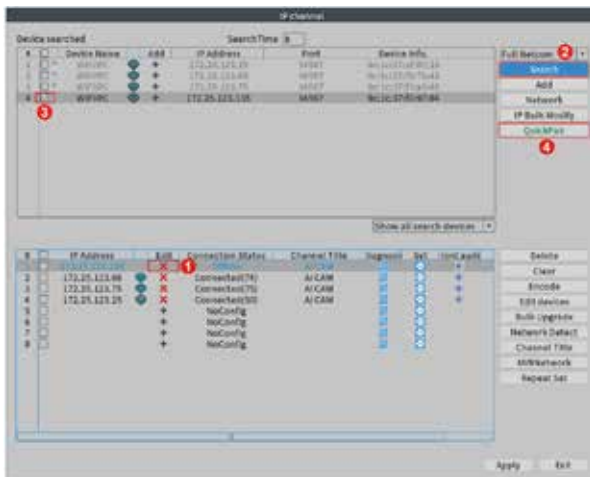
2.Wired configuration: Connecting NVR to the camera with an Ethernet cable will automatically obtain network settings for automatic internet access.After the Ethernet cable is plugged in, NVR will give priority to wired access, and the cameras will show on the screen automatically.After the image is displayed, unplug the network cable and continue connecting to the next camera in the same way.

Remote Access on PC Client

Please contact vendor for PC Client download Link and video instruction. https://www.hiseeu.co/a/help/article/59495
Or scan the QR code to view

1. Download PC Client "VMS" and installed
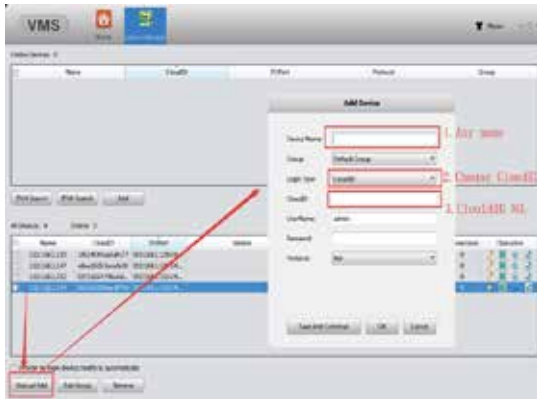2. Remain the default User Name and Password. Click "SIGN IN"


3. "Device Manager"

4. Manual Add, Enter CloudID Number.

If your security camera and PC are using same home network, you don't have to add it by "manual Add", just click on the "IPV4 Search", the security camera infomation will show up automatically.

√ Device Name: Any name
√ Login Type: Must choose " Cloud ID "
√ CloudID:Under the robot, (fcbac4cxxxxxxx)
√ User Name: admin or not
√ Password: any or not

5. Show **connected** (Connected Successfully)→**Home**→**Live View**.
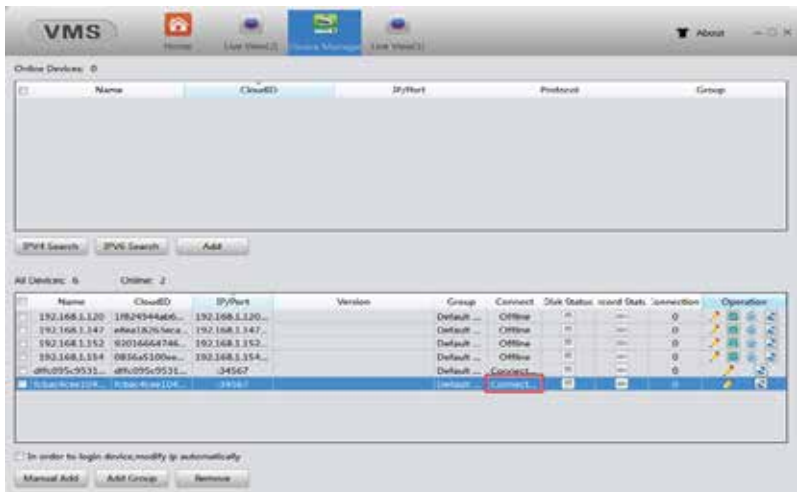
IN Live View→ Select the display location and double-click the device
(serial number). https://youtu.be/GbBrL9rruv4   Youtobe Link for your
reference.

FAQ

Q1:How to troubleshoot the problem of camera not working?

1, Check whether the camera antenna is vertically upward.Check to see if the power adapter is working by testing with another working power adapter.

2, Please confirm the distance between the camera to your router, it better within 30FT, if the distance too far, the camera will offline.

② Reset button

3, Network Error, please restart the camera and the router, please confirm WiFi is 2.4G or 5G, the camera only support 2.4G WiFi. Please reconfirm whether your WiFi password was entered incorrectly, or is your WiFi password too complex? The camera cannot recognize particularly complex passwords.

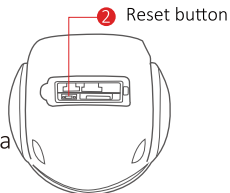4, You can reset the camera for 10 seconds.

Then reconnect the camera,Please check the connection method on page 2.

5.If still can't connect, firstly connect the camera to the power supply, cover the lens and eight floodlights with your hand to create a dark environment,as shown in the figure below. If the IR-CUT light turns red, the camera is working.

If it does not turn red, this indicates that the camera has experienced a malfunction. Please take a picture and show it to us.

Please give me your Amazon order number , address and telephone number. We'll send you a replacement.

In this case, please contact us for after sale service. Gaoyi@hiseeu.co

Cover the lens and eight floodlights

Cover the lens and
eight floodlights

## Q2. What should I do if the wrong password is displayed when I add a camera?

Please plug in camera to power on and press reset button for 10 seconds,then Reconnect the camera to the phone and reset the password.Please check the connection method on page 3.

Q3.How to flip picture

1.Go to lCsee APP

2.Click the screen once and the hidden "**Settings**" will appear.Click "**Settings**"→ Basic Settings→ Image Flip Left-Right /Image Flip Up-Down.You can also click on"**Speaker Volume**"to adjust the camera's sound.
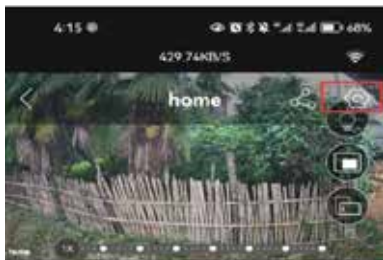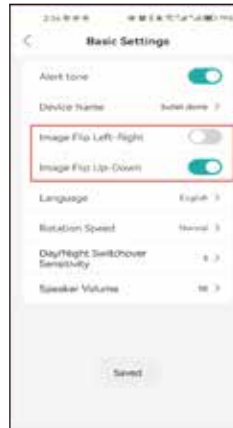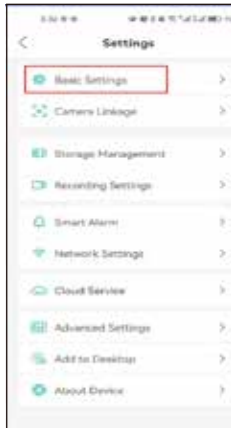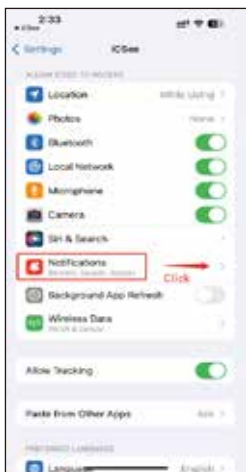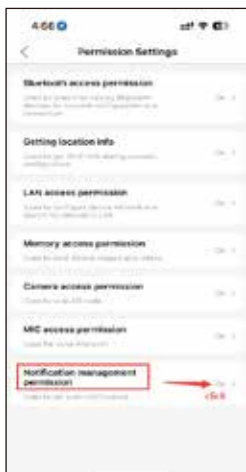
Q4. Why my camera can't detect motion?

A:Confirm you turned on the "**Human Detection** " & "**Smart Alarm**" &
"**Notification management permission**" on your phone APP. Only when
these permissions are turned on will you receive notifications.
If you turn on **DND**, your phone will not receive alarm notifications.
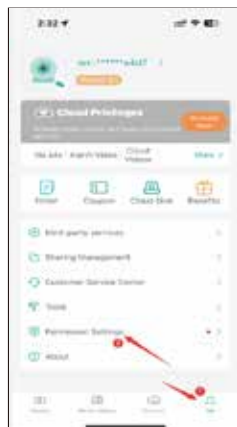
Cick **Notifications**-->Open **Allow Notifications**

Q5. About recording / SD card

1. Currently, the camera supports FAT32G format Class6, Class10 TF Card, Type 1 Camera's SD card max supports to 256GB; Type 2 Camera's SD card max supports up to 128GB. When the TF Card is full. it will delete earlier video automatically and loop recording

2. If your camera can't recognize SD card, please check SD card format $\rightarrow$ power camera off$\rightarrow$ insert SD card$\rightarrow$ power camera$\rightarrow$ reset camera to check.

3. NVR can also be used for video recording management of multiple cameras

Q6. About Cloud service

1. Our cameras all support cloud storage services. (Cloud storage service is not free.You need pay for it.)
2. In generally, there are 1 month to experience for free.
3. If you don't need it, don't open this function.
4. There's a charge for this function.

Q7: Is 5g router supported ?

A : If you use 5g router, 5G and 2.4G use the same connection hotspot (that is,SSID is the same), you can connect directly. If 5G and 2.4G are not the same connection hotspot (that is, SSID is different, generally SSID of 2.4G is xxxxx-2.4G,SSID of 5G is xxxxx-5G), please connect WiFi of mobile phone to hotspot of xxxxx-2.4G of router before configuring camera.

Q8. How can I get the latest installation instructions?

This is the new manual for our system camera, please click the link to download and check it out,I hope it can help you:
https://www.hiseeu.co/pages/smart-wifi-camera-manual

You can scan the QR code for skill guidance and how-to videos.

hiseeu One Year Limited Warranty Summary

hiseeu guarantees that the accompanying hardware products and accessories are free from defects in materials and workmanship for a period of one year from the date of original retail purchase. hiseeu We do not guarantee normal wear and tear, nor do we guarantee damage caused by accidents or abuse. To obtain services, please call hiseeu, or the available service options for accessing the hiseeu Store or hiseeu authorized service provider depend on the country where the requested service is located or region, and may be limited to the original country and region of sale. You may need to pay for the call fee and international shipping, depending on what you do location. According to the information provided on www.hiseeu.net Obtain the complete terms and detailed information of the service. When you submit a valid claim under this warranty policy, hiseeu will provide your hardware device with repair, replace, or refund as appropriate. The warranty benefits you enjoy are in addition to the rights provided by local consumer laws. When making a claim under this warranty policy, it may be necessary to provide detailed information on the purchase voucher.

Hiseeu

hiseeu product warranty certificate

User information
Name:_____ Tel:_____ E-mail:_____

Mailing address:_____ Postal code:_____

Product inforomation
Product Model:_____ Serial number:_____

Purchase platform:_____

Order number:_____

Repairer information
Name of repairer:_____ Tel:_____

Mailing address:_____

Postal code:_____

Email: Gaoyi@hiseeu.co
Web: https://www.hiseeu.co/
(Available Pacific Time: 5:00-12:00pm)