## Zoom and Focus

Click the red button "**Pro**" on the PTZ to see the zoom in and zoom out options.

Zoom in and out: This function only using for optical zoom camera, if you purchase digital zoom camera, click to zoom in and out will unresponsive.
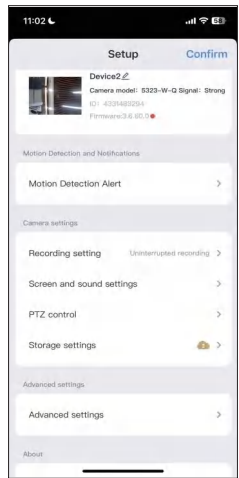**Focus:** When zoom in / out, if the camera not focus, click this option to focus manually. However, if the image is normal, do not click it, because it will damage the image definition of the camera.
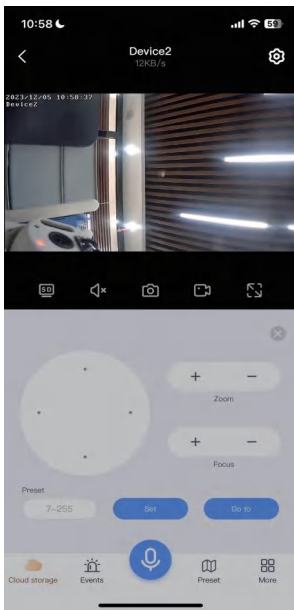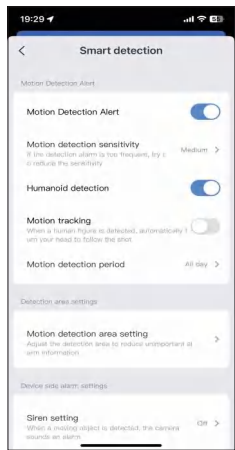
If you want to zoom in image of digital zoom camera, please swipe the screen directly to enlarge image.
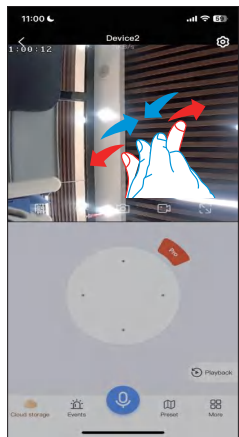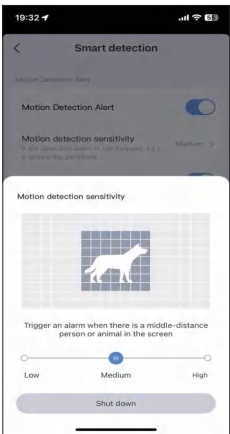

3. Setup Function

Motion Detection Alert

Motion detection sensitivity: if you receive too many wrong alarm messages, please set the sensitivity of motion detection to low.


Smart detection Period: There are four options to choose detection period, such as all day, day model (the detection time is from 8 a.m. to 8 p.m), night model (the detection time is from 8 p.m to 8 a.m) or you can also customize detection time.
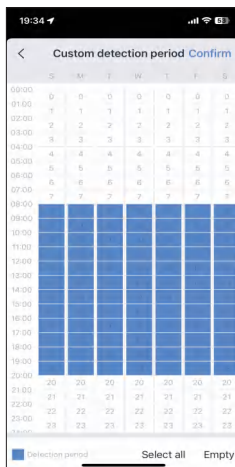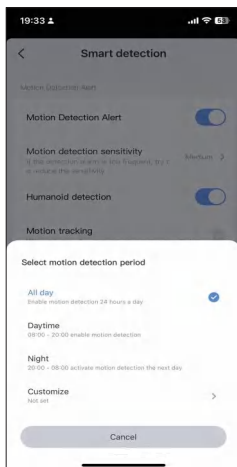
Motion detection area setting： if you want to detect the particular position, you can set a motion detection to Area mode or Cordon mode. When someone enters the detection area, an alarm will be triggered, and it can reduce false alarms.
Please note, if the detection area you set is too wide, the camera will default to full screen detection.
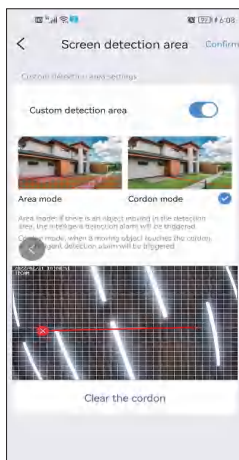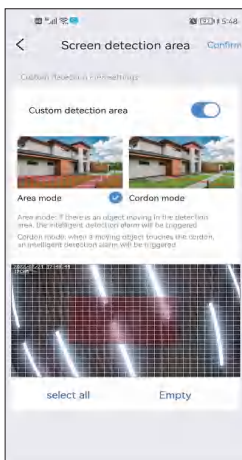
Siren Setting

You can switch off or on the Siren.When someone enters the alarm area the camera will prompt an alarm sound.
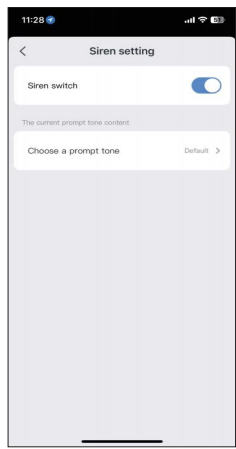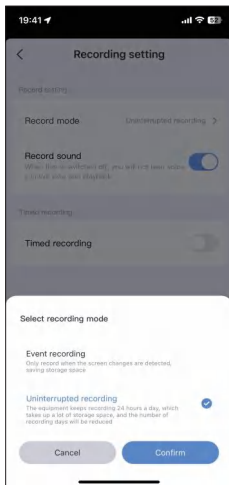

Recording Setting

Record Mode: there are two record modes to choose, event recording and Keep recording.

Event record means when the screen changes are detected, it will start recording, it will go into sleep at other times.

Keep recording means camera will record all the time.

Record sound switch: if you do not turn on this option, you can not hear sound when playback or view live.

Time record: For time recording, you can choose different dates and different time periods, and you can also make multiple time plans. For example, you can select record only on weekdays or only on weekends. You can also customize the recording time schedule.
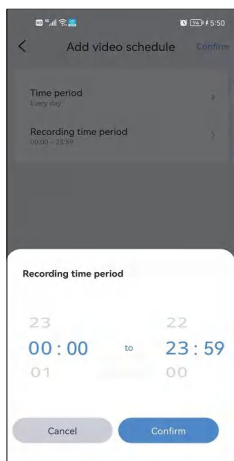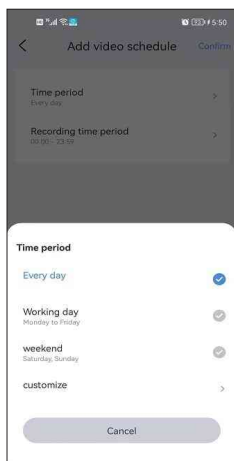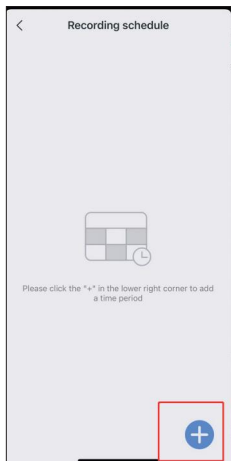
Screen and sound settings
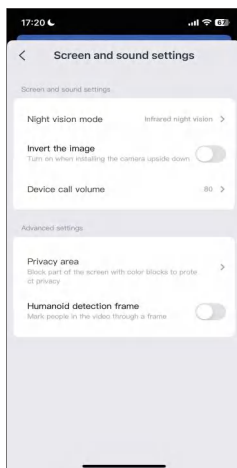
If the lighting mode cannot be set successfully in more options, you can also set it in picture settings.

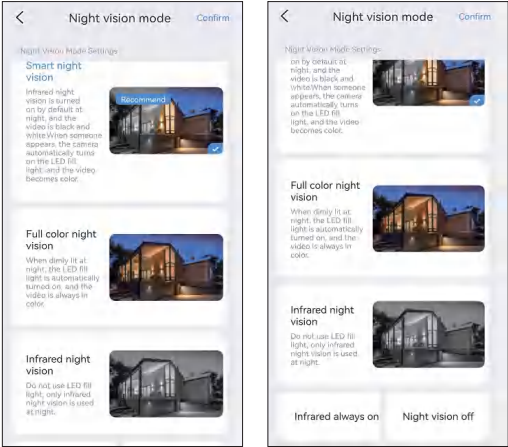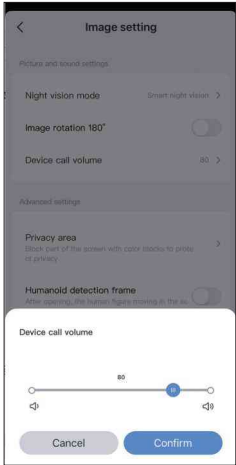In addition to these three modes, you can also choose to turn on the infrared light all the time, and the image will remain black and white no matter day or night. Turn off night vision and it will always maintain full-color night vision.

a. **Device call volume:** This option can set volume of two way audio function.

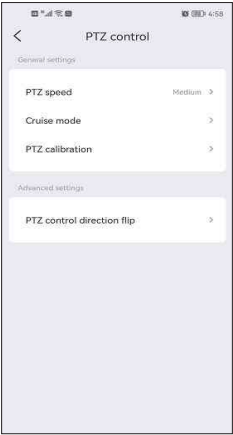b. **Privacy zone setting:** Set the privacy area, and the image area you set will be covered with color boxes.
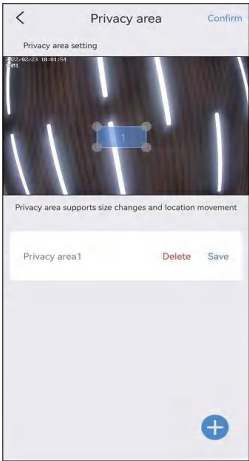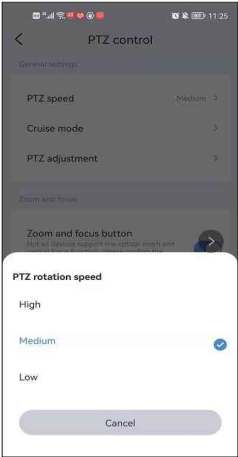

c. **Humanoid detection frame:** When the camera detects people, it will capture the actions of suspicious people and frame them, and quickly push the alarm notification.
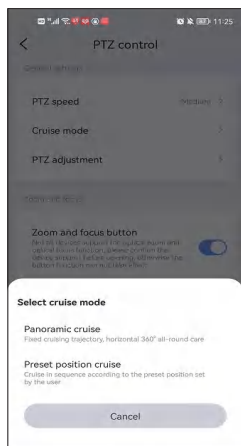
PTZ control

a. **PTZ speed:** If you think the camera rotates too fast, you can adjust speed to low at which the camera moves.

b. **Cruise mode:** There are two options to choose, panoramic cruise and present position cruise, please note, present position cruise, camera cruise only between the preset positions. you need to setup a preset position first, then select this mode. Please refer to page43 FAQ Q6.

c. **PTZ control direction flip:** After you install the camera, if the camera direction is reversed, you can set the PTZ direction flip. After setting, the PTZ control will rotate in the opposite direction.

Storage Settings
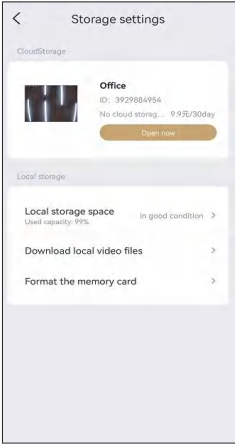
You can view the usage time of cloud storage, the status of SD card and storage capacity in the storage settings interface.

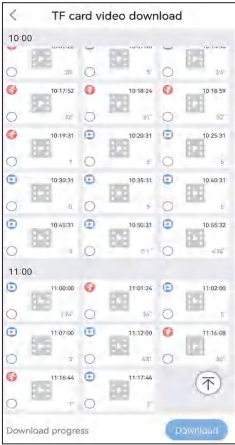If you have inserted the sd card, but not recording, please check if the **SD card status** is normal or the SD card capacity is full, if full, please click format to delete all record.

And you also can download video on this interface.

Advanced settings
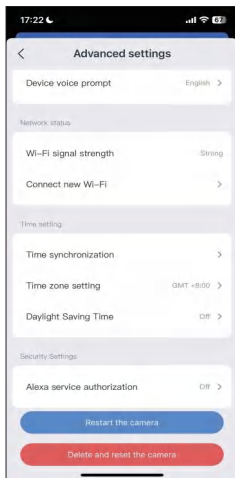
Connect new WiFi: If you want to change the wifi of your camera, please click Connect new wifi button to change the wifi name and password.
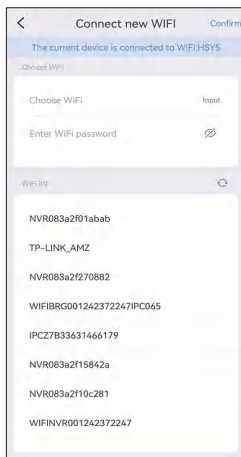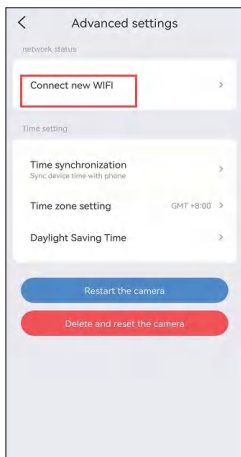
Time settings

After you successfully connection camera, the time displayed by the camera is different from that of the mobile phone. Please click the time synchronization, It will automatically sync to your phone time.
If camera time still incorrect, you can select time zone by yourself.
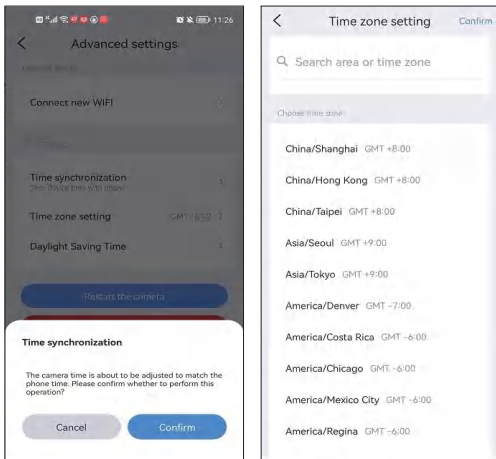
The App support set daylight saving time in different countries.
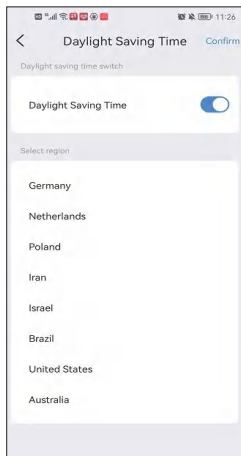
Work With Alexa

If you want to use Alexa function, please open the Alexa option on the app first. Then follow the instruction below to connect the camera on Alexa.
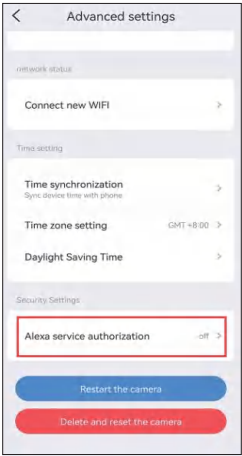
a. After enable Alexa option, pls go to your Alexa app and follow all the step as this Alexa service shows.
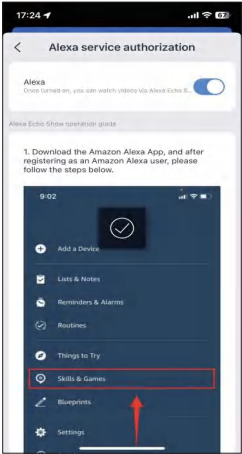
b. Go to more, click "**skill & games**"→search "**EseeCloud**"→click this option.
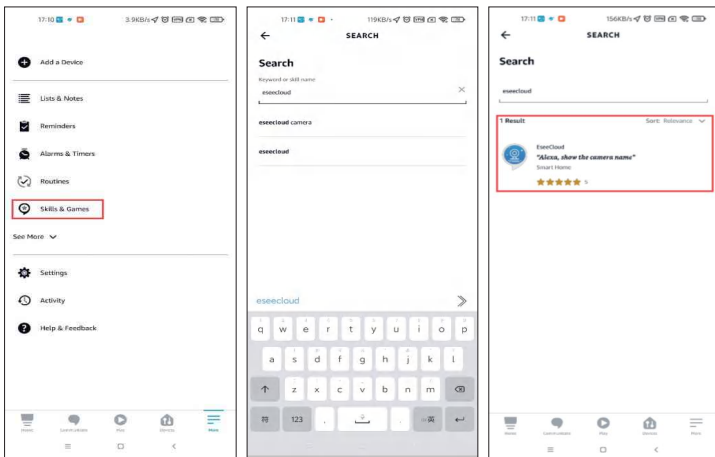
c. Click **ENABLE TO USE**→input account and password of Eseecloud→ select **DISCOVER DEVICES.**

d. Then wait for 45 seconds to find your device, after finding your device, you can view the camera on Echo show.
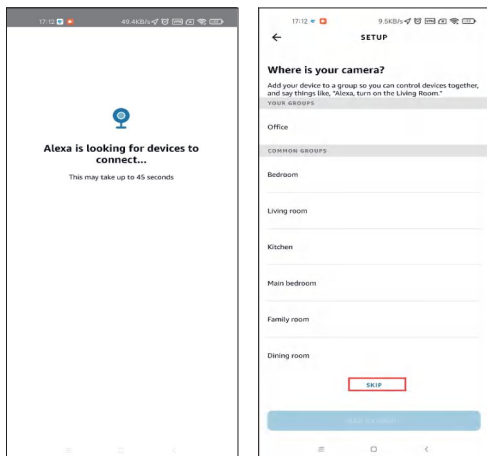
We have uploaded a video about how to add device to Alexa, you can refer this video:
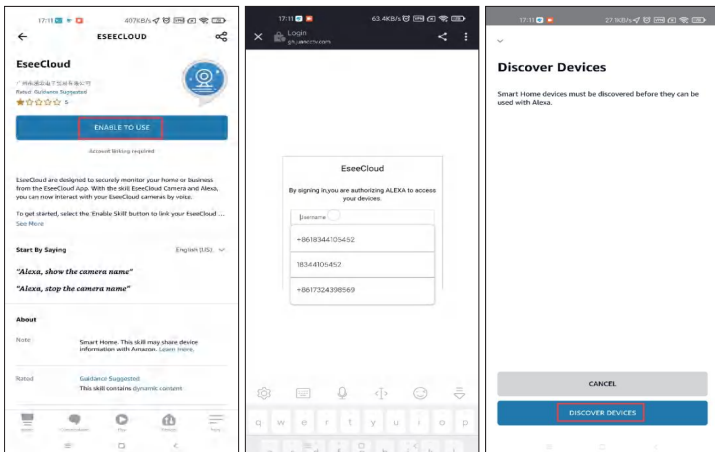https://www.amazon.com/vdp/02b7820dd64d4ad6a457fcfd8638e830

Please note:
1. If you log in Eseecloud through a third-party software, you cannot skill Eseecloud app on Alexa.
You must be register Eseecloud app account through phone number or Email address.
2. You must name the device, otherwise Alexa will show that the device cannot be found.

About this device

You can find your device ID, version and IP address on this interface. You can also see which WiFi is connected.
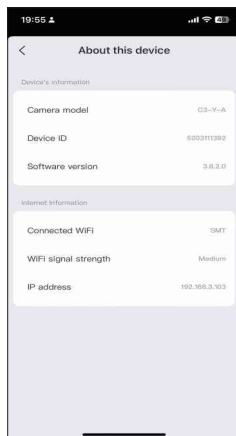
Preset position of Optical Zoom camera

Some functions of the **optical zoom camera** need to input the command code to start, such as WHD103Z.

Please input the code through the command table below to start the corresponding functions.

For example, go to settings, click smart detection alarm, turn on motion tracking and humanoid detection, click **Preset** on the App→select **Number mode**→input 96, **Go to**, that it will open auto tracking function.
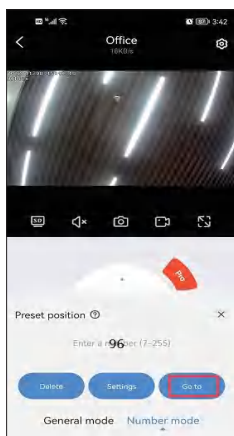
Special Function Seting of Dual Lens Optical Zoom camera
Light Alarm
a:You can manual turn on and off the warning
light during click the icon
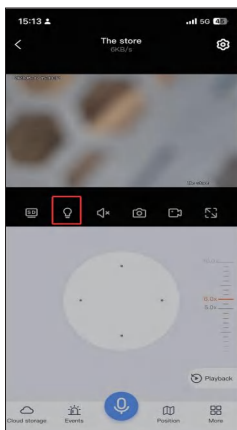
if you want to setting auto light alarm
a. click "Settings", you can go to setup interface directly
b.click "Motion detetion alert" option,
c. enable the last option of "warning light"
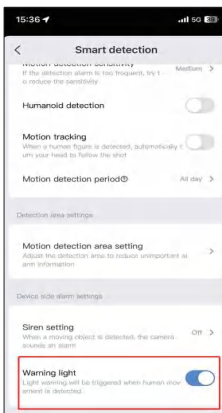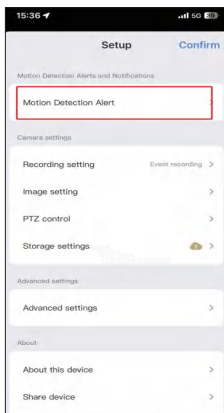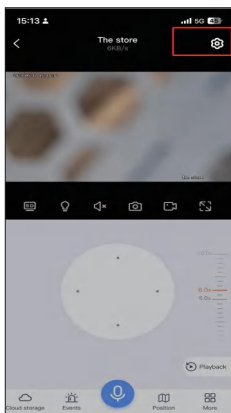
Manual Zoom In & Out

By simply sliding up and down, camera can be zoomed in and out, with precise multiple settings and simpler operations.
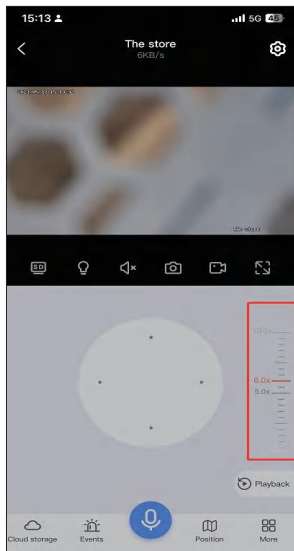
You can adjust the numbers to realize the digital zoom of the camera. 4X is the dividing line. (For WS02 Model)

1-4x--- The camera will automatically use the 4mm lens

4-10x--- The camera will automatically switch to an 8mm lens.

Short focal length lens allows you to see a wide range and telephoto lens allows you to see details clearly.

Function Instruction	
Preset Position Function (For Optical Zoom Cameras WHD103Z)	
Function description	If there is no control within 3 minutes, it will automatically return to the guard position
Guard position setting	Turn the camera lens to a position you want, Input 58, click settings
Open guard position	Input 56, click Go to
Close guard position	Input 56, click settings
Preset Bit Function	
Setup preset bit	Turn to the position to be set, input the preset position number (1-8), and then click the "setting"
Go to preset bit	Enter the preset number (1-8) that has been set, and then click "Go to"
Preset Cruise	
Function description	Automatically rotate to each preset position set and stay for a period of time, after cruising 3000 cycles stop rotate
Cruise preset position 1-8	Input 41, click Go to
Delete preset position 1-8	Input 41, click settings
Auto Tracking Function (30X Optical Zoom Camera WHD103Z)	
Automatic return to original position	Input 58, click settings
Open auto tracking	Input 97, click Go to
Close auto tracking	Input 97, click settings
Open auto tracking zoom	Input 96, click Go to
close auto tracking zoom	Input 96, click settings
Automatic Scanning (WHD103Z)	
Function description	Automatically rotate between the maximum horizontal angles of the ball machine and stop after 48 hours scanning
Start Auto scan	Input 39, click Go to

FAQ

We recommend add the new camera to the system, and then scan the system QR code to hook up NVR system to phone.
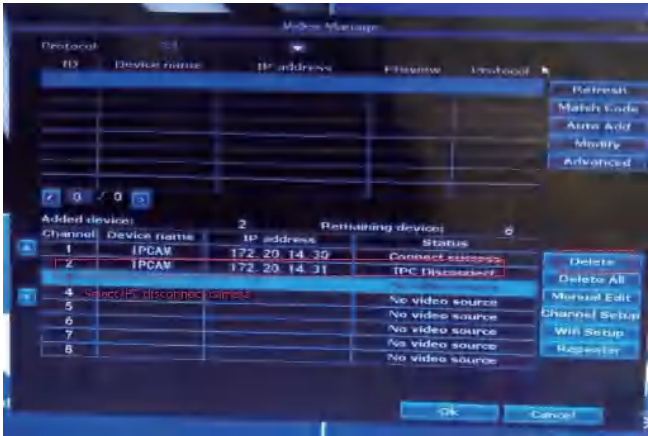**For K8208 and K8210 Version**

Use Ethernet cable to add
1. You need to connect the camera and the NVR box with the Ethernet cable.

2.Right-clik the mouse video manage→Click "Refresh"or "search"(find camera IP address as 192.168.1.**)→Click "Match code"(wait camera IP address changed to 172.20.14.** then exit and choose add one

3.After camera and NVR are paired, you can unplug the Ethernet Cable. Please note, the NVR and WiFi camera must be connecting same WiFi.
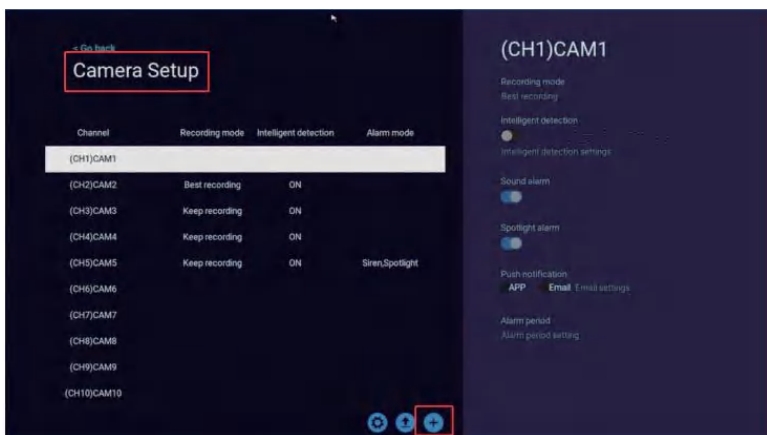
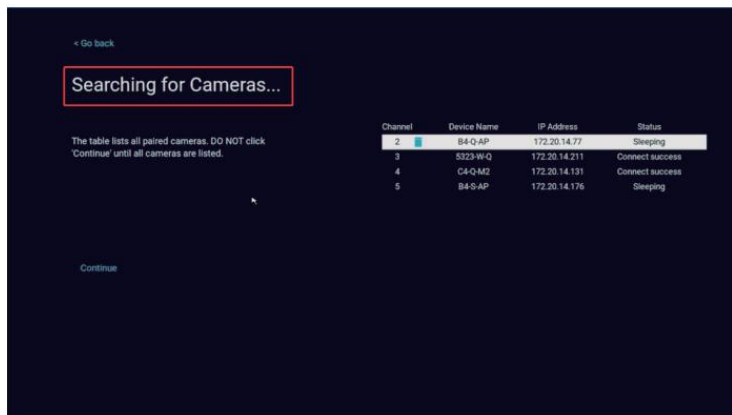**For New Interface UI: K8508 and K8510 Version**
Use Ethernet cable to add
1. Connect camera with NVR by Ethernet cable

2. Right click the mouse→Camera→click "+"icon→ click "continue"

| Channel	Device Name	IP Address	Status
2	B4-Q-AP	172.20.14.77	Sleeping
3	5323-W-Q	172.20.14.211	Connect success
4	C4-Q-M2	172.20.14.131	Connect success
5	B4-S-AP	172.20.14.176	Sleeping

3. Enter to "searching for cameras " page→ camera auto adding → plug out the Ethernet cable

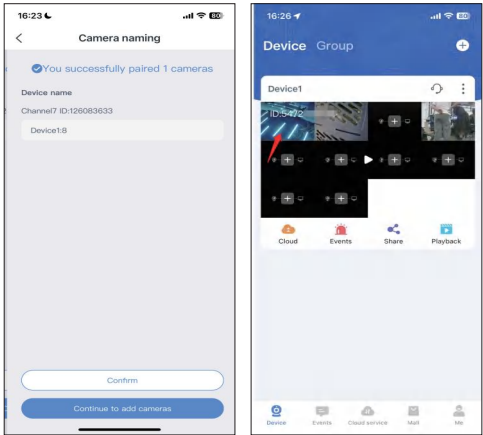**If you already connect the NVR system via your phone, here is the simple way to add a new camera**
1.Make sure your system already hook up with your phone app
2.Go you Eseecloud APP interface→ click the "+" icon
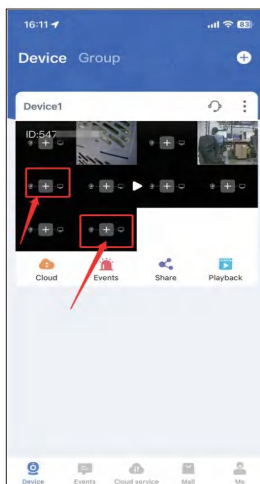
3. Put the new camera close to NVR(distance less than 3ft) and reset camera
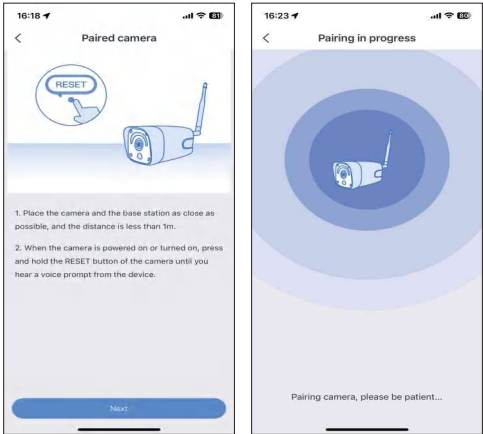
4.It will searches around the camera and connecting,click" confirm",and done.

Q2: There is no recordings when I click playback

A: **SD card storage:** Please go to setting interface→**Storage settings**→ **Local storage**→check the status of the SD card. If there is no SD card. Please take the SD card out and insert it again. (Please keep the power off before inserting the SD card)

If the SD card is in normal status, Please check if SD card capacity is full, and then format the sd card.

Cloud storage: Please go to setting interface→**Storage management** →**Cloud storage**→check the order for cloud storage (Cloud storage service is not free. You need pay for it.)

If these steps can't work, please contact with Hiseeu Technical Support Team for further assistance.
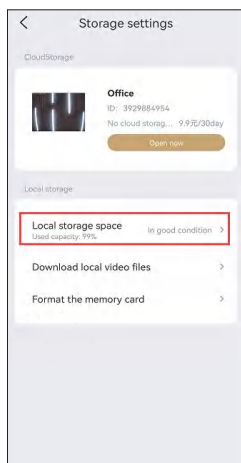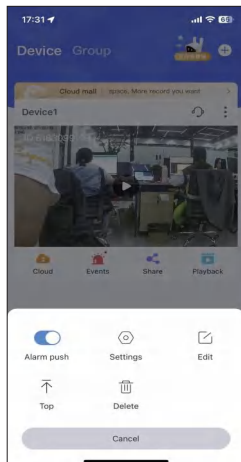

Q3: What can I do if the camera offline?

A: 1) please confirm the distance between the camera to your router, it better within 15-25FT, if the distance is too far away, the camera will offline.
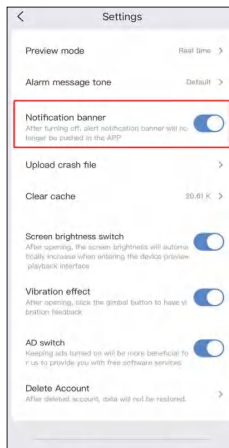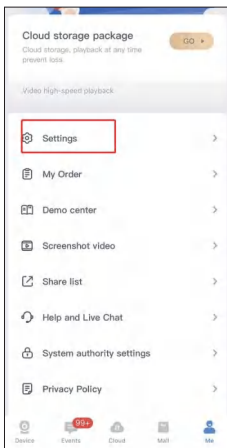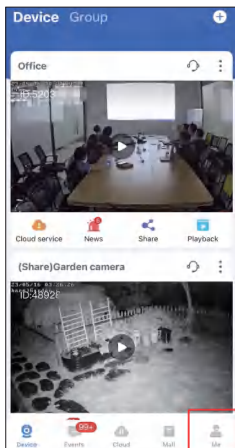
2) Confirm whether the camera antenna is vertical and upward, preferably on the same horizontal line as the router.
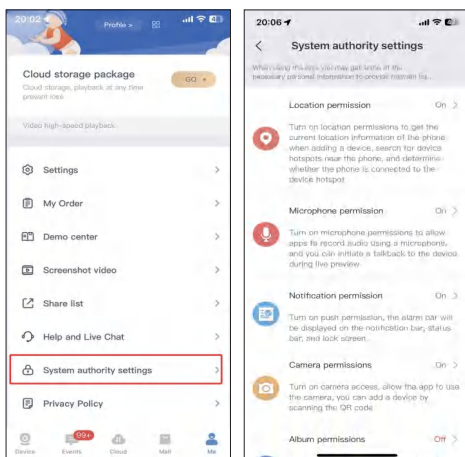
A: 1) go to the App→click ⬜ icon on upper right corner→enable "**Alarm push**"

2) Go to **Me**→**Settings**→Enable "**Notifcation banner**", and you'll receive pushing notification when movement is detected.
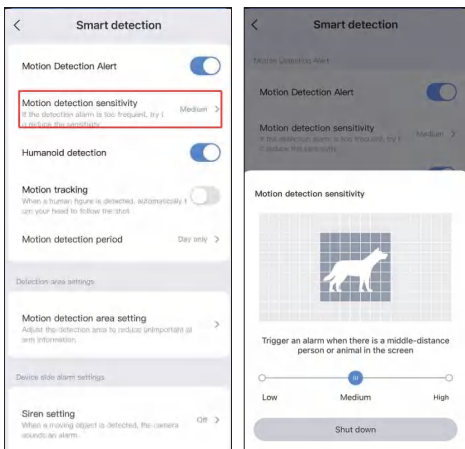
3) If still not receive, go to **Me→ System authority settings→** check if all permission is enable.
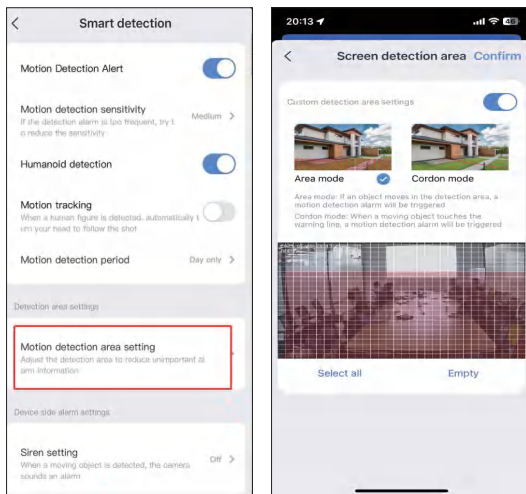

Q5: There is too much motion detection notifications

A: 1) Please go to setting interface→click **Motion Detection Alert→** adjust the Motion detection sensitivity to medium or low.

2) You can also setting the detection area,click setting icon→Smart detection alarm→Motion detection area setting→Screen detection area → confirm.

Q6: How to using ptz control on NVR?

A: 1) Please left click your mouse, it will show a smart menu below, click "ptz control".