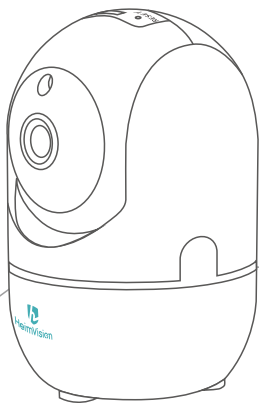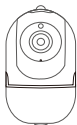# HeimVision

Smart Wifi Camera

User Manual

HM202A

Please read this manual
carefully before using this product and
keep it well for future use.
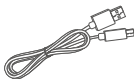
PACKING LIST

Smart Wifi Camera

Camera Mount

Camera Mount

Power Adapter

USB Cable

LAN Cable

Reset Pin

Screw Set

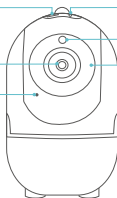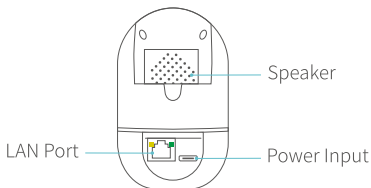User Manual

PRODUCT OVERVIEW

microSD Card Slot

Reset

Night Vision Sensor

Lens

IR LEDs

Microphone

support@heimvision.com

Speaker

LAN Port

Power Input

CONNECT THE CAMERA TO MOBILE DEVICE

App Downloading and Installation

Search for **HeimLink** from **App Store™**/**Google Play™**, or scan the QR codes below to download and install the App into your mobile device.

For iOS

For Android

ⓘ Note:

Google Play™ is a trademark of Google Inc., and App Store™ is a trademark of App Inc.

Account Registration and Login

Please register an account with a valid email address, then log in.

Connect the Camera to HeimLink Account

ⓘ IMPORTANT:

① This camera only supports a 2.4GHz Wifi.

② For a stable network connection, please make sure the camera and the mobile device are close to the router.

③ Avoid using special characters or symbols in your Wifi name and password, such as @~!#$%^&* and so on.

④ For all connecting options, you will hear the voice prompts after the camera is powered on. Use the **Reset Pin** to slightly press and hold the **Reset** button for 5~6s to reset the camera if no voice prompts heard. You will hear "Reset success" at a successful reset.

⑤ Please turn on the location service and Wifi on your mobile device, then allow HeimLink App to access your location and use Wifi.
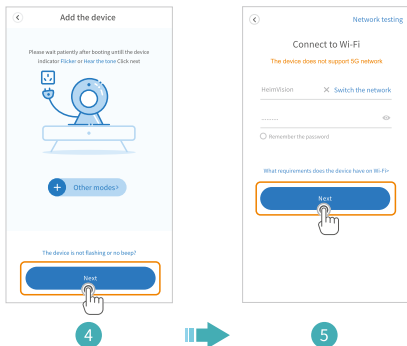
1. Connect the camera by scanning QR code

Power on the camera, wait until you hear "Please configure camera by AP hotspot or scanning code".

① Tap ⊕ in the center or upper right corner.
② Select Intelligent camera.
③ Select Device adding by scanning the code.
④ Tap Next.
⑤ Connect to your router's Wifi and tap Next.

HeimLink

GUIDE
The starter guide video

Add devices in smart life

1

Add the device

Intelligent camera

Smart annunciator

2

Choose networking mode

Device adding by scanning the code
Pair with Wi-Fi by scanning QR code on the mobile phone

Addition of AP hotspot
Pair with Wi-Fi by connection with AP hotspot of the device

Addition by connecting to network cable
Only applicable for the device with the network cable socket

3

Add the device

Please wait patiently after booting untill the device indicator Flicker or Hear the tone Click next

+ Other modes?

The device is not flashing or no beep?

Next

Network testing

Connect to Wi-Fi

The device does not support 5G network

HeimVision ✕ Switch the network

Remember the password

What requirements does the device have on Wi-Fi?

Next

④ → ⑤

💡 Tip:

Tap **Network testing** to check your Wifi status.

Network testing

Connect to Wi-Fi

The device does not support 5G network

HeimVision ✕ Switch the network

Remember the password

What requirements does the device have on Wi-Fi?

Next
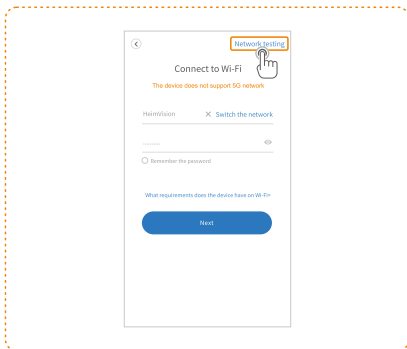
⑥ Align the QR code on your mobile device with the camera lens and keep a distance of 4-8 inches. Tap **"Beep" or flashing lights** after you hear two beeps from the camera.

⑦ Wait for the connection.

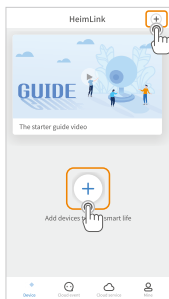⑧ Name your camera and tap **Start to experience** to finish the connection.

① Add the device

Align the QR code the camera lens

If it fails scanning the QR code for a long time, please click to zoom in the QR code and try again

No voice is heard!

"Beep" or flashing lights

① Add the device

Device is under connecting

The router, mobile phone and device should be as close as possible. The connection takes about 1-2 minutes. Please wait a moment

12%

● Device connects to Wifi
● Device registers Cloud Service
● Device initialization

Addition success!

Addition is successful

Device name

Click to input the device n...

Shop	Bedroom
Living room	Entrance
Office	Meeting Room

Start to experience

⑥ ▶▶ ⑦ ▶▶ ⑧

2. Connect the camera by AP hotspot

Power on the camera, wait until you hear **"Please configure camera by AP hotspot or scanning code"**.

❗ Note:

No password is required for the wifi **HeimLink_AP_xxxx**. If your mobile device prompts you that the Wifi is unsecure, please ignore it.
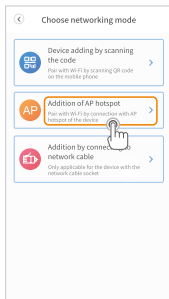
1. Tap ⊕ in the center or upper right corner.
2. Select **Intelligent camera**.
3. Select **Addition of AP hotspot**.
4. Tap **Next**.
5. Tap **Go to Setting**.
6. Connect to the Wifi **HeimLink_AP_xxxx**.
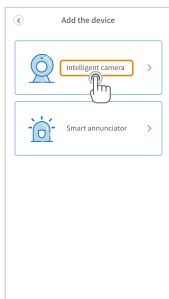
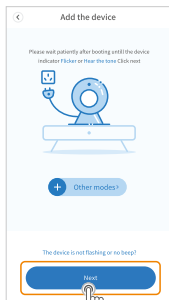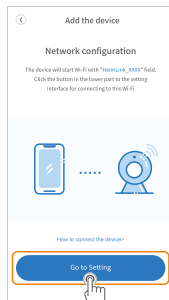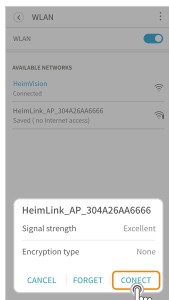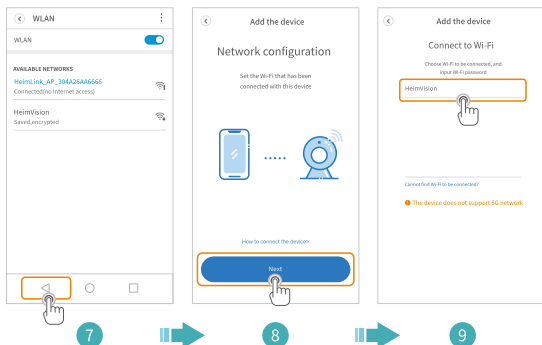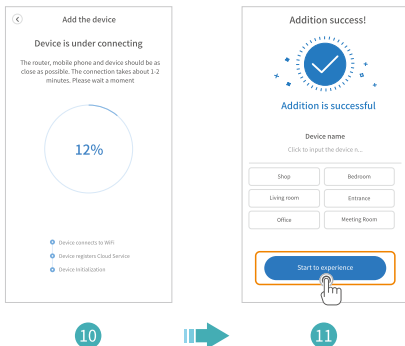7. Go back to the interface of network configuration.

8. Tap **Next**.

9. Select your router's Wifi and enter the correct password.

10. Wait for the connection.

11. Name your camera and tap **Start to experience** to finish the connection.
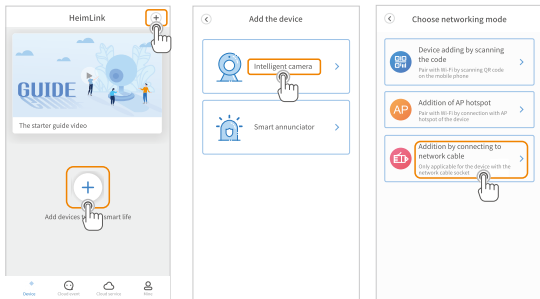
Tip:

There will be a pop-up window of connection instruction if you didn't connect to the Wifi **HeimLink_AP_xxxx** successfully. Tap **Confirm** and connect to the Wifi again.

3. Connect the camera through LAN cable

Connect your camera to a router with a LAN cable. Power on the camera, wait until you hear the voice prompts **"Please wait for wired connection. Please wait for Internet connecting. Please choose wired connection to add camera"**.

1. Tap ⊕ in the center or upper right corner.
2. Select **Intelligent camera**.
3. Select **Addition by connecting to network cable**.
4. Tap **Next**.
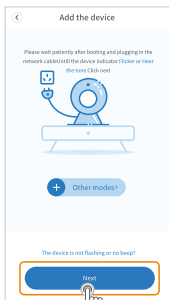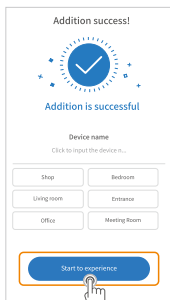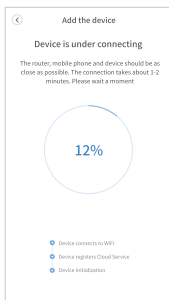5. Scan the QR code on the camera.

Add the device

Please wait patiently after booting and plugging in the network cable,until the device indicator Flicker or Hear the tone Click next

+ Other modes?

The device is not flashing or no beep?

Next

4

Configure the camera

Keep the QR code of the device body in the frame for scanning

5

6 Wait for the connection.

7 Name your camera and tap **Start to experience** to finish the connection.

Add the device

Device is under connecting

The router, mobile phone and device should be as close as possible. The connection takes about 1-2 minutes. Please wait a moment

12%

Device connects to WiFi
Device registers Cloud Service
Device Initialization

6

Addition success!

Addition is successful

Device name

Click to input the device n...

Shop	Bedroom
Living room	Entrance
Office	Meeting Room

Start to experience

7

🔆 Tip:

After the camera is connected to the App with the LAN Cable, you can switch to Wifi connection for flexible placement and operation of the camera. Go to **Setting**, select **Change Wi-Fi network** and input the correct password. After successfully connecting to the selected Wifi, unplug the LAN cable and reboot the camera.
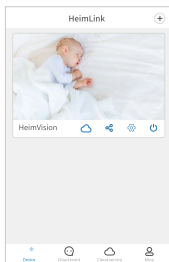
USE THE CAMERA ON MOBILE DEVICE

Function Overview

1. Main Interface

Device:

Swipe down on the **Device** interface of **HeimLink** to refresh the camera's perview.

☁ : subscribe to or renew a cloud plan.

⤳ : share your camera with your family (see more on **Page 21**).

⚙ : enter the interface of **Setting**.

⏻ : turn on/off the camera.

Cloud event:

Only available when a cloud plan is subscribed to.

Tap to check the videos recorded on the cloud when motion/sound/human outlines detected. Tap on a video to play it, then tap **Save** to save it to the **Cloud album** as needed.

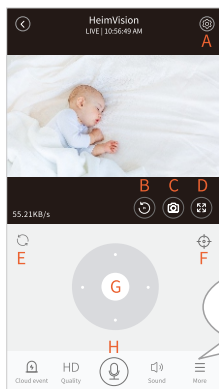**Cloud service:**

Check your device's cloud service.

Mine:

Tap **My Album** to check the snapshots/videos saved on the **Local album**, and the videos saved on the **Cloud album**.

Check the version of the App.

2. Live Video

Tap the preview image on the main interface of **HeimLink** to check the live video.

A. Setting

B. Playback

C. Snapshot

D. Full Screen

E. Pan & Tilt Reset

F. Preset

G. Pan & Tilt Control

H. Hold to Talk

⊙ : play the recorded videos.

⊙ : capture a picture to the local album in App.

⟳ : have the camera moved to the default angle.

⊕ : preset some focal points for the camera.

⊙ : pan or tilt the camera.

⚡ : check the videos recorded to cloud when sound/motion/
     human outlines detected.

HD : toggle the image quality between **HD** and **SD**. **SD** is
     recommended for smoother streaming.

🎤 : press and hold to talk to people in front of the camera.

◁× : tap it and you won't hear the sound from the camera.

≡ : show more functions.

▶ : record a video to the local album in App.

☁ : check the videos saved to the cloud.

💡 Tip:

Tap ☁ to enter the cloud album, tap on a video, or tap ✎ on
the upper right corner and select a video, then you can download,
share, rename, or delete it.

Video Recording

ⓘ IMPORTANT:

① Two recording options are available for the camera:
    recording videos to a microSD card and the cloud(optional).

② The camera accepts a card with capacity up to 128G, please
    select a high-quality microSD card with a reliable brand for it.

③ The camera loops to record videos, which means the latest
    videos will overwrite the oldest ones when the storage
    reaches full capacity.

1. Record videos to a microSD card

1 Insert a microSD card (not included), then power on the camera.

2 Go to **Setting** > **Device storage** to check if your microSD card is available.

3 Select a recording mode. **Not recording** means that the camera won't record videos to the microSD card. **Event recording** means that the camera will record videos to the microSD card when sound/motion/human outlines detected. **All-day recording** means that the camera will always record videos to the microSD card.
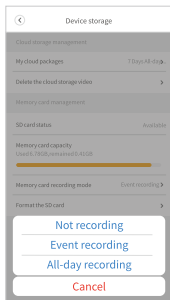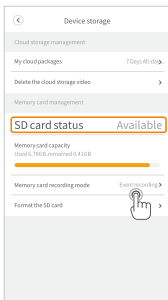
2. Record videos to the cloud

The videos will be recorded to the cloud once you've subscribed to a cloud plan. Please refer to **Page 22** for instructions on cloud subscription.

☀ Tip:

Recording videos to the cloud is recommended since it's safe to save videos on the encrypted cloud and no worries about any data loss.

Video Playback

Go to Setting > Play Videos From, select Memory card or Cloud to play recorded videos from a memory card or cloud accordingly.

After selecting, please tap ↻ on the interface of Live Video to check the video recorded. Tap 🔲 to play the live video again.
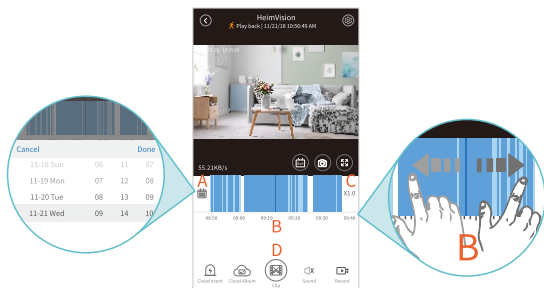
Ⓐ Calendar:

Tap to show a calendar, then select an exact time to check the video recorded.

Ⓑ Timeline:

Slide leftward or rightward on the timeline to play the video recorded. Spread/pinch or double tap on the timeline to enlarge or narrow it.

When you play recorded videos from cloud, the timeline will show two colors to differentiate videos recorded with sound/motion/human outlines detected (deep blue parts) from videos recorded without anything detected (light blue parts).

C Playback speed:

Only available for playing videos from cloud.

Tap to play the video at x1.0, x2.0, x4.0 or x0.5 speed.

D Clip:

Only available for playing videos from cloud.

Tap ⊠ to cut the video and save it to the cloud album or delete.

PTZ Function and Preset

1. Pan&Tilt&Zoom Function

Slide ⊙ to pan/tilt the camera.

Spread/pinch or double tap on the live video to zoom in/zoom out the live image.
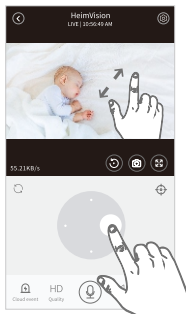
2. Preset

Tap ⊕ to create a set of locations where your camera can focus.

1 **Create a preset:**

Tap ✛ to create a preset, name it and tap **Save**.

2 **Call a preset:**

Tap the thumbnail and the camera will directly rotate to the preset location.

3 **Delete a preset:**

Tap ✐ , then tap 🗑 to delete the preset.

① Note:

Please disable **Intelligent Tracking** when adding a preset to ensure the preset accuracy.

Alarms and Notifications

The camera will record videos to the cloud or microSD card only

when motion/sound/human outlines detected if you subscribe to a cloud plan of **Alarm Trigger Recording** or select **Event Recording** for your microSD card.

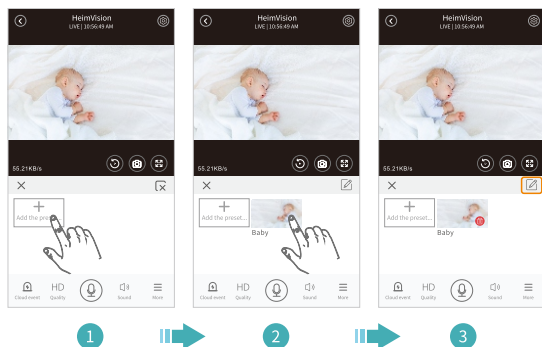Apart from recording videos, the camera can also give out **Alarm Tone** and send push notifications when motion/sound/human outlines detected.

1. Alarm Settings

Motion detection, sound detection, and human outlines detection are enabled by default.

① Adjust detection sensitivity
* This function aims to set the sensitivity for motion detection and human outlines detection.
* Go to **Setting** > **Detection sensitivity** to set the sensitivity level.
* **Medium** is the default setting. Please set it to **Low** to reduce false alarms if you don't want to be disturbed frequently.

② Select detection area
* This function aims to reduce false alarms and decrease the frequency of being disturbed. You can set the detection area for motion detection and human outlines detection. All areas are selected by default.
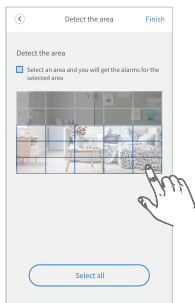
Step 1:
Go to **Setting** > **Detection area** to start setting.
Step 2:
Tap on the preview image to select the detection areas.
Detection areas selected are those parts with blue frames.
Tap **Finish** to complete settings.

③ Set alarm tone

    * This option aims to turn on/off the buzzer of the camera.

    * Go to **Setting** and turn on **Alarm Tone**, then the camera will give out alarm tone when motion/sound/human outlines detected.

2. Notification Settings

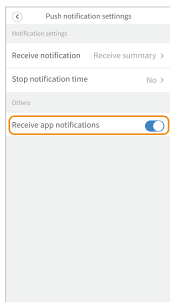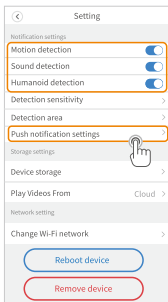① Switch on the notifications

    Step 1:

    Go to **Setting** to enable **Motion detection**/**Sound detection**/**Humanoid detection**.

    Step 2:

    Go to **Push notification settings** to switch on the option of **Receive app notification**.

    Step 3:

    You will receive push notifications on your mobile device when motion/sound/human outlines detected.

② **Set notification frequency**
   * Select **Receive all notification** and you will receive all the notifications.
   * Select **Receive a summary** and set a time interval for receiving summarized notifications.

③ **Stop notifications**
   Step 1：
   Go to **Setting** > **Push notification setting** > **Stop notification time**.
   Step 2:
   Tap **Add a schedule** to start setting a schedule for not receiving notifications. Up to 3 schedules can be set.

❗ **Notes:**
① To delete the schedule, slide leftward on the schedule and tap **Delete**.
② Please keep the App **HeimLink** running in the background.
③ You won't receive push notifications when watching live videos.

Intelligent Tracking

Go to **Setting** to enable **Intelligent Tracking**, then the camera will automatically track a moving object.

💡 Tip:

Always enabling this function may shorten the lifespan of the camera due to the frequent rotation.

Device Sharing

ⓘ IMPORTANT:

① Please make sure your family members have registered a HeimLink account before sharing.

② You can share the camera with as many accounts as possible. However, we recommend 3 accounts at most for a better experience.

Step 1:

Tap ⌁ on the main interface or go to **Setting** > **Private share** > **Add family member**, then enter your family member's account.

Step 2:

Select the function you'd like to share with your family member, then tap **Share**.
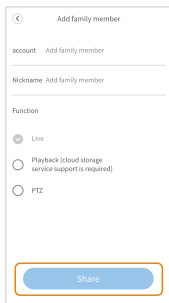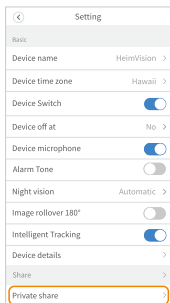
Cloud Service

1. Subscribe to a cloud plan

Tap ☁ on the main interface or go to **Setting** > **Device storage** >
My cloud packages to subscribe to a cloud service package.
However, if you've got an activation code, you can also tap **Pay
by activation code** and enter the code to activate the cloud plan.
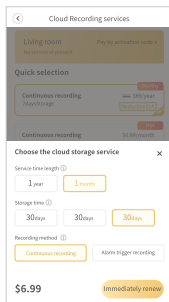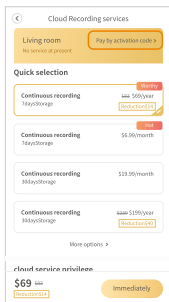
After the cloud plan is activated, it will be bound to this camera by default.

2. Change the cloud plan to a new camera

If you'd like to change the cloud plan to a new camera connected, please refer to the steps below.

1　Tap **Cloud service** on the bottom bar of the main interface to check your cloud service.

2　Tap **Cloud Service Card**, then tap your cloud plan.
　　Select the new camera and tap **Confirm**.
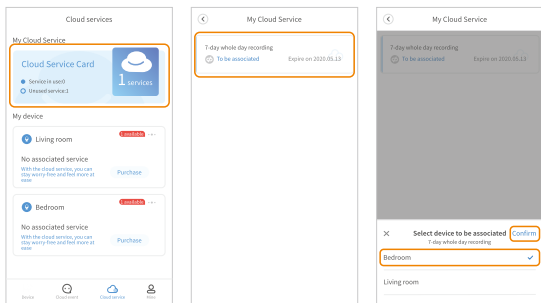
3. Cancel auto renewal of cloud service

If you selected auto renewal when subscribing with a cloud plan, you can cancel the renewal when it's not needed.

Step 1:

Please visit **https://heimlink.heimvision.com/** and log in with your account.

Step 2:

Click your account and **Account Info** to check your **Payment Information**, then tap **Cancel** to cancel auto renewal.

More Settings

Tap ⚙ on the main interface or upper right corner of the live video interface to check more settings about the camera.
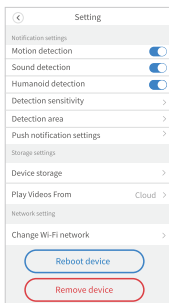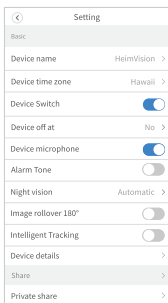
Device name:

Tap to rename your camera.

Device time zone:

Select the time zone.

Device switch:

Turn on/off your camera.

Device off at:

Set a schedule to automatically turn off your camera, and up to 3 schedules can be set.

To delete a schedule, slide leftward on the schedule and tap **Delete**.

Device microphone:

Enable or disable the microphone of the camera. If this option is disabled, you won't hear any sound for live video and the video recorded. Additionally, the function of sound detection is unavailable.

Alarm Tone:

Turn on/off the buzzer of the camera.

Night vision:

Turn on/off the night vision mode or set it to **Automatic**.

Image rollover 180°:

Tap to flip the image 180° when you mount the camera on the ceiling.

Device details:

Check the firmware version, model type, device ID, and Mac address.

Change the frequency to avoid screen flickering.

Device storage:

Check your cloud plan.

Delete the videos saved on the cloud.

Check the SD card status and its capacity.

Set the recording mode for the SD card.

Format the SD card.

Change Wi-Fi network:

Change the Wifi.

Reboot Device:

Tap to reboot your device.

Remove Device:

Tap to remove your device.

USE THE CAMERA ON COMPUTER

Visit **https://heimlink.heimvision.com/** through the browser of your computer, then log in with your account to check the live video.

💡 Tip:

If you'd like to check the videos recorded to the microSD card on your computer, please insert the microSD card with a card reader into the computer, and play the videos with the player that supports MP4 format.

TROUBLESHOOTING

Q1. Why did I fail to connect the camera to my account?

  * The camera only supports 2.4GHz Wifi and make sure you've selected the correct one. If you use a dual band router, please contact the router seller or us for more help.
  * Avoid using special characters or symbols in your Wifi name and password, such as @~!#$%^&* and so on.

If the connection failed, please use the **Reset Pin** to press and hold the **Reset** button for 5~6s to reset the camera, then connect the camera again.

Q2. Why can't the camera read my microSD card?

* The camera doesn't support hot plugging. Please insert a microSD card before powering on the camera, or reboot the camera after inserting the card.
* Please use a high-quality microSD card with a reliable brand.
* Please make sure the microSD card is not damaged.

Q3. Why can't I play the recorded videos from my microSD card?

* Make sure you've inserted a microSD card into the camera.
* Go to **Setting** > **Device storage** to check if the SD card status is available.
* Check your **Memory card recording mode**, make sure you didn't select **Not recording**.
* Go to **Setting** > **Play Videos From** to verify that you've selected **Memory card**.
* Go to **Setting** > **Device storage** > **Memory card recording mode** to select **Not recording** to stop recording videos, then play the videos recorded again.
* Make sure your network connection is stable enough when playing the videos recorded.

Q4. Can I simultaneously watch videos from multiple cameras?

  * Multiple cameras can be connected to the same account. You can simultaneously watch the live videos from 4 cameras with split-screen mode by tapping the icon ⊞ on the main interface.

Q5. Why can't I get the notifications on my phone?

  * Make sure you've allowed **HeimLink** to send push notifications in the settings of your mobile device.

  * Make sure you switch on all the options in **Push notification settings**.

  * Make sure the current time is not during the scheduled time you set to stop the notification.

FCC STATEMENT

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.

This equipment should be installed and operated with minimum distance 20cm betweenthe radiator& your body.

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 notinstalled 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 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.

WARNING:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IC STATEMENT

This device complies with RSS247 of Industry Canada. Cet appareil se conforme à RSS247 de Canada d'Industrie. This device complies with Industry Canada license-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.

Appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes:

(1) le dispositif ne doit pas produire de brouillage prejudiciable, et

(2) ce dispositif doit accepter tout brouillage recu, y compris un brouillage susceptible de provoquer un fonctionnement indesirable.

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

Ce matériel est conforme aux limites d'exposition aux rayonnements rf énoncées dans un autre environnement.cet émetteur ne doit pas être situées ou opérant conjointement avec toute autre antenne ou l'émetteur. Ce matériel devrait être installé et adapté à une distance minimale de 20cm entre le radiateur et votre corps.

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. User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.

HeimVision

CUSTOMER SUPPORT

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