

# HeimVision Smart Camera HM302/HM402

## USER MANUAL

Please read this manual carefully before using this product and keep this manual for future reference.

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## WARNING

Incorrect use of the product(s) may lead to safety risks. Therefore, we STRONGLY recommend reading the following instructions before using your product.

1. Keep the cord(s) away from children in case of strangulation (3 feet/ 1 meter away).
2. Put the product(s) in a dry place in case of short-circuit.
3. Use the power adapter(s) provided by us ONLY. Using unauthorized charging cables and power adapters may result in overheat even explosion.
4. Unplug the power adapter(s) if you don't use it(them).
5. Please use the camera legally, the manufacturer is not responsible for any illegal use of this camera.

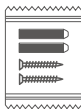
## PACKAGE LIST



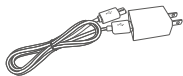
Smart WiFi Camera



Camera Mount



Screw Package



Power Adapter  
with Cord

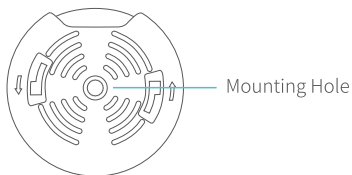
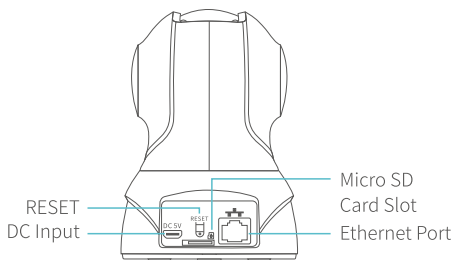
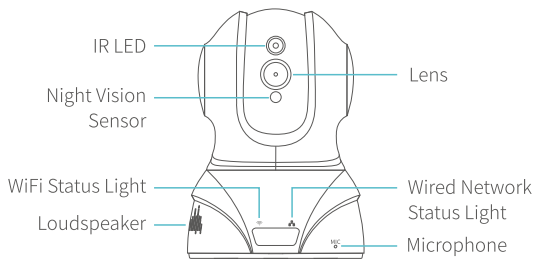


LAN Cable



User Manual

# CAMERA DIAGRAM



# INSTALLATION AND CONNECTION

## Download MIPC

Download MIPC by searching it in APP Store (iOS devices) and Google Play (Android devices) or scan the QR code.



iOS 8.0 or later

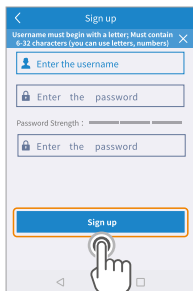
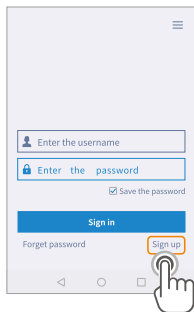


Android 4.4 and up

## Create an Account

To use this camera, you need to create a MIPC account.

- 1 Open MIPC and tap on **Sign up**.
- 2 Set a **username** and **password** (8 numbers at least) and tap on **Sign up**.



# Bind the Camera to MIPC Account

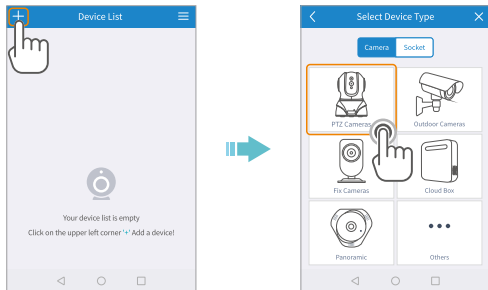
## 1. Bind account through WiFi

### ! Notice:

This camera supports only the 2.4Ghz WiFi, please make sure your phone is connected to a 2.4Ghz WiFi when you add the camera to your account the first time.

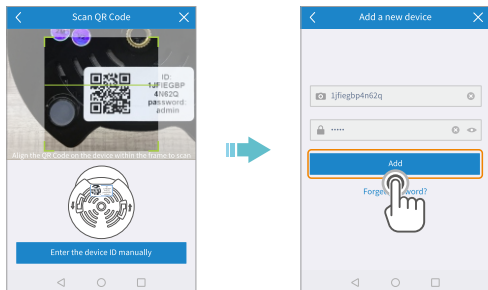
### Step 1:

Tap on **+** (on the upper left corner), select **PTZ Cameras**.



### Step 2:

Scan the QR code at the bottom of the camera, and tap on **Add**.

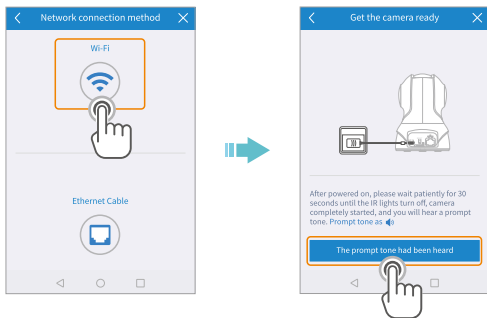


### Tip:

Please do not change the scanned information; if the QR code cannot be recognized, please input the device ID manually.

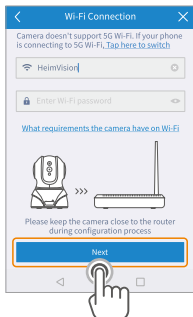
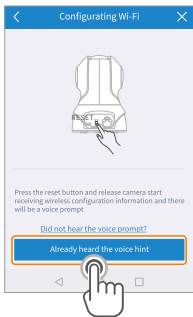
### Step 3:

- 1 Tap on **WiFi**, and prepare your camera (power on your camera and wait for 30 seconds until the IR LED turns off and you hear a notification sound.)
- 2 Tap on **The prompt has been heard** after you heard the notification sound.



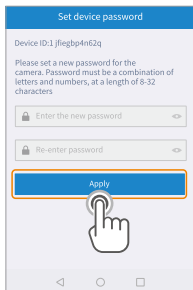
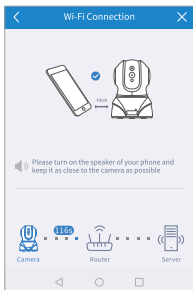
### Step 4:

- 1 Press **RESET** for 1 second and tap on **Already heard the voice hint** until you hear a voice notification.
- 2 Input the 2.4Ghz WiFi password and tap on **Next**.



## Step 5:

- 1 Please turn on your phone speaker and keep it close to the camera microphone.
- 2 Set a password, modify your camera name and then your camera is added successfully.

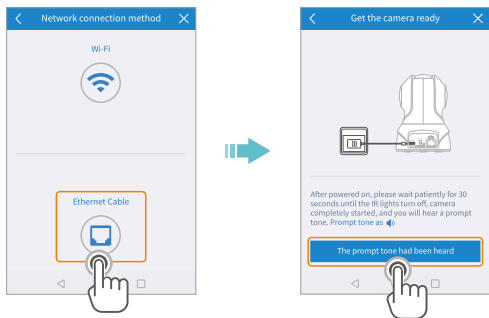




## 2. Bind account with an ethernet cable

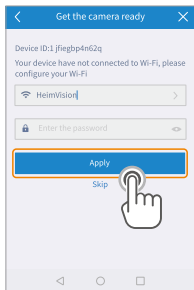
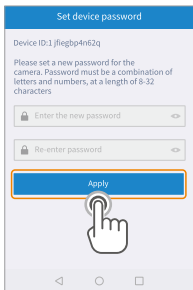
### Step 1:

- 1 Repeat the former step 1 to step 2 in section **Bind account through WiFi**.
- 2 Tap on **Ethernet Cable** and connect your camera to a router with a RJ45 ethernet cable.
- 3 Tap on **The prompt tone had been heard** until you hear a notification sound.



### Step 2:

- 1 Set a password for your camera and tap on **Apply**.
- 2 Input your WiFi password and tap on **Apply**. (If you want to connect the camera to the network by ethernet cable, you can skip this step.)



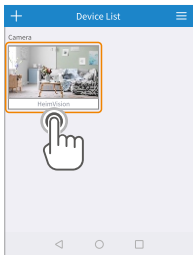
### Step 3:

- 1 Set your device name and time zone. (You can also skip them.)
- 2 Your camera is added successfully.

## USE THE CAMERA ON MOBILE DEVICE

### Live Video

Tap on the preview picture on **Device List** interface to enter the live video interface.



## 1. Function overview


### 1 Date & time:

Show date and time on the upper left corner.

### 2 Speaker:

Tap to hear the audio detected by the camera.

### 3 Image setting:

Tap  to adjust the image brightness, contrast, saturation and sharpness or to switch day/night mode.

### 4 Record:

Tap to record a video to the App, then go to **My documents** (see on page 19) to check the video recorded.

### 5 Snapshot:

Tap to capture a snapshot to the App, then go to **My documents** to check the snapshot captured.



### 6 Microphone:

Press to speak to people or pets in front of the camera.

### 7 Cloud:

Check videos stored on the cloud.

### 8 Alarm:

Tap  and the camera will immediately make alarm sounds, which is helpful to warn the intruders. Tap  again to cancel. If you would like to make the camera automatically send alarm sounds when moving objects detected, please refer to page 13 to set the **Audible alarm**.

### 9 Video quality:

Select video quality from standard, smooth, auto and 3MP (for HM302)/4MP(for HM402). Higher video quality demands higher bitrate.

### 10 Full Screen:

Tap  to display the live video in full-screen mode.

### 11 Bitrate:

Show the current bitrate of the camera.


### 12 Snapshots & videos:

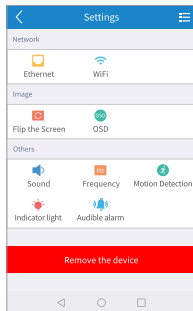
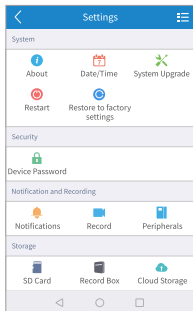
Tap to check the recorded snapshots and videos stored on your microSD card or Cloud.

### ! Note:

The display of the icons from 4 to 8 varies on different mobile models. If they are not fully displayed, please slide leftward to check the other functions.

## 2. Settings

Tap  on the upper right corner of live video interface to bring up the options in **Settings**.





## About

Check the device model, set a nickname for your device or check app version and device ID here.



## Date/Time

Adjust date/time here.



## System Upgrade

Check for app update.



## Restart

Tap to restart the camera.



## Restore to factory settings

Tap to erase your camera settings and restart it. The box before "Save the network settings and password" is checked by default, you can uncheck it to erase all your settings about the camera.



## Device Password

Set the admin password or a guest password for this device. Guests who log in to this device with a guest password can only watch the live video.



## Notifications

Enable/disable notifications of the detected motions, faces and sounds; adjust the alarm schedule.



## Record

Enable/disable **Continuous Recording**. Enable **Event Recording** of motion/face/sound detection and set up the recording schedules.



## Peripherals

This function is not available on model HM302/HM402.



## SD Card

Check the status of your SD card and capacity utilization. This device does not support hot plugging, if the camera cannot detect the SD card, please insert the SD card and reboot the camera.



## Record box

This function is not available on model HM302/HM402.



## Cloud storage

Buy or extend cloud plan.



## Ethernet

Check the network information if the device is connected to network through an ethernet cable.



## WiFi

Check the network information, change WiFi.



## Flip the screen

Tap to flip the screen if the device is mounted on the ceiling and the video is upside down.

 OSD

Turn on/off on screen display function; select the date and time formats.

 Sound


Adjust the volume of the camera speaker and microphone; enable/disable the startup sound.

 Hz Frequency

Change the power frequency to avoid screen flashing.

 Motion detection

Enable/disable **Motion Detection** and **Smart Tracking**; adjust the sensitivity of motion detection at day/night.

 Indicator light

Turn on/off the device indicator.

 Audible alarm

Enable/disable the buzzer of the camera. Select alarm sound for the camera between **alarm tone** and **beep**. Once **Audible alarm** is enabled, the camera will make sounds when motion detected.

## PTZ Function

### Pan:

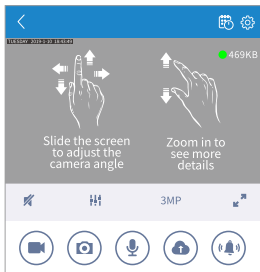
Move the camera left or right.

### Tilt:

Move the camera up and down.

## Zoom:

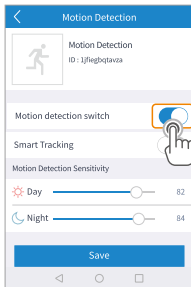
Spread/pinch or double tap to zoom in/out the image.



## Motion Detection & Smart Tracking

### 1. Motion Detection

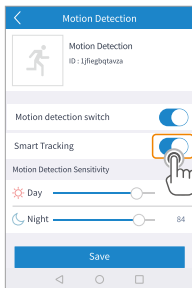
The **Motion Detection** function that allows your camera to detect moving objects is enabled by default. You can also adjust the sensitivity of the motion detection at day/night here.



### 2. Smart Tracking

The **Smart Tracking** function makes the camera automatically track the moving objects.



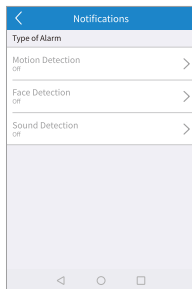


### ! Note:

Once **Smart Tracking** is enabled, the camera will automatically rotate and track the moving object. Always enabling this function will shorten the lifetime of the camera due to frequent rotation.

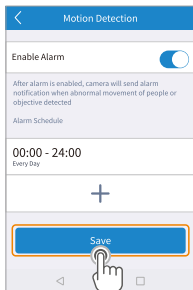
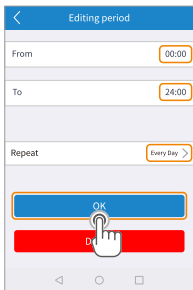
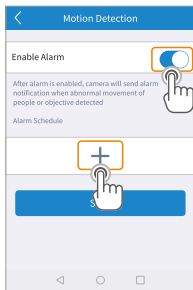
## Alarm Settings

Go to **Settings>Notifications and Recording>Notifications** to enable alarm of motion/face/sound detection, then you will receive push notifications on your mobile device once motion/face/sound is detected by the camera.



## 1. Motion Detection Notification

Go to **Settings>Notifications and Recording>Notifications>Motion Detection** to enable alarm, tap **+** to set an alarm schedule, and tap **Save** to finish the settings.



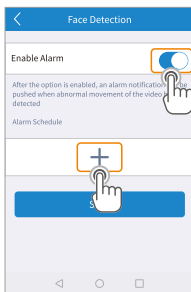
### ! Notes:

- \* Please note that the **Motion Detection** function should be enabled, or the camera is unable to detect motion and you won't receive the push notifications even if you've turned on the alarm.

\* If you are bothered by frequent push notifications, please reset the alarm schedule and lower the sensitivity of motion detection.

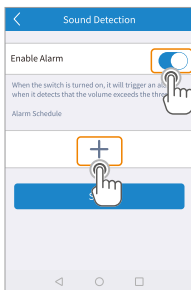
## 2. Face Detection Notification

Go to **Settings>Notifications and Recording>Notifications>Face Detection** to enable alarm, tap **+** to set an alarm schedule, and tap **Save** to finish the settings.



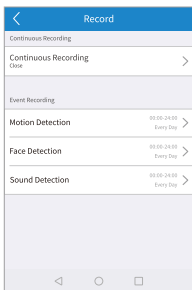
## 3. Sound Detection Notification

Go to **Settings>Notifications and Recording>Notifications>Sound Detection** to enable alarm, tap **+** to set an alarm schedule, and tap **Save** to finish the settings.



# Video Recording

Go to **Settings > Notification and Recording > Record** to set up your recording plan.



## 1. Continuous Recording

Enable it to continuously record a video and save it into a microSD card (not included) inserted into the device.

## 2. Event Recording

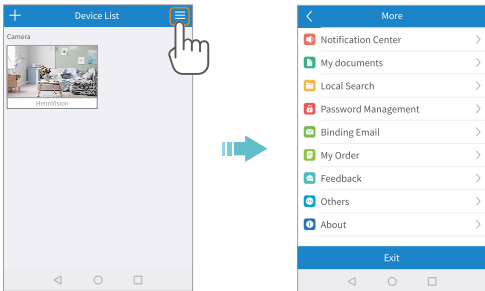
Tap to enable the event recording for **Motion Detection**, **Face Detection** and **Sound Detection** and set up the recording schedule(s). Then the camera will start to record a video when motion/face/sound is detected and save it into the microSD card.

### **i** IMPORTANT:

Please note that the **Motion Detection** function should be enabled, or the camera is unable to trigger the event recording for motion detection.

## More (Account Settings)

Tap on ☰ on Device List interface to enter More (Account Settings).



### Notification Center:

Turn on/off Sound and Vibration notification mode; choose the Notification Ringtone; turn on/off Lock-screen Notification.

### My Documents:

Check snapshots and videos that are downloaded to your mobile device.

### Local Search:

Show the added cameras that are on the same network with your mobile device.

### Password Management:

Set the admin password or a guest password.

### Binding Email:

Bind an email to your account.

### Others:

Select the transmission protocol.

### About:

Check the software version; clear the cache on your mobile device.

# USE THE CAMERA ON DESKTOP CLIENT

## MIPC Installation & Login

### ! Notice:

- \* You can choose to download MIPC desktop client or just log in to it on your browser.
- \* If the login page is blank, you can right click the mouse > click Refresh.

### Step 1:

Download and install MIPC from this website: [www.mipcm.com](http://www.mipcm.com)

### Step 2:

Login on MIPC to enter the homepage.

## Live Video



- 1 Add device: Add new devices to this MIPC account.
- 2 Delete: Choose and delete devices.

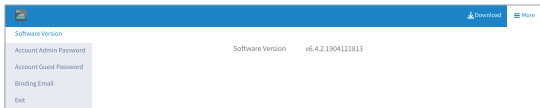
- 3 **Refresh:** Refresh the homepage.
- 4 **Device list:** Show the thumbnails of the added device.
- 5 **Pause/play:** Click to pause or play the live video.
- 6 **Snapshot:** Click to capture a snapshot.
- 7 **Microphone:** Click to speak to people or pets in front of the camera.
- 8 **Image setting:** Adjust the image brightness, contrast, saturation and sharpness or to switch day/night mode.
- 9 **Speaker:** Click to hear the audio detected by the camera.
- 10 **Video quality:** Select video quality from smooth, standard, 3MP(for HM302)/4MP(for HM402) and auto. Higher video quality demands higher bitrate.
- 11 **Pan/Tilt function:** Move your mouse to the edge of the live video page and click them to pan/tilt the camera.
- 12 **Playback:** Click to playback videos recorded on the SD card of the camera.

## Camera Settings

← Go back


<b>About</b>	
Nickname	Model <span style="float: right;">f132</span>
Admin Password	Firmware Version <span style="float: right;">v5.1.10.1811090903</span>
Guest password	Plugin version <span style="float: right;">Not installed</span>
Network	Device ID <span style="float: right;">1jfiqbp4n62q</span>
OSD	
SD Card	
Recording Device	
Accessory	
Record	
Alarm and Notification	
Date/Time	
System	
Others	
Remove the device	

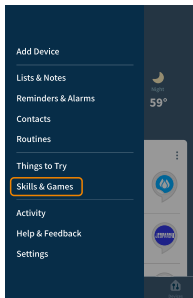
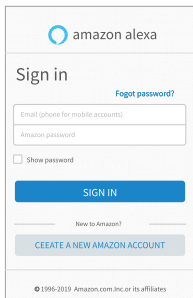
## More (Account Settings)



## CONNECT THE CAMERA TO AMAZON ALEXA

### Step 1:

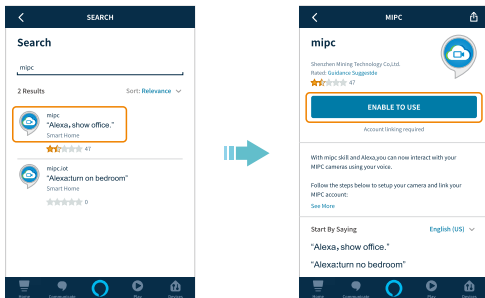
Log in to **Amazon Alexa** with your Amazon account after downloading and installing it, tap  on the top left corner of the home page, then tap **Skills & Games**.



### Step 2:

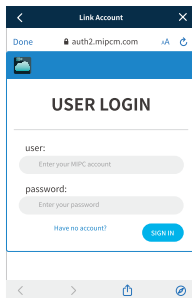
Search and select **MIPC**, then tap **ENABLE TO USE** to enable it.





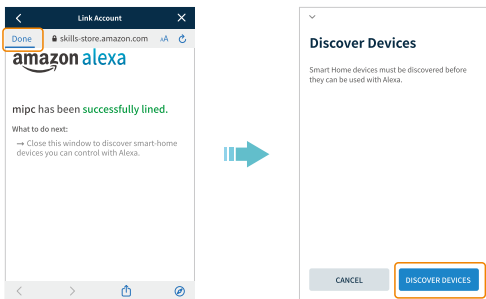
### Step 3:

Log in to your MIPC account.



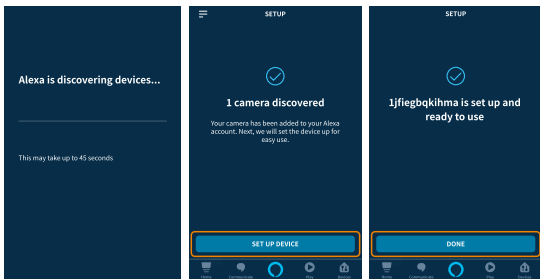
### Step 4:

Tap **Done** to leave this page after MIPC is successfully linked to Alexa, then tap **DISCOVER DEVICES** on the pop-up page to discover your camera in MIPC.



### Step 5:

Tap **SET UP DEVICE** after your camera is added to your Alexa account, then tap **DONE** to finish. Control your camera with Amazon Alexa by saying "Alexa, show the camera" to enter the live video interface, and "Alexa, stop" to exit.



### ! Note:

Please discover the device from **Amazon Alexa** again when you rename the linked camera or link a new camera.

# TROUBLESHOOTING

## Q1. This camera cannot connect to my WiFi.

- \* This camera does not support 5Ghz WiFi. Please make sure to connect the camera to a stable 2.4Ghz WiFi.

## Q2. Why my camera cannot recognize the SD card?

- \* This device support SD card up to 128G, and the camera does not support hot plugging. Please format your SD card before inserting, and then reboot your camera after inserting.

## Q3. Do I have to insert a SD card to enable the recording function?

- \* No, you can also enable the recording function by purchasing the Cloud Service, and the recorded videos will be uploaded to the cloud. You can check the videos online and no worries about a data loss.

## Q4. Why is the picture black and white sometimes even in the daytime?

- \* The night vision sensor works according to the brightness it detects, if the environment is too dark, the night mode will be on. You can check and clear if there is something that covers the night vision sensor.

## Q5. Where to change the Wifi Network that the camera is accessing?

- \* Tap on the camera in the device list > Settings > Network > WiFi > WiFi list



We will update the user manual regularly, please scan the QR code for the latest version.

## CUSTOMER SUPPORT

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

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

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

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

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