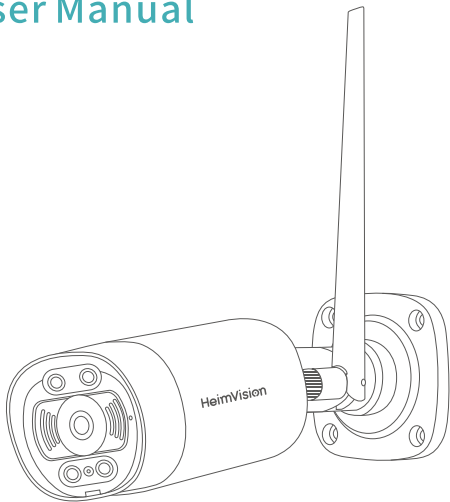




Outdoor Wifi Security Camera

HM311

User Manual



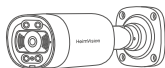
Please read this manual thoroughly before use and keep it for future use.



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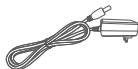
PACKING LIST



Outdoor Wifi
Security Camera



LAN Cable



DC 12V/1A
Power Adapter



Waterproof Kit
for LAN Port



5dB Antenna

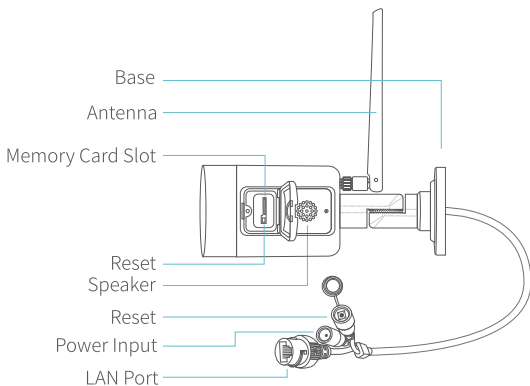
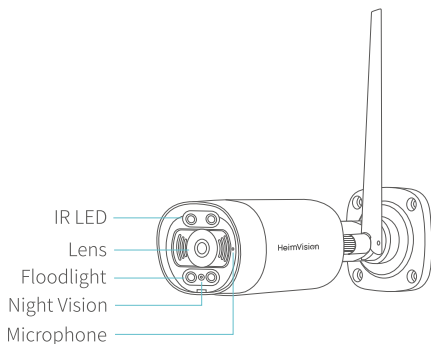


Screw Set



User Manual

PRODUCT OVERVIEW



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 Apple Inc.

Account Registration and Login

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

Hi,
welcome

Email address

Password

Sign up Forgot password

Log in

Login in with mobile phone number

Local direct connection

Connect the Camera to HeimLink Account


i 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. Please install the antenna for the camera after you adjust the base to provide enough space for it.
- 3 Avoid using special characters or symbols in your Wifi name and password, such as @~!#\$%^&* and so on.
- 4 Do not mount the camera before confirming the successful network connection and smooth live picture.

- 5 For all connecting options, you will hear the voice prompts after the camera is powered on. 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.
- 6 Please turn on the location service and Wifi on your mobile device, then allow **HeimLink** App to access your location and use Wifi.

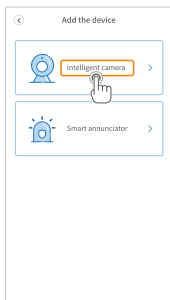
1. Connect the camera by scanning QR code

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

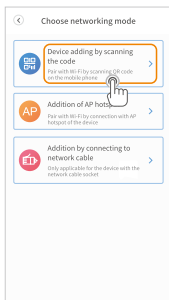
- 1 Tap  in the center or upper right corner.
- 2 Select **Intelligent camera**.
- 3 Select **Device adding by scanning the code**.
- 4 Tap **Next**.
- 5 Connect to your router's Wifi and tap **Next**.



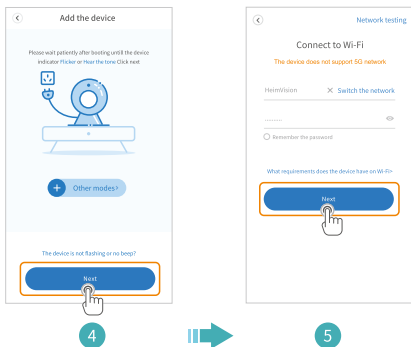
1



2

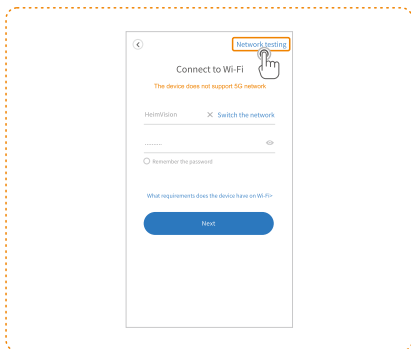


3

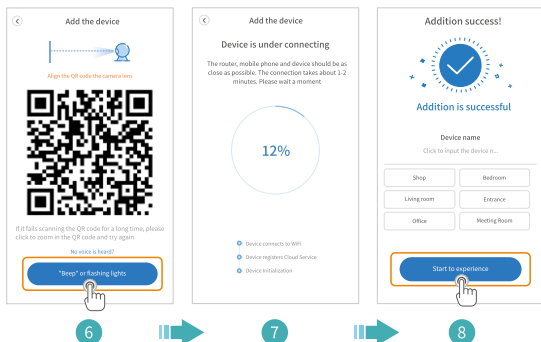


Tip:

Tap Network testing to check your Wifi status.



- 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.




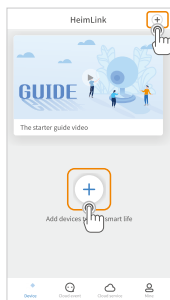
2. Connect the camera by AP hotspot

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

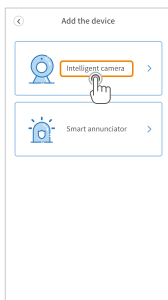
! Note:

No password is required for the wifi **HeimLink_AP_XXXX**. If your mobile device prompts you that the Wifi is unsecure, please ignore it.

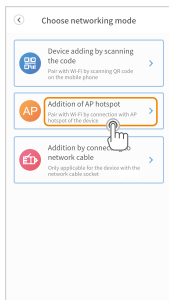
- 1 Tap  in the center or upper right corner.
- 2 Select **Intelligent camera**.
- 3 Select **Addition of AP hotspot**.
- 4 Tap **Next**.
- 5 Tap **Go to Setting**.
- 6 Connect to the Wifi **HeimLink_AP_xxxx**.



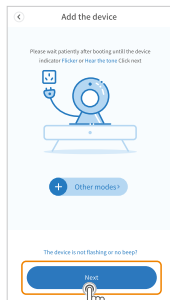
1



2



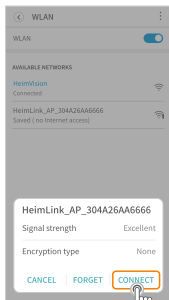
3



4

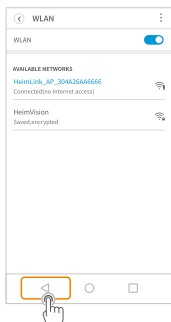


5

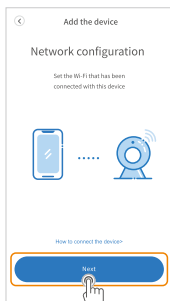


6

- 7 Go back to the interface of network configuration.
- 8 Tap Next.
- 9 Select your router's Wifi and enter the correct password.



7

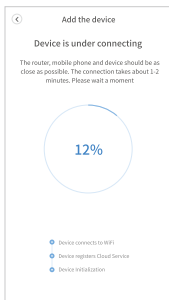


8

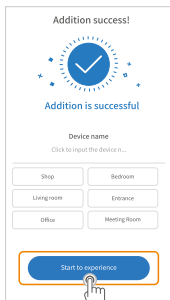


9

- 10 Wait for the connection.
- 11 Name your camera and tap **Start to experience** to finish the connection.



10



11



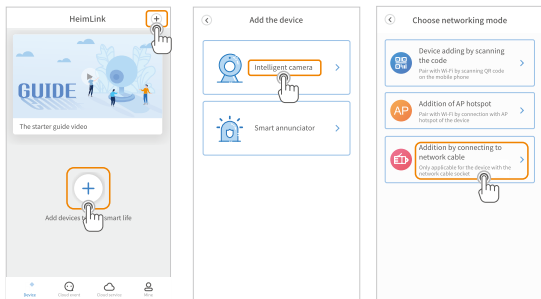
Tip:

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.



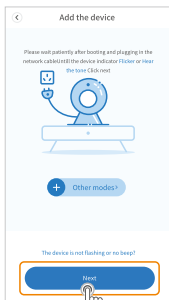
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2



3

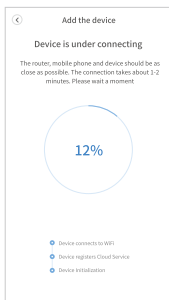


4

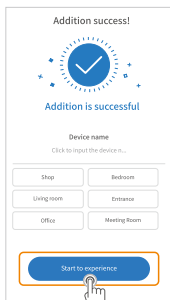


5

- 6 Wait for the connection.
- 7 Name your camera and tap **Start to experience** to finish the connection.



6



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.

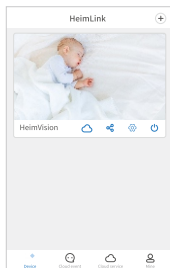
USE THE CAMERA ON MOBILE DEVICE





Function Overview

1. Main Interface

Device:

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



-  : 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.

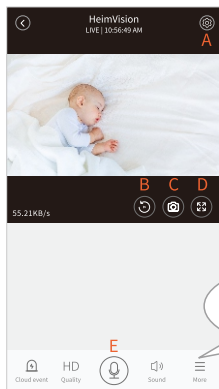
Mine:

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. Hold to Talk












Record





Cloud Album



Auto

-  : play the recorded videos.
-  : capture a picture to the local album in App.
-  : 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.
-  : set up the modes of the floodlights on the camera.
 - * **Auto**: the default setting is auto. When in darkness, if the camera detects a moving object, the floodlights will be on. If there is no motion detected in one minute, the floodlights will be off.
 - * **ON**: the floodlights will be on all the time.
 - * **OFF**: the floodlights will be off all the time.

Notes:

- 1 If the floodlights are in **Auto** mode and you turn off the **Night Vision**, the floodlights will be on when in darkness.
- 2 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.

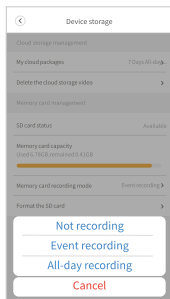
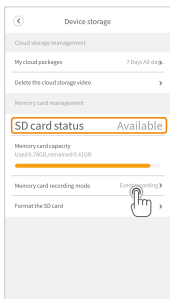
Video Recording

i IMPORTANT:

- 1 Two recording options are available for the camera: recording videos to a memory card and the cloud(optional).
- 2 The camera accepts a card with capacity up to 128G, please select a high-quality memory 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 memory card

- 1 Insert a memory card (not included), then power on the camera.
- 2 Go to **Setting** > **Device storage** to check if your memory card is available.
- 3 Select a recording mode. **Not recording** means that the camera won't record videos to the memory card. **Event recording** means that the camera will record videos to the memory card when sound/motion/human outlines detected. **All-day recording** means that the camera will always record videos to the memory 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.



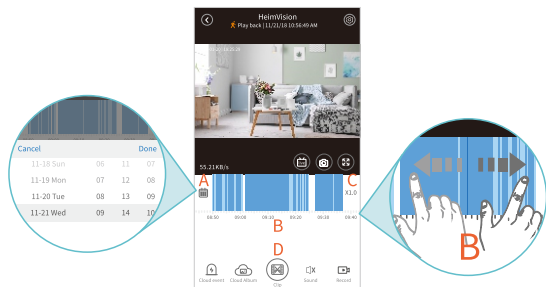
Tip:

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.



A Calendar:

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

B 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.

Alarms and Notifications

The camera will record videos to the cloud or memory 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 memory 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:

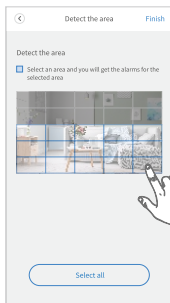
Go to **Setting > Detection area** to start setting.

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:

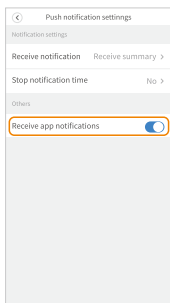
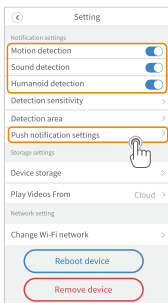
Go to **Setting** to enable **Motion detection/Sound detection/Humanoid detection**.

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.

Device Sharing

i IMPORTANT:

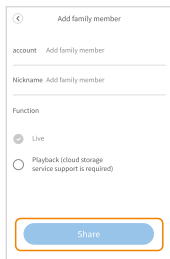
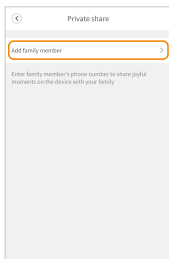
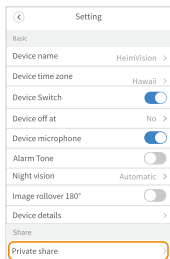
- 1 Please make sure your family members have registered a **HeimLink** account before sharing.
- 2 You can share the camera with as many accounts as possible. However, we recommend 3 accounts at most for a better experience.

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:

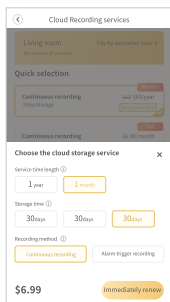
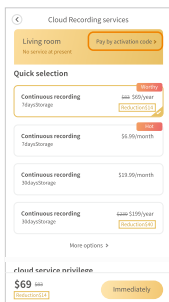
Select the function you'd like to share with your family member, then tap **Share**.



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.

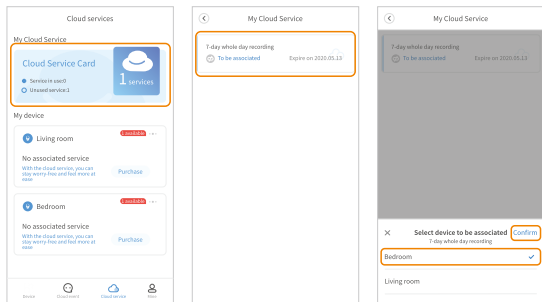


After the cloud plan is activated, it will be bound to this camera by default.

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:

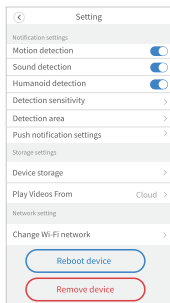
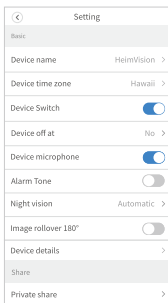
Please visit <https://heimlink.heimvision.com/> and log in with your account.

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 memory card status and its capacity.

Set the recording mode for the memory card.

Format the memory 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 memory card on your computer, please insert the memory card with a card reader into the computer, and play the videos with the player that supports MP4 format.

CAMERA INSTALLATION AND ADJUSTMENT

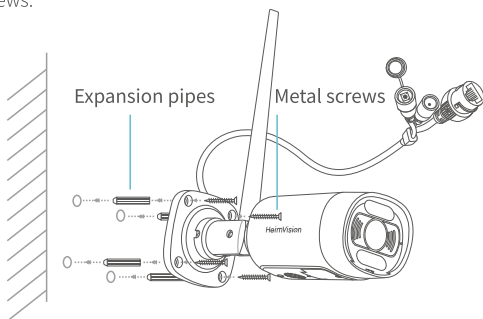
After confirming the successful Wifi connection and smooth **LIVE** picture, select your ideal mounting position.

Step 1:

Drill 4 screw holes on the wall/ceiling according to the base of the camera, then insert 4 green plastic expansion pipes into the holes.

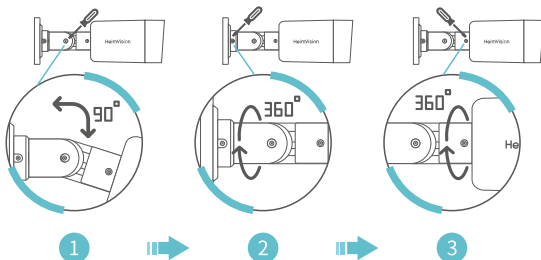
Step 2:

Fix the base of the camera into the expansion pipes with 4 metal screws.



Step 3:

Loosen the screws to adjust the angle of the camera and tighten the screws after the adjustment.





Tips:

- 1 The 5dB antenna can strengthen the Wi-Fi signal, but obstacles like wall, furniture, etc., will cause signal attenuation. If the mounting position of the camera is with poor network, an extra repeater or LAN connection is recommended.
- 2 This IP65 camera can be used for outdoor. Please make sure the power input and LAN port are waterproof to avoid the water leakage after mounting it outdoor.
 - * IP65 is rated as "dust tight" and protected against water projected from a nozzle.
- 3 Install the memory card before mounting the camera if it's needed. Keep the memory card slot facing down and avoid mounting the camera in a location that will be impacted and soaked by rain.
- 4 Please keep the screws well when installing the memory card and adjusting the camera.

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 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 memory card?

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

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

- * Make sure you've inserted a memory card into the camera.
- * Go to **Setting > Device storage** to check if the memory 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.

Q6. How to turn off the floodlights?

- * Go to the **Live Video** interface, tap **More** and **Auto**, then select **OFF** to turn off the floodlights.

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 between the 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 not installed 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 préjudiciable, et
- (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

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 between the 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.



CUSTOMER SUPPORT

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