



Wireless Battery Security Camera System

USER MANUAL

Suitable for Hiseeu Wireless Battery Camera System

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

Thank You!

Friend of Hiseeu,

Greeting from Hiseeu Team! Thank you for choosing our products and hope everything going well with you and your family.

Our products were certificated with CE, FCC, and UL for safety. Any difficulties during operating the system, please feel free to contact with us, we will always try our best to assist you.

If you are satisfied with our product, could you please take a moment to share your experience on Amazon? Your positive feedback means a lot to us and will encourage us to go further.

And if unfortunately, our products didn't meet your expectation, for security concerns please help us delete the system from your phone APP, and reset your NVR password, before sending it back to Amazon. It will erase your personal information (footage, email, etc.)

On behalf of all colleagues in Hiseeu, we sincerely appreciate your trust and support. Please let us know if there is anything we can do to assist you further. Thanks again and wish you all the best.

Yours Sincerely,

All staff in Hiseeu

Tel: 917-338-1084

Amazon Email: Johnny@Hiseeu.com(US, CA, AU)

Amazon Email: Jason@hiseeu.com(UK, EU)

Aliexpress Email: support@hiseeu.com

Protect your property with Hiseeu!

Please contact with the correct seller of the platform you bought!

Thanks for purchasing Hiseeu wireless camera system, Hiseeu expandable wireless NVR support connecting with 8 pieces cameras.

Hiseeu WiFi Camera Systems:



Model: WKIT-4HB612-1T

Asin: B07719HQQS



Model: WK-4HB312-1T

Asin: B07QM5996S



Model: WK-12V-4HB612-3T

Asin: B07T8ZDTTP



Model: WK-10V-4HB612-1T

Asin: B07F32X3XZ



Model: WK-4HBC23-1T

Asin: B08LD975F3



Model: WK-4HD203-1T

Asin: B097CWL11T

Battery Cameras System:



Model: WK-3C40-1T

Asin: B097TFQYXF



Model: WK-2C30

Asin: B09HXM3R7Z



Model: WK-2C80

Asin: B09T9H83SH

Compatible with Below Cameras:

1. Indoor camera



Model: FJ2C

Asin: B086L7ZYQV

2. Dome camera



Model: TZ-HC913

Asin: B08HRPQMY3

3. PTZ camera



Model: WHD303

Asin: B08JYMPCM



Model: WHD602Z(5X Optical)

Asin: B08RHM6VF2



Model: AMZ-WHD902A

Asin: B081PRVDJ3



Model: WHD203

Asin: B097CW41XJ



Model: WHD103Z(30X Optical)

Asin: B094JF5HHF



Model: TZ-HBK13

Asin: B08PY58W2M

4. Battery camera



Model: C30

Asin: B08HN4QXBY



Model: C40

Asin: B08293P67Z



Model: WTD803

Asin: B09MCR246C



Model: WTDA03

Asin: B096XPT915



Model: C80

Asin: B09TGPFNMN

5. Bullet camera



Model: TZ-HB612

Asin: B07JQZQRVG



Model: TZ-HB612B

Asin: B07K1CZN1L



Model: TZ-HB312

Asin: B07FVSK6BY



Model: TZ-HB412B

Asin: B08DKX3WYL

Accessories for System Work:



Model: 1TB-HDD

Asin: B07DW4YGYM



Model: 3TB-HDD

Asin: B07L3MKQBC



Model: 12V 2A-US

Asin: B07GP1DX4N

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Statement

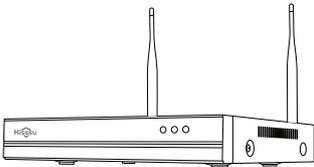
The quick user guide will introduce most of the function of the system. This user guide may contain inaccurate content due to hardware and software upgrade. For latest user manual, please email johnny@hiseeu.com to get it.

Safety Caution

- Please do not put any fluid container on the product.
- Please use the product in ventilated environment and prevent blocking the vents.
- Please use included power supply with the product to prevent damage to the product.
- Please use the product under its standard working temperature and humidity.(advised in this manual or distributor’s website)
- Dust on PCB may cause short circuit.It is suggested to clean the dust on PCB timely to make the product work properly.
- Please obey the regulation and policy in your country and area during the installation of this.

Out of Box Audit

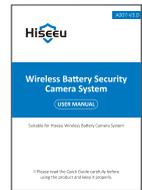
After receiving the product, please check all products and according to distributor’s package including information. If the product missed or damaged, please contact with the seller directly.



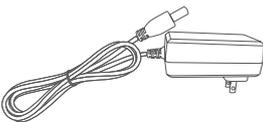
WiFi NVR×1



Battery Camera×2/3/4



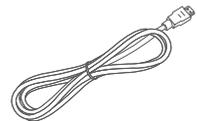
User Manual×1



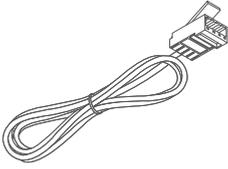
DC 12V 2A power supply (for NVR)×1



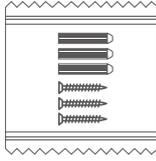
USB Mousr×1



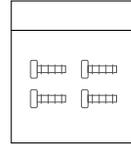
HDMI Cable×1



Network Cable×1



Screw bag (for Camera)×2/3/4

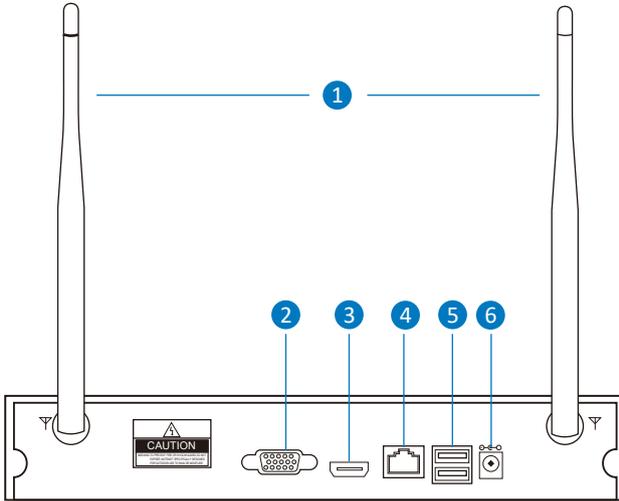


Screw bag (4 screws for HDD)×1

All Products & Parts

This product may require cabling , we suggest to test all products & parts before installation and cabling.

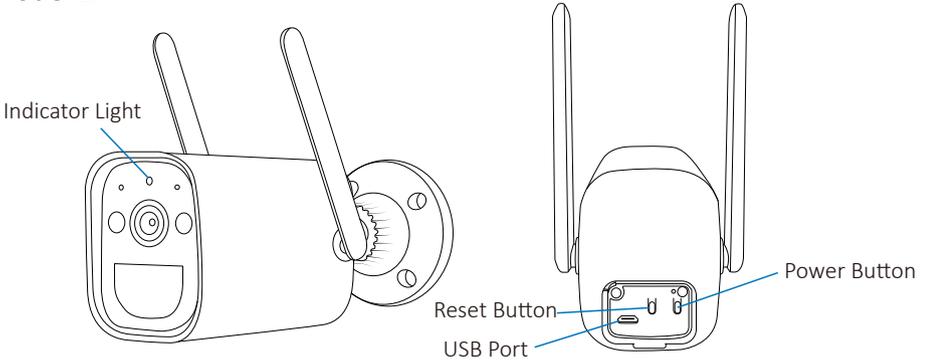
NVR



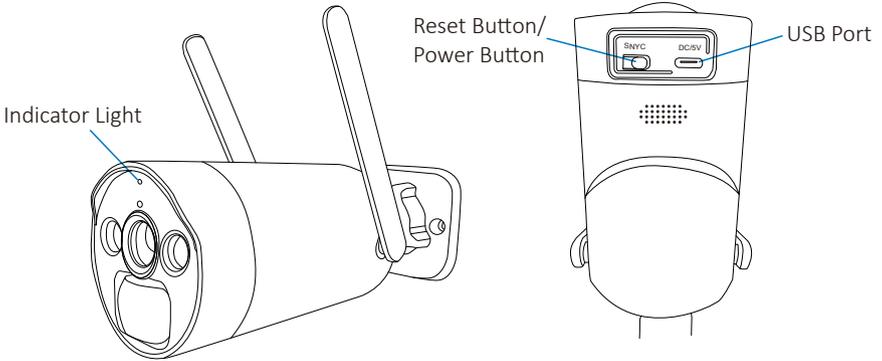
1. **WiFi Antenna:** Double antennas to WiFi range.
2. **VGA Port:** View on VGA monitor.
3. **HDMI Port:** View on HDTV.
4. **WLAN Port:** Connect your NVR to Internet or data transmission with cameras.
5. **USB Ports:** Mouse and data backup.
6. **Power Input:** Connect with 12V2A power adapter.

Battery Cameras

Model 1



Model 2



Battery Camera LED Light Instructions:

Blue light + red light always on: (Privacy light) Remotely previewing the camera

Blue light on for 1 second: The device is on or awake

The blue light keeps flashing: Upgrading

Red light flashes 3 times quickly: Shutdown

Red light flashes continuously: Pairing

The red light continues to flash slowly: Connecting to the network

Constant red light: Low battery

Key Operation :

Long press Power Button for 2s in the shutdown state: Turn on/off Model 1 (blue light on for 1s)

Long press Reset Button for 2-3s: Turn on Model 2 (blue light on for 1s)

Short press Reset Button 3 times continuously: Shut down Model 2 (red light flashes 3 times quickly)

Long press Reset Button for 8s: Reset into pairing state (Red light flashes)

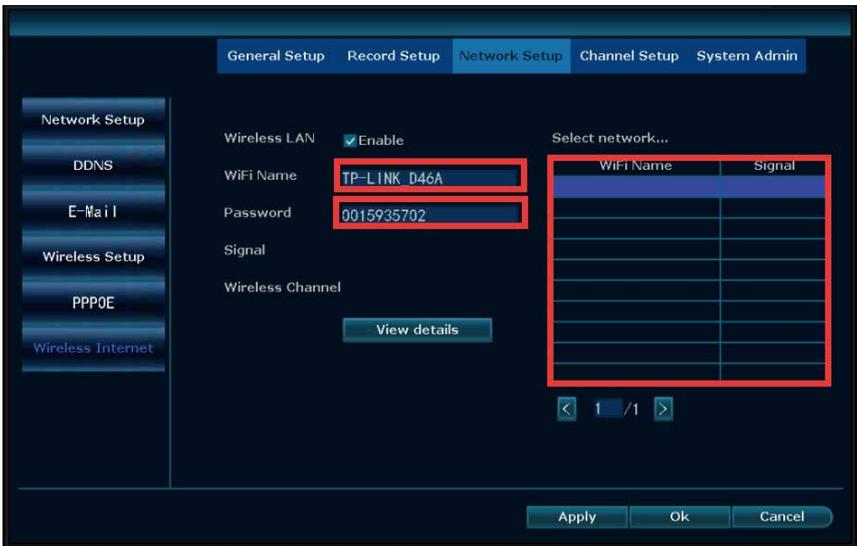
Installation Instruction of WiFi NVR KIT

Note: Two ways to connect the system with network.

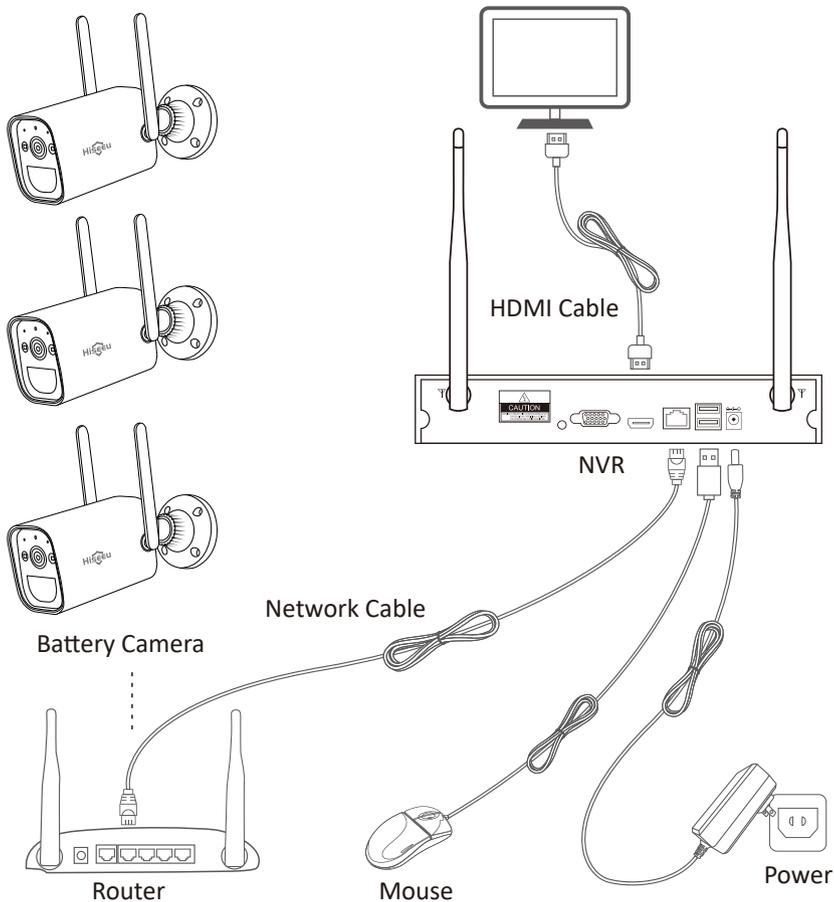
Wired connection: When your NVR connect by RJ45 to your router, it will get network settings automatically.

Wireless connection: right click your NVR mouse and choose System Setup → Network Setup → Wireless Internet → Enable the Wireless LAN → find your own WiFi network, and input WiFi password → Click Apply.

(please notes it doesn't work with 5G WiFi network.)



Setup the System



This system is standalone with embedded Linux Operating System in the NVR. Just like a desktop PC, need to hook a screen to the NVR to enter the OS. Any TV, monitor with VGA or HDMI input should work for it.

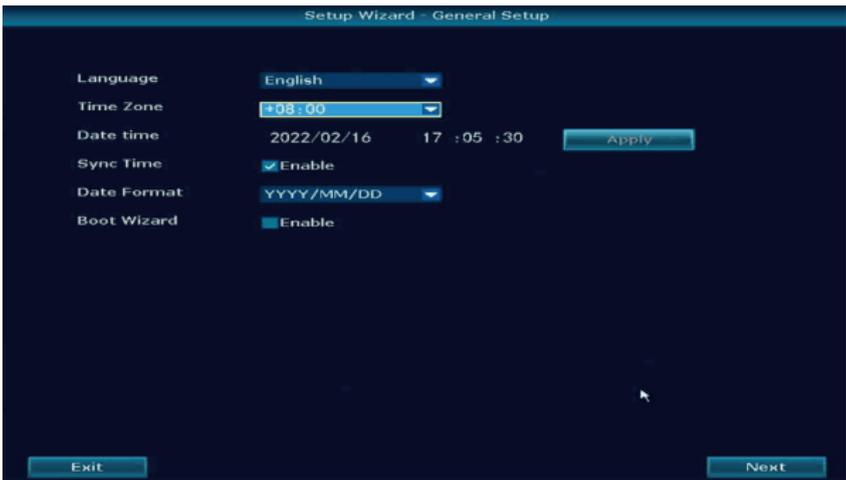
Please notes: All-in-one computer or Laptop can't work as a monitor. Must need connect with PC or TV monitor.

If you connect the NVR with monitor shows Hiseeu logo or shows black, normally it is your monitor resolution is lower than the monitor. You can press the left side of the mouse for 30s, then it will reboot. If still can't work, pls change a monitor, thanks.

1. Stand up the camera antennas;
2. Connect a monitor to the NVR via its HDMI or VGA port(HDMI cables is included for no monitor to NVR);
3. Turn on battery cameras, charge it about 24 hours for your first time use;
4. Within seconds, you should see cameras' images on the screen;
5. Plug the mouse(included) to an USB port on back of NVR. Then you can login in the system.

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

Once connect the cameras system successfully, will see below interface.



Language: support English, Chinese, Japanese, Spanish, Portuguese, German, French and so on, choose the correct one.

Time Zone: select correct time zone of the city which you live in, if you don't know it, please disable Sync Time, set the Date time same as your phone.

Date Format: select the one you like.

Boot Wizard: quick setup of the system, after your first time setup, you can disable it, click Next.



Wireless Channel: according to your country policy choose correct one.

Region: US(FCC), EU(EU), Asia(MKK).



Click Yes, Next.



Cloud ID: online which means your NVR connect with network successfully, Offline or network busy which means network doesn't connect.

Network Status:

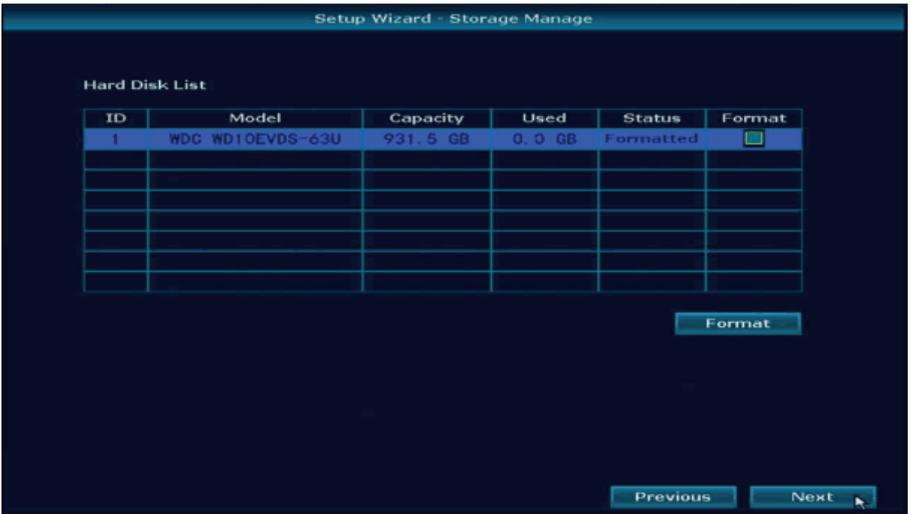
Healthy network: means no problem of network.

Gateway Unreachable: means NVR IP gateway and IP address not the same as your router, Click Manual Config, then find your router correct IP

gateway, such as 192.168.1.1, then IP address should be 192.168.1.*** which can't be the same as your router, change it on NVR.

Request DNS Error: click Manual Config, change the preferred DNS to 8.8.8.8, reboot the NVR and your router.

If you don't need connect with network, just Click Next.



Storage Manage: show the HDD information and Capacity, first time to use please format the HDD at first, if your system not included HDD it should be blank. Click Next to finish fast setup.

Main Menu



Right click the mouse choose any option to login the system, default user name is admin and no password, just click ok.



If it shows Username/Password is Incorrect!

There are 2 ways to reset the password:

1: Click ok you will see Cloud ID and the Date, then send below photo to johnny@hiseeu.com to get the super password.

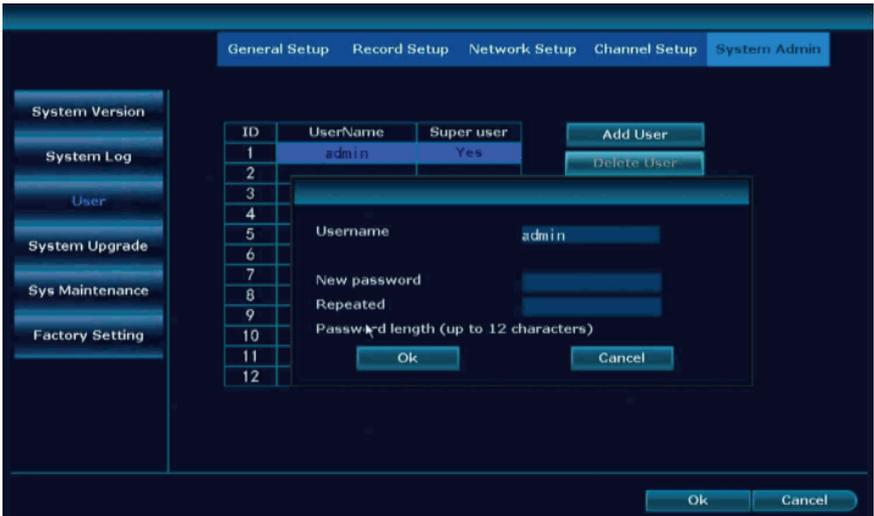


2: on below frame quickly click the mouse:

right-left-right-left-right-left-right-left-right-left-right-left about 12 times, see Restore default user. Are You Sure To Continue? click Yes.

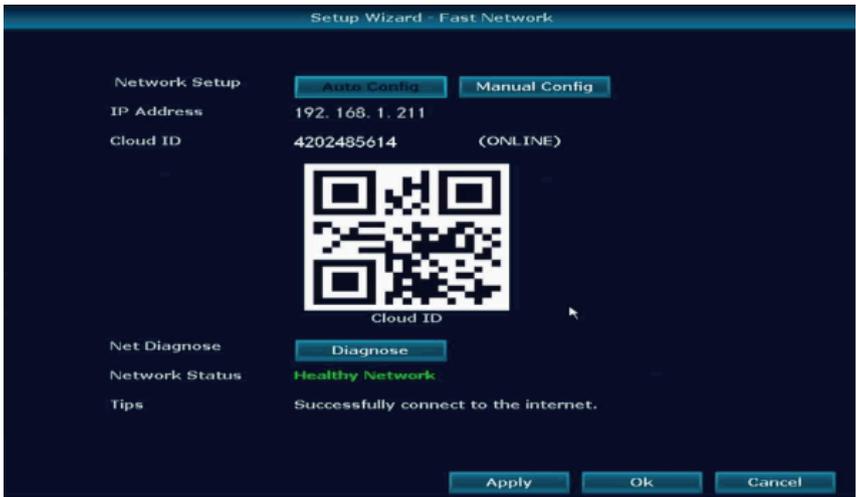


It will show below interface, set **New password** and **Repeated** it, please don't set password over 12 charaters and with any special characters as " _".



Connect the System with Network by WiFi or Wired

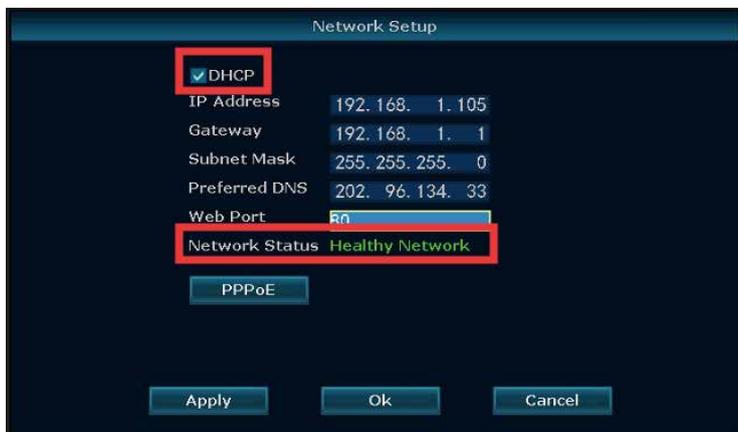
Right click the mouse of the NVR, choose Fast Network. In the middle of the window you should see Cloud ID status as **ONLINE** and Network Status as **Healthy Network**. If not show online and healthy network, select **Manual Config** then enable **DHCP**, Click **Apply**, then power off the NVR box, wait a few seconds and power up.



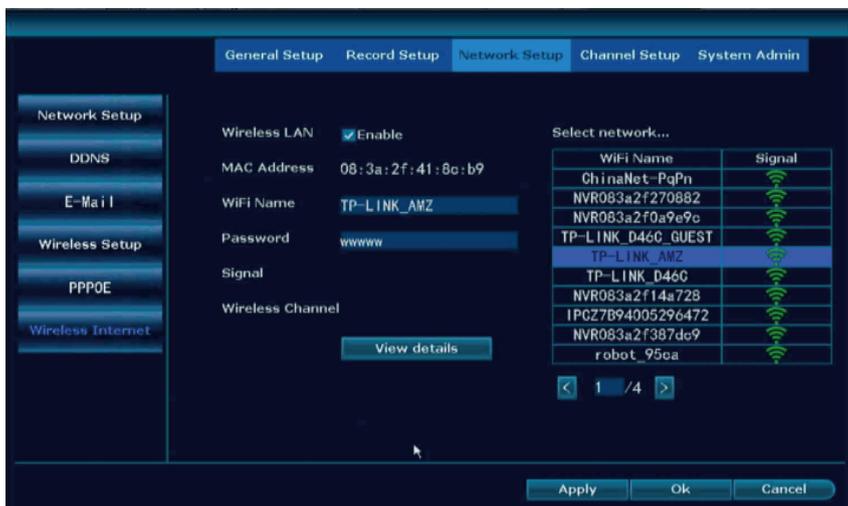
There are two ways to connect the NVR with network:

1. Wired connection

- 1) Wired connection, connect the NVR with router by ethernet cable.
- 2) Right click your NVR mouse choose **fast network**, then click **Auto Config**, check cloud ID status is online and network is healthy, then can remotely check the system on your phone app.



3) If not online and healthy network, please click **Manual config**, and check your router detail, make sure the NVR and your router is the same IP gateway, IP address the first 3 number should be the same, the last one can't be the same, **Preferred DNS** change to 8.8.8.8 and apply it.



2. WiFi connection

- 1) Please notes our NVR only can work with 2.4Ghz WiFi network.
- 2) Right click your NVR mouse choose **system setup** → **network setup** → **wireless internet** → enable **wireless LAN**, then find your house WiFi name, input password, apply it. (please note the WiFi name can not included any special character, such as "_", otherwise it will show connected failed.)
- 3) Check the status is connect failed or success, if it is failed, please click **view details**, check the same WiFi network details on your phone and your NVR, then change them to the same IP gateway, IP address the first 3 number should be the same, the last one can't be the same, preferred DNS please change to 8.8.8.8 and apply it.

MENU-DO What

Menu Bar

Click right mouse you can enter the main menu; click right mouse again you can exit the current menu or return.



Split Screen: change status of live view. Support x1 view, x4 view, x6 view, x8 view

Video Manage: manage IP cameras and NVR channels.

System setup: all system settings.

Video playback: playback recorded videos.

Video backup: backup recorded videos.

Setup Wizard: step by step guide of 1st time general settings.

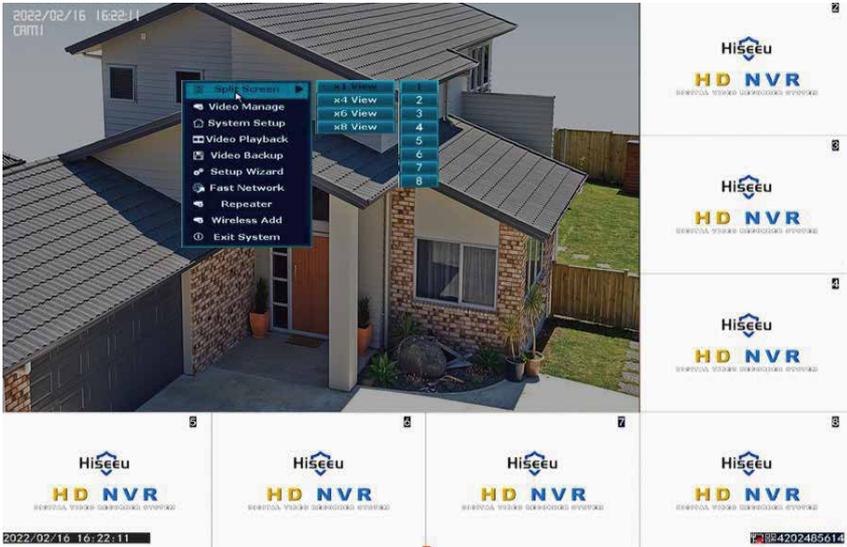
Fast Network: shortcut to network settings.

Repeater: set the WiFi repeater or camera as connect as repeater function.

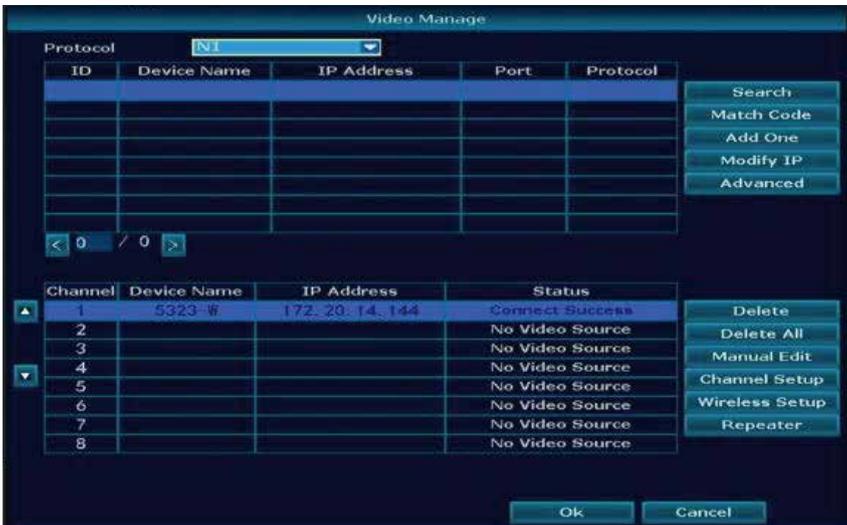
Wireless add: add IP cameras into NVR channels by WiFi connection.

Exit System: logout, reboot, close screen output and shut down the system.

Split Screen



Video Manage



Search: wired connection camera with NVR to find new IP address or connect by Onvif protocol to find the camera IP address

Match Code: wired connection transfer to WiFi connection with NVR

Add One: add the camera IP address directly to your channel

Modify IP: change the camera IP address when it show the same IP address with other cameras

Advanced: allow to repeated to add the camera in more than 2 channels.

Delete: delete the camera from NVR

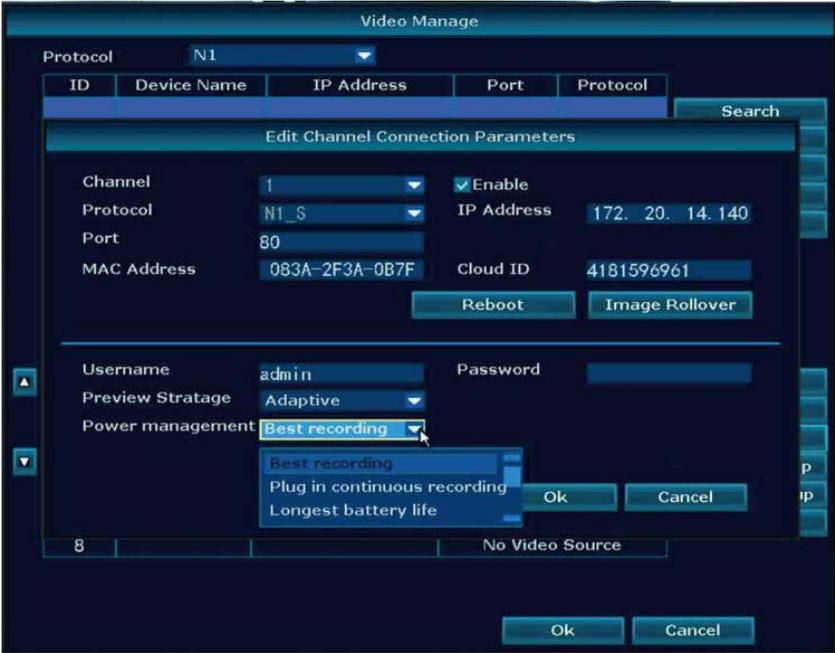
Delete All: delete all cameras on the NVR

Manual Edit

IP address: change camera IP address

Password: when it shows Password Error to input correct camera password(our camera doesn't need password)

Image Rollover: flip the camera image up and down



System Setup

Click right mouse → Choose **System Setup**; enter the menu that enable you to do all settings related to this system.

General setup



Language: support English, Chinese, Japanese, Spanish, Portuguese, German, French and so on, choose the correct one.

Display Resolution: refer your monitor choose correct resolution.

Auto Logout: not operate the NVR system will log out the user, select any menu need input password of the NVR.

Key Buzzer: when you use the keypad NVR will make a beep sound.

KeyPad Type: choose the one you preferred.

Auto Switch: x1 view(camera show one image one by one within few seconds), x4 view(camera show 4 cameras image such as channel 1234 then to channel 5678).

OSD Alpha: Change menu transparency.

Volume: change volume of the sound from the NVR.

Slow Cloud ID When Preview: show the NVR ID on the right bottom corner.

Show Time When Preview: show the time on the left bottom corner.

Time Setup



Date Format: select the one you like.

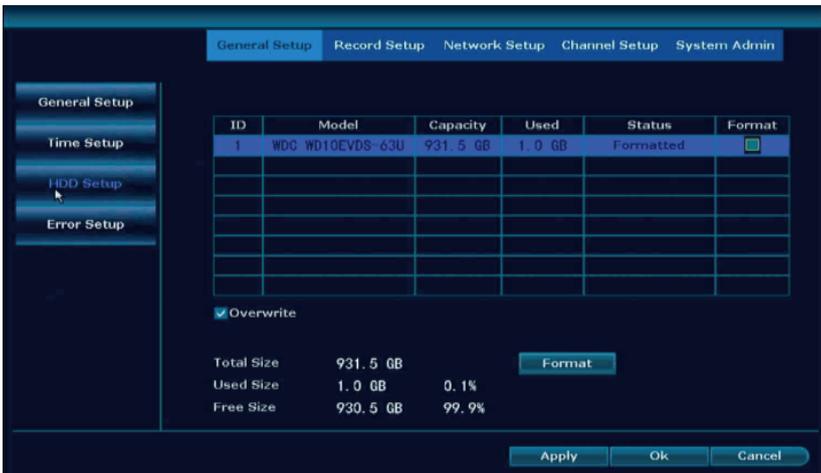
Sync Time: system connect the network will automatically use your local time.

Time Zone: find your city time zone to input correct one.

Time Format: allow you choose 12h format and 24h format.

If you don't know it, please disable Sync Time, set the Date time same as your phone.

HDD information

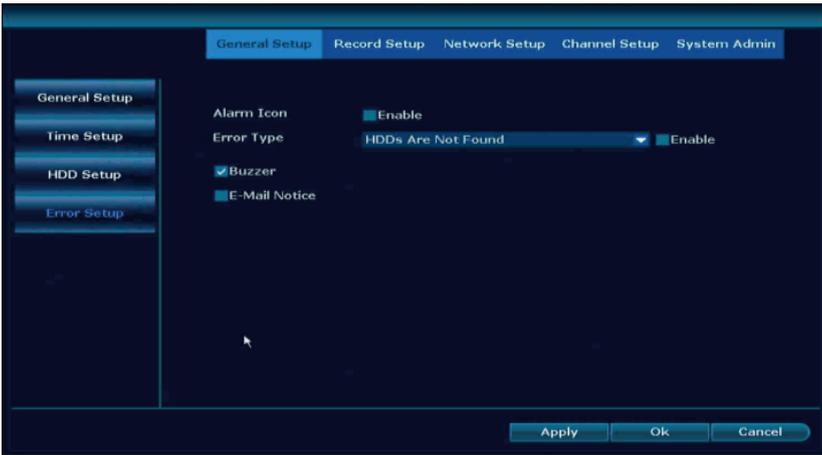


Overwrite: when HDD full it will automatically delete old file and make new record

Format: the first time to use please format the HDD, it will delete all record on your NVR

Please notes: if there is no any HDD information, please make sure the system you bought with HDD, and NVR power adapter output is 12V2A or 12V3A.

Error



Alarm Icon: enable it will show a red triangle on the left bottom, click it will shows what happened to your NVR, such as HDD Error, video loss...

Error Type: choose one you want to make notification on NVR.

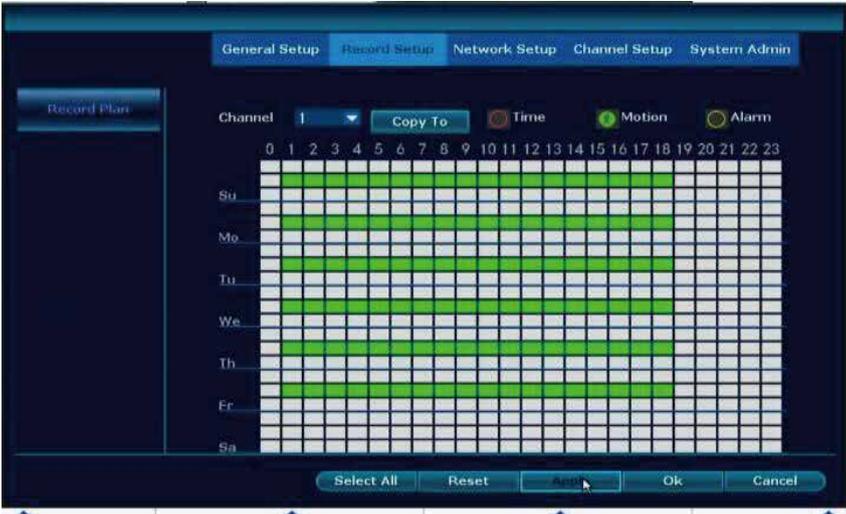
Buzzer: when error happened NVR will make beep sound.

E-Mail Notice: when error happened will send an email to email box.

Record Setup

This is a battery camera system which only supported motion detection recording, which means only when motion detection happened camera will make record, set time recording is useless.

Motion: select it to make motion detection record if you select 24/7 days will show all green line.



Copy To: Copy recording setting to other cameras.

Select All: will select 24/7 days.

Reset: clear all setting on record.

Alarm recording is useless, please ignore it.

Network Setup



DHCP: adaptive local network.

IP address: NVR IP address(according to your router change to the same, the first 3 number should be the same, the last can't be same, otherwise it will show IPC conflict).

Subnet Mask: 255.255.255.0, no need change.

Gateway: use router Gateway.

MAC Address: system automatically grabs, no need change.

Preferred DNS: suggest use 8.8.8.8.

Web Port: 80.

MTU: on the phone app camera loading slowly can change it to 1000.

Network Bandwidth: 100.

Network Status:

Healthy network: network connect successfully

Gateway Unreachable: means NVR IP gateway and IP address not the same as your router, Click Manual Config, then find your router correct IP gateway, such as 192.168.1.1, then IP address should be 192.168.1.*** which can't be the same as your router, change it on NVR.

Request DNS Error: disable DHCP, change the preferred DNS to 8.8.8.8, reboot the NVR and your router.

Network Cable Disconnect: make sure the NVR connect with router by ethernet cable.

Network Card Not Found: on network setup page find PPPOE disable it.

Network Busy: disable DHCP, change the preferred DNS to 8.8.8.8, reboot the NVR and your router.



Network Service:

Enable RTSP Server: `rtsp://user:password@ipaddr:port/chN_M.264`.

User: The user name defaults to admin.

Password: The password is empty by default.

Ipaddr: IP address of the device.

Port: 80 or 554.

N is the channel number: IPC is 0, 4 NVR is 0~3, 8 NVR is 0~7, and so on.

M is the code stream number: the main code stream is 0, and the secondary code stream is 1.

Alexa: enable it allow connect the system to Echo show .

E-Mail

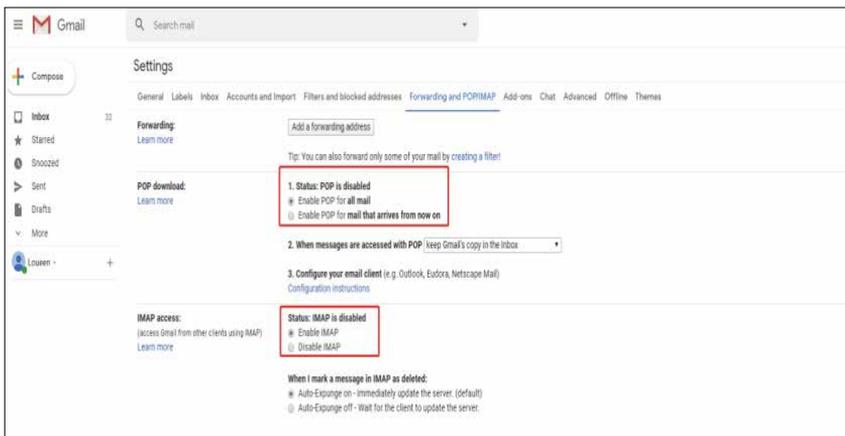
The screenshot shows the 'E-Mail' configuration page within the 'Network Setup' menu. The page has a dark blue theme. At the top, there are tabs for 'General Setup', 'Record Setup', 'Network Setup' (selected), 'Channel Setup', and 'System Admin'. On the left, a sidebar lists 'Network Setup', 'DDNS', 'E-Mail' (selected), 'Wireless Setup', 'PPPOE', and 'Wireless Internet'. The main area contains the following configuration fields:

E-Mail Function	<input checked="" type="checkbox"/> Enable	
SMTP Provider	gmail	<input checked="" type="checkbox"/> More Parameter
Sender	xyydy@gmail.com	Test
Password	+++++++	Display
SMTP Server	smtp.gmail.com	
Port	465	
Encryption Type	SSL	
Sendee 1	xyydy@gmail.com	<input checked="" type="checkbox"/> Quick Setup
Sendee 2		
Subject	NVR Report	
Interval	30	Second
<input checked="" type="checkbox"/> Health Mail Enable		
Health Mail Interval	30	Minute

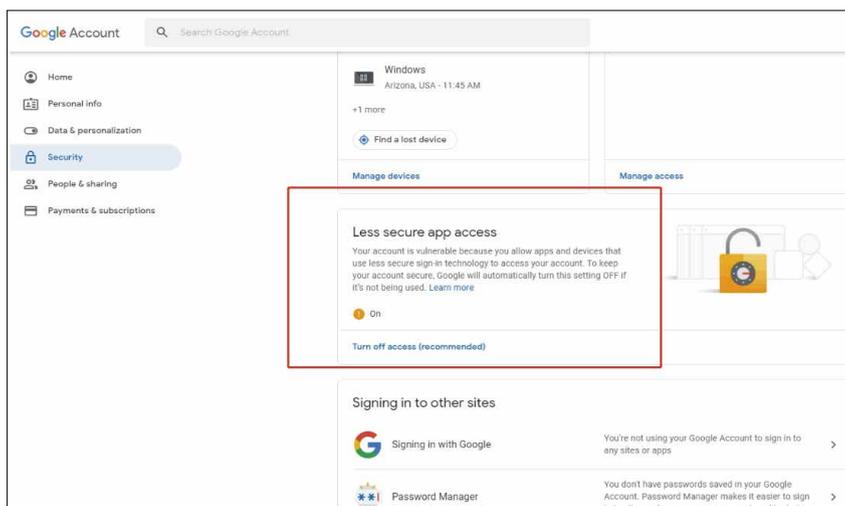
At the bottom, there are buttons for 'Reset', 'Apply', 'Ok', and 'Cancel'.

Email function is to get the error and motion detection from the NVR, only show a message, doesn't come with picture.

Before set the email, login in your own email box to enable IMAP and SMTP service as below :



Gmail still need login www.google.com to turn on Less secure app access.



E-Mail Function: enable it to set email.

SMTP Provider: according to your email select correct provider.

Sender: email address which to receive the notification.

Password: sender email password (some email enable SMTP service will generate a password, please input this password).

SMTP Server: select SMTP Provider it will input correct server manually.

Port: according to your setting select correct one(refer this link to find which one is correct: <https://www.arclab.com/en/kb/email/list-of-smtp- and-imap-servers-mailserver-list.html>).

Encryption Type: SSL.

Sendee 1/2: allow use the same sender email address .

Subject: Email subject to receive email.

Interval: 30s.

Health Mail Enable: √.

Health Mail Interval: 30M.

After all setup, click Test, test successfully which means you can get notification on email.

Wireless Setup

Channel	MAC Address	Signal
CH1	9c:a3:a9:75:e9:22	81:83

Connect Information: see each camera signal number, the number is lower than 35 which means camera signal is not good, please take camera close to the NVR or use repeater to extend signal .

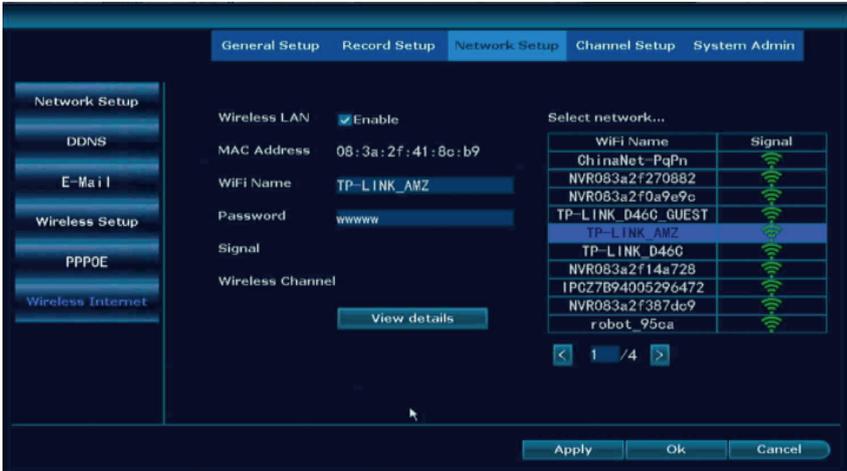
ESSID: NVR hotspot(to pair with camera, can't be changed).

Password: NVR hotspot password can't be changed.

Wireless Channel: according to your country policy choose correct one.

Region: US(FCC), EU(EU), Asia(MKK).

Wireless Internet



Wireless LAN: enable it to connect the NVR with WiFi network(doesn't support 5Ghz WiFi network).

WiFi Name: on the right find your home WiFi name select it(please note the WiFi name better without any special characters, such as "-").

Password: input home WiFi password.

Signal: check the WiFi signal of your router.

View detail: to see the IP address IP gateway.

If shows connect failed, please click **View details** to change the IP address and IP gateway as your WiFi IP address(last number not be the same) and IP gateway.

Channel Setup

Encode Setup



Encode Mode: AV stream(turn on camera audio function), Video only (turn off audio function of cameras).

Resolution: allow you change camera resolution.

Other functions doesn't allow to change.

Channel OSD



Light&Color: allow to change camera Brightness, Saturation, Contrast, Sharpness, not suggest to change.

Ircut mode:

Infrared mode: camera show color image at daytime, blank and white at night.

Daylight: turn off Infrared light, only show color image, at night if no light it can't be seen clearly.

Night: show black and white image at the daytime and night.

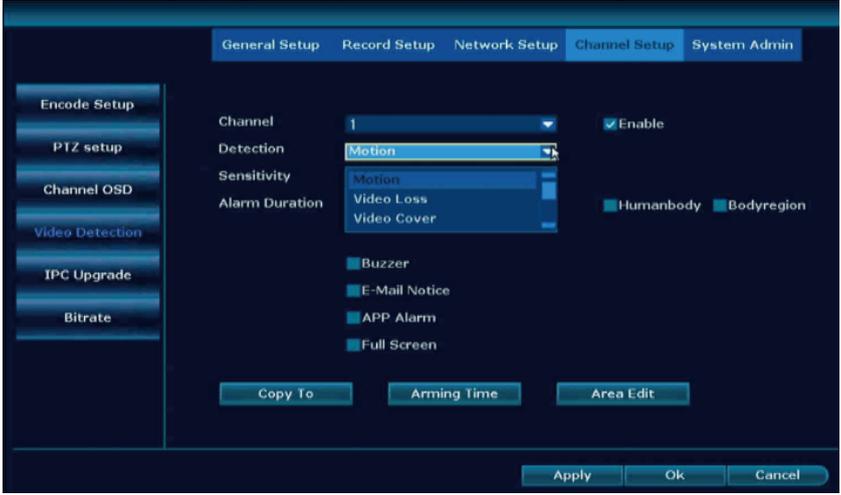
Full color mode: camera with floodlight will turn on it and show color image at night.

Smart mode: camera with floodlight will turn on when motion detection work.



Camera Title: change cameras' name.

Video Detection



Detection:

Motion: set motion detection.

Video loss: camera not connect with NVR.

Video Cover: set a privacy area on camera, it will show a white frame on live stream.

Sensitivity: get many motion detection notification select lowest, less motion detection notification select higher.

Humanoid Tracking: battery camera not support this function.

Usage scenario: Indoor or outdoor.

Bodyregion: when it detection the body will make a frame .

Buzzer: enable it when motion detection work, NVR will make beep sound.

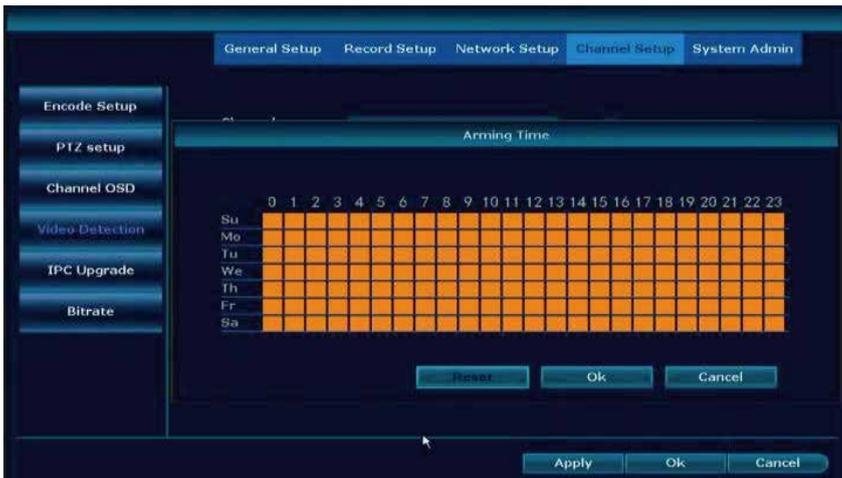
E-mail Notice: to set email notification.

APP Alarm: get notification on phone APP.

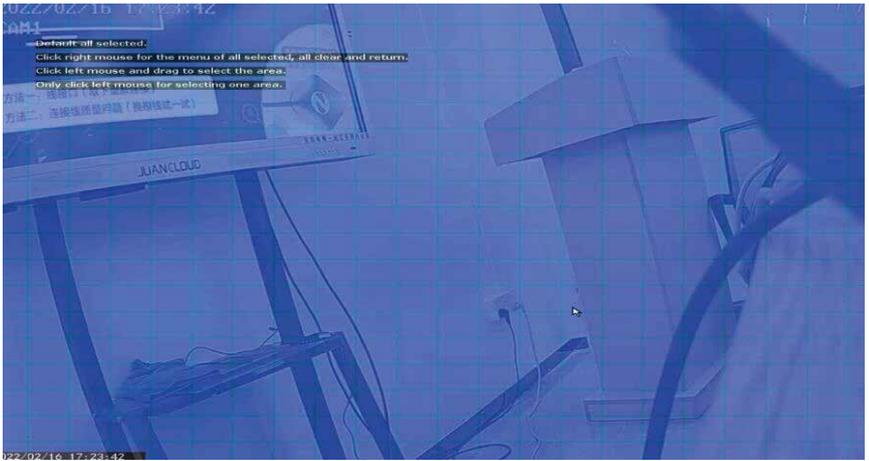
Full Screen: when one camera detection motion, this camera will show full screen on the monitor.

Copy to: same setting to other cameras.

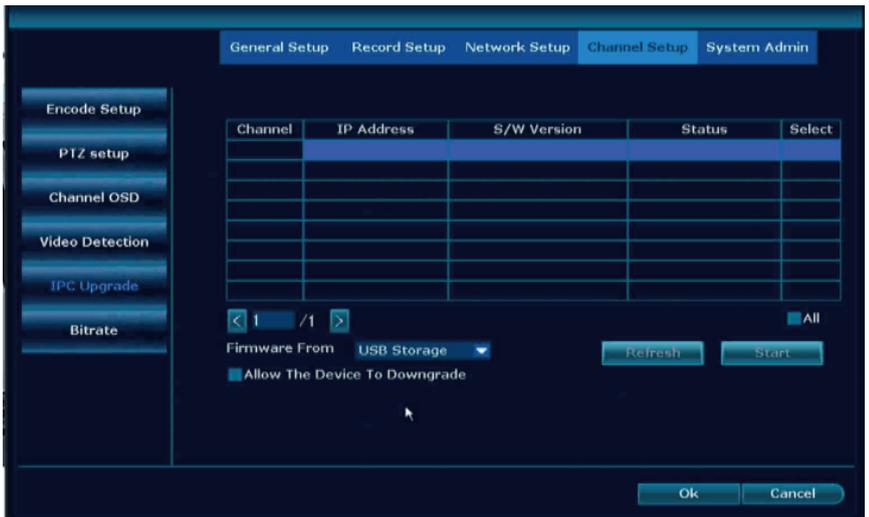
Arming Time: set the motion detection time range, default 24/7days selected, show orange color.



Area Edit: set the motion detection area, get many motion detection notification, please narrow the area. Default select all area, show blue color.



IPC Upgrade



Camera working without any problem, don't suggest to upgrade the camera. If any problem please take this photo and email Johnny@hiseeu.com to get the firmware.

How to upgrade the camera?

Please firmware copy to USB DISK root(format should be FAT32), select the correct channel → click start → remove mouse → insert USB disk → wait for camera upgrade successfully.

Bitrate

Show camera working speed.

The screenshot shows the 'Channel Setup' page in a camera's web interface. The page has a dark blue theme. At the top, there are tabs for 'General Setup', 'Record Setup', 'Network Setup', 'Channel Setup', and 'System Admin'. On the left, there is a sidebar menu with options: 'Encode Setup', 'PTZ setup', 'Channel OSD', 'Video Detection', 'IPC Upgrade', and 'Bitrate' (which is selected). The main area contains two tables. The first table shows the bitrate for 8 channels. The second table shows the throughput for 8 channels. Below the tables, there is a 'Total' row and an 'Update' button. At the bottom, there are 'Apply', 'Ok', and 'Cancel' buttons.

Channel	Kb/s	MB/H
1	1483	422
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0

Channel	Throughput
1	---
2	---
3	---
4	---
5	---
6	---
7	---
8	---

Total: 1483 Kb/s 422 MB/H

System Admin

System Version

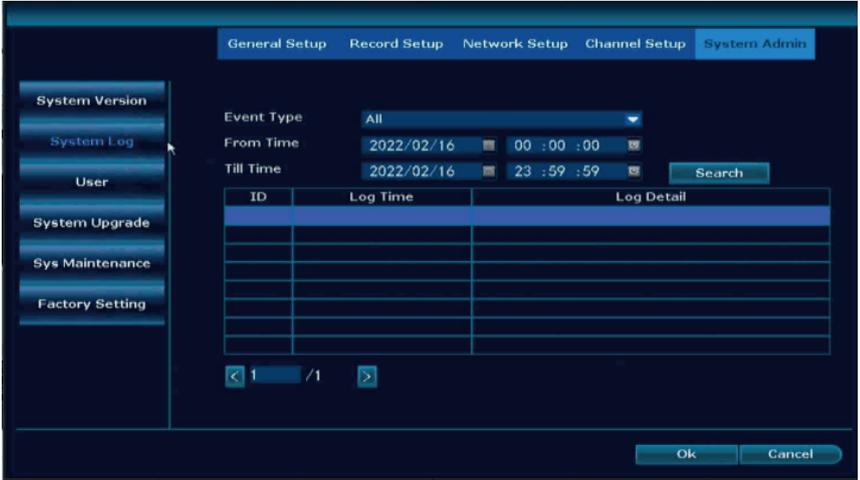
The screenshot shows the 'System Admin' page in a camera's web interface. The page has a dark blue theme. At the top, there are tabs for 'Record Setup', 'Network Setup', 'Channel Setup', and 'System Admin'. On the left, there is a sidebar menu with options: 'System Version' (which is selected), 'System Log', 'User', 'System Upgrade', 'Sys Maintenance', and 'Factory Setting'. The main area shows system information for a device named 'W-NVR'. The information includes Device Model, Device SN, H/W ID, S/W Version, Built Time, Support Web, and Phone Client. There is a 'Show QR Code' button next to the Phone Client field. At the bottom, there are 'Ok' and 'Cancel' buttons.

Device Name	W-NVR
Device Model	K8208-3WS
Device SN	N6BB4202485614
H/W ID	9021160200
S/W Version	3.2.0.0M
Built Time	2021-07-16 11:09:25
Support Web	www.e-seenet.com
Phone Client	Show QR Code

Device model: K8208-3WS

S/W version: 3.2.0.0M

System Log



To see the operation of the NVR, HDD and camera working status.

User



Add User: add a new user, default user admin can't be changed

Delete User: delete the new user you set

Edit User: to set the permission of the user



Set Password: change the NVR password.



New password: don't set it over 12 characters and without any special characters .

Repeated: the same as your new password.

System Upgrade



Local Upgrade: system not connect with network need to upgrade, please take a photo of the System version to johnny@hiseeu.com to get firmware

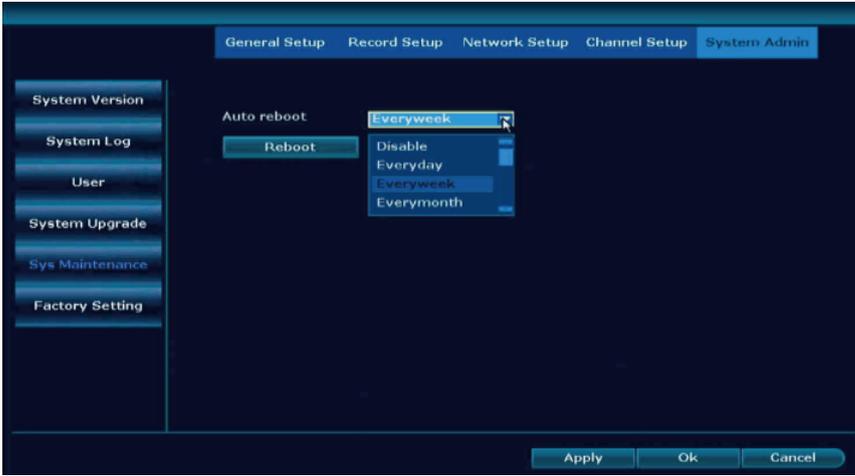
How to upgrade the system by Local Upgrade?

1. Copy the file named FWHI*****.rom that sent to you, and copy it to the root of the u disk (the place where the u disk is opened). Do not change the name of the upgrade file.
2. Click **Local Upgrade**, remove the mouse and insert the USB disk within 60 seconds.
3. Insert the USB flash drive into the USB socket on the rear panel of the recorder, marked with a "USB" connector on the side.
4. Waiting for the progress bar to reach 100% and click **OK**. After the upgrade is completed, the NVR will reboot.

Online Upgrade: system connection with network successfully you can click Online Upgrade. If there is no new firmware it will notice you latest firmware.

Please notes: NVR working without any problem please don't upgrade NVR.

System Maintenance



Auto reboot: allow Everyday, Everyweek, Everymonth to reboot the NVR, all cameras if lost connection with NVR at the same time, please set system auto reboot function.

Factory Setting



Simple Restore: Retention channel, network and user setup.

Video Playback



Warm prompt: Time record show red line, Motion record show green line.

Playback button: ▶ play, ⏸ pause, ⏩ fast forward*2,*4,*8.

File Playback: Choose the recording file in file list, as number “1” shown in picture. Choose one of the recording, click “play” to play to recording file.

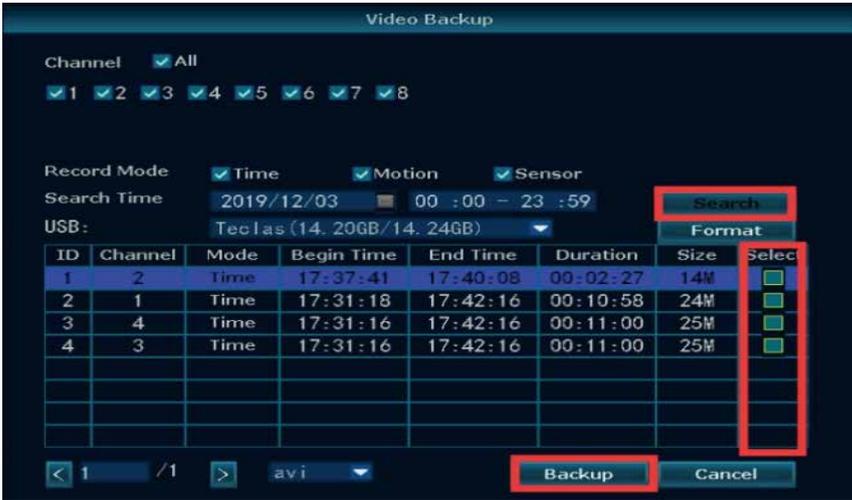
Video backup: Choose the recording file in file list, as number “1” shown in picture. Insert the U flash disk, click “video backup” to backup the file.

Timeline: Click “date” and “time” at left bottom to check the timeline of recording, as number “2” shown in picture.

On the timeline with recording file, left click the mouse, the can playback the file.

Please notes: only support check 4 cameras one time. If you need check other channel, please disable channel 1-4 and select channel 5-8.

Video Backup



USB Format should be FAT32, search the playback and select the one you want to make backup, suggest backup one file by one file it will take a lot of time to make backup.

If you need check the playback on computer, please use VLC player, you can download windows software here:

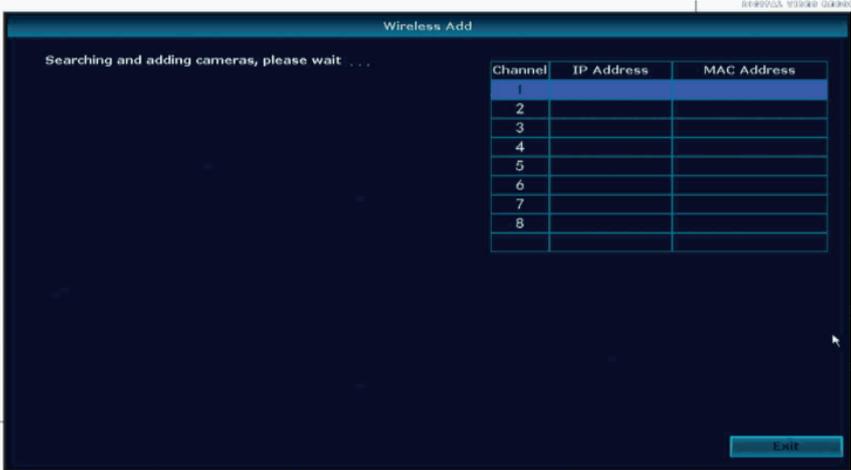
<http://download.dvr163.com/tool/Video-player%20.zip>, MAC OS system please google VLC player to download.

Repeater

Battery camera doesn't support repeater function.

Wireless Add

Pair new camera to NVR, reset the camera by 6 seconds, wait for new IP address show up, then exit.



Exit System



Logout: logout user.

Reboot: restart the NVR.

Shutdown: turn off the NVR, then unplug the power adapter.

View System on Phone EseeCloud APP and Computer EseeCloud Software

To View on Phone APP

Download Free App EseeCloud

Search free APP “EseeCloud” in APP store or Google play. The phone App will be updated sometimes, if your phone App menu is different from the menu in user manual, please contact us to get the latest user manual.



EseeCloud App



EseeCloud App Download

Note: For IOS system, it requires IOS 9.0 version or above.
For Android, Android 5.0 or above.

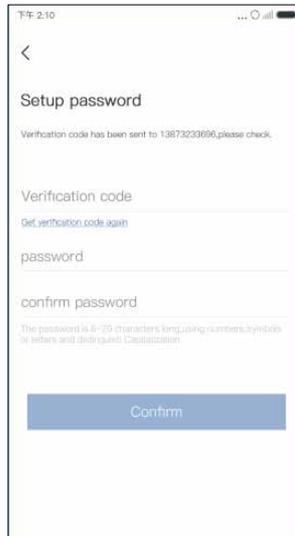
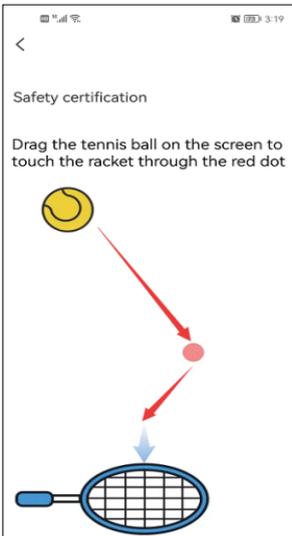
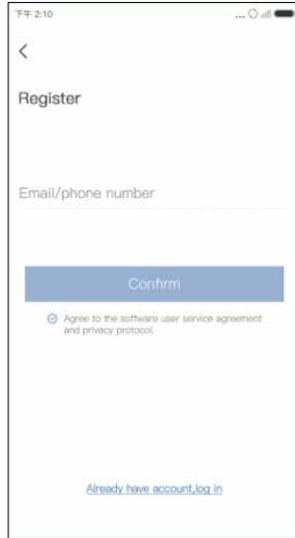
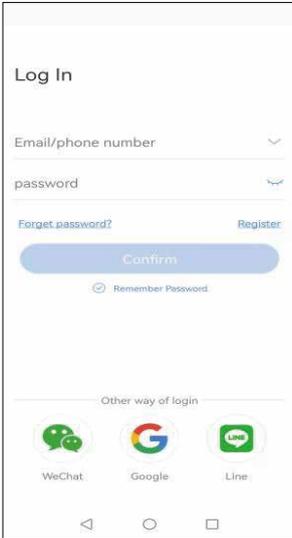
Register Account

Go to login interface, click "Register".

Register with your phone number or email address, click "Confirm".

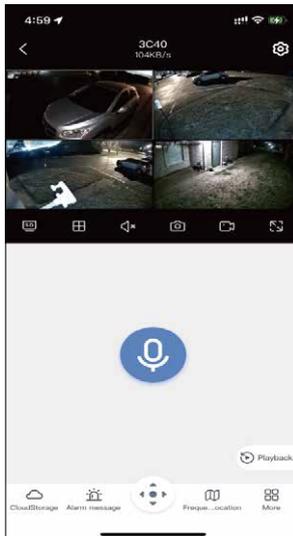
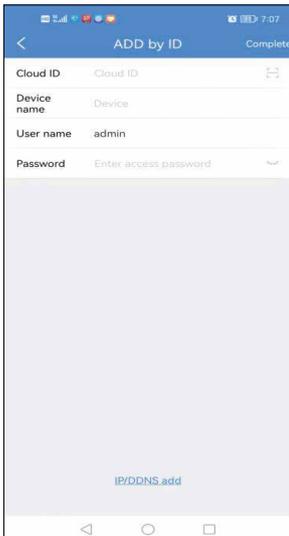
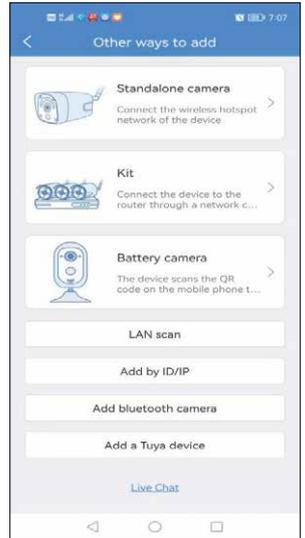
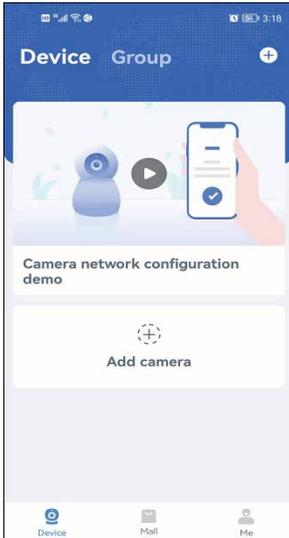
Manually press and hold the **tennis ball**, drag it to the red dot, and then drag it to the **tennis racket** to go to the next step.

You'll receive a verification code, input the verification code and set up your own password, then click "Confirm" to complete.



Add system to phone APP

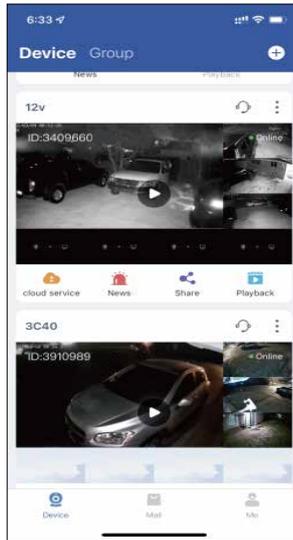
Before add the system please set the password for your NVR: right click NVR mouse choose system setup → system admin → User → set password.



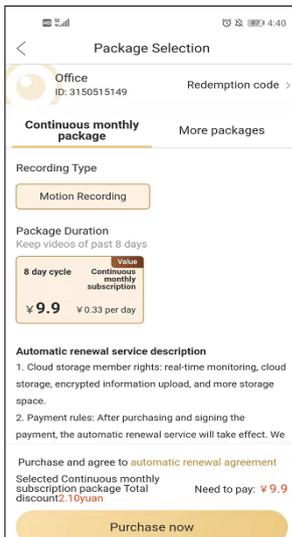
Click Add camera → Other ways to add → Add by ID/IP → input NVR Cloud ID → name the NVR → input the password of the NVR.

Function on APP

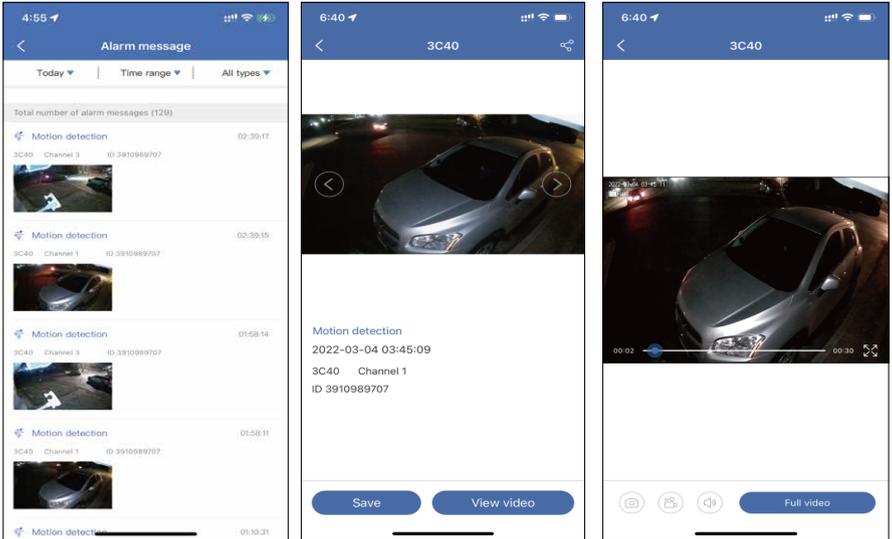
Cloud Service



Click “” icon to buy cloud storage, NVR with HDD no need to buy cloud storage. Cloud storage only support buy one channel by one channel.



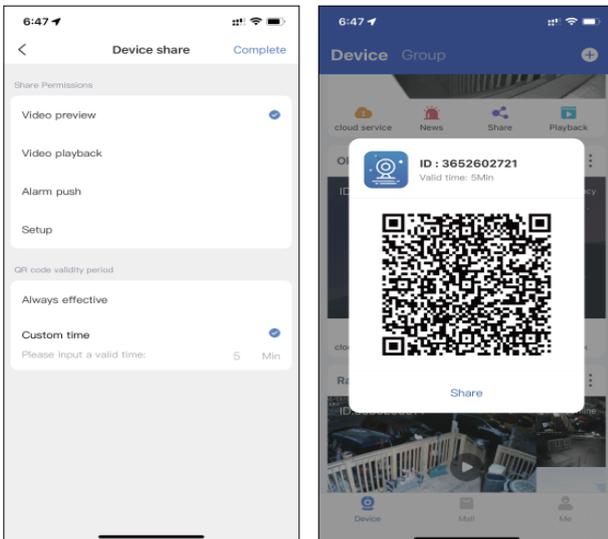
News



Check motion detection message and photo, click the photo → View Video → Full video to see 30s motion playback.

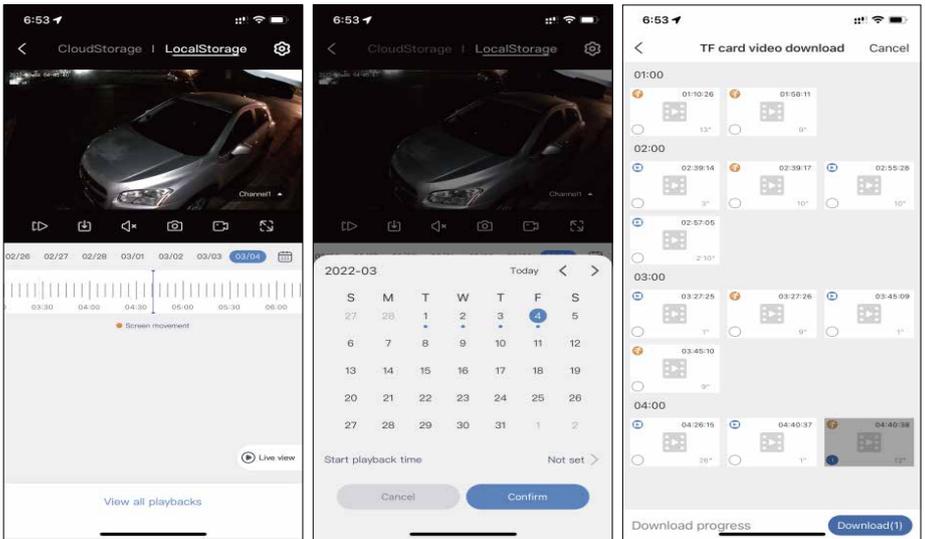
Please notes if no playback on NVR monitor, it will show no video. Make sure NVR set recording function.

Share



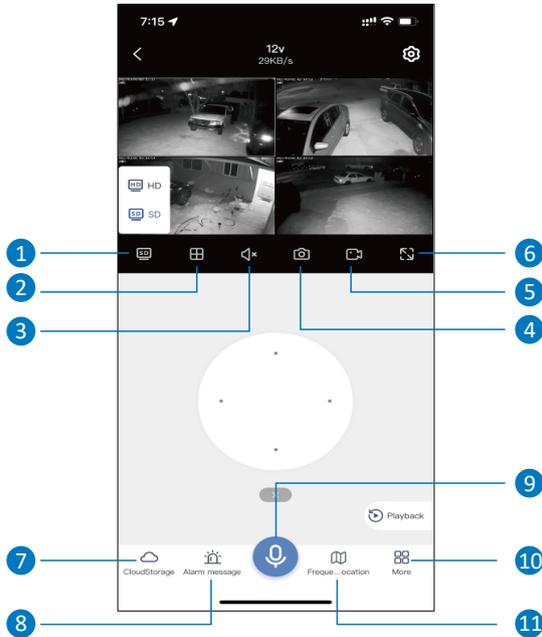
Click "Share" icon to share the device to your family members.
Share Permissions: set the permissions allow others to check.
QR code validity period: QR code valid time to add the device on other phone.
 After all setup, click **Complete** to generate the QR code, others' phone need register a new account of EseeCloud APP, scan this QR code to add it.

Playback



Click "Playback" icon to see device playback, select "Channel" icon to select channel, select "Calendar" icon to select the date. It doesn't support fast forward or backward. Fast forward function supported on CloudStorage which means you need buy cloud storage for the camera.
 Click "View all playbacks" icon allow to download the playback on the phone.

Livestream Interface



1. **SD & HD Switch:** switch the camera from SD mode to HD mode, due to service not supported always in HD mode, each time when preview camera need change it manually
2. **Split view:** view by x1, x4, x6, x8 cameras
3. **Volume:** turn on/ off camera volume, if no any sound, please make sure turn on phone volume
4. **Photo capture:** capture a photo of live stream, click Photo album to check photos.
5. **Manual record:** manual record on cellphone, click Photo album to check recordings.
6. **Horizontal screen:** turn image horizontal
7. **Cloudstorage:** Click it to buy cloudservice, if insert the SD no need buy cloud storage it is not free
8. **Alarm message/Events:** check the motion detection information
9. **Microphone Function:** talk to someone through the camera, click the microphone icon below, so that you can talk to others, and then click the "Hang up" button to end the call.

10. Frequently Viewed Location: battery camera doesn't support this function.

11. More:

Detect alarm: turn on/off motion detection alarm message.

Photo album: check manual record and photo capture file.

PTZ adjustment: C40 camera is not a PTZ camera, this function is useless.

Siren: camera prompt sound when motion detection happened.

Full color night vision:

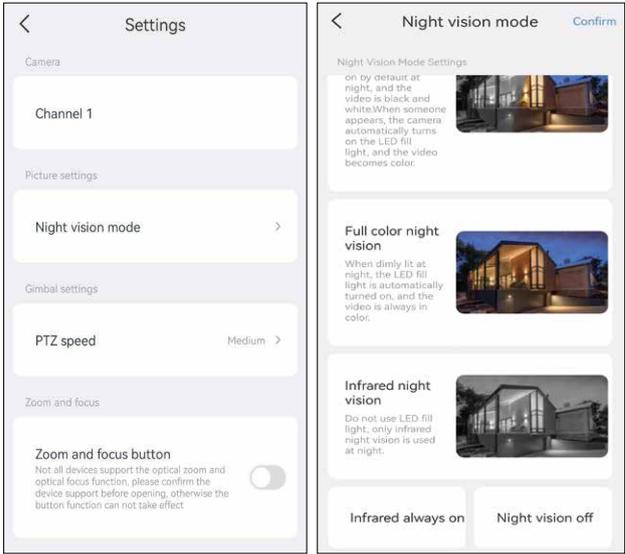
“On” turn on the floodlight at night, show color image both daytime and night time.

“IR” daytime show color image, nighttime show black and white.

“Auto” daytime turn on floodlight about 30s when it motion detection happened.

Settings

Select “” icon go to change some function of camera.



Camera: the channel of the camera.

Night Vision mode: set the infrared light mode.

Smart night vision: when motion detection happened at night, floodlight will turn on 30 seconds.

Full color night vision: floodlight will turn on all night, camera will show color image at day and night time.

Infrared night vision: day time show color image, night time show black and white.

Infrared always on: day and night time both show black and white image.

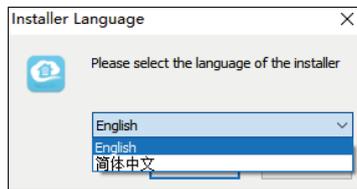
Night vision off: day and night time show color image, but at night if no enough light, camera image will be blur.

Zoom and Focus Botton

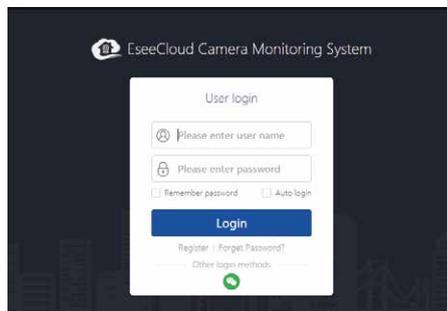
Battery camera doesn't support this function.

To View on MAC and Windows Computer

Please email johnny@hiseeu.com to get the software download.



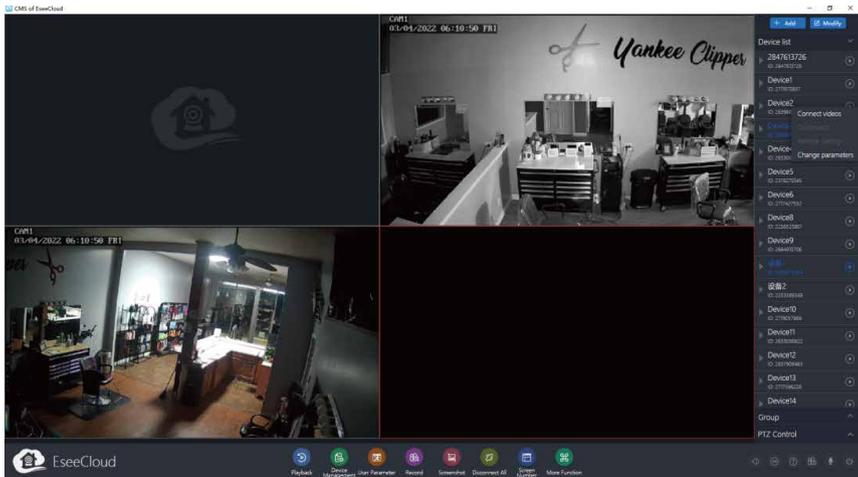
Select English to install the software.



Login with phone EseeCloud account(email or phone number and password).

Mac computer please click switch to cloud login then input phone EseeCloud account.

After login, camera system will automatically synchronize on computer.



Select **Connect videos** icon to see camera live stream on computer.

Click **Playback** icon to see the playback.

Click **Screen Number** allow to change the view channel from 1-64.

Click **More Function** icon to see EseeCloud software version and motion detection message .

User: 0_wechat_oF_tW6EMNV-S0HjYV00BqA7e_zrk

Version: 3.0.7.10

Release Time: 2022-02-21

[Open the manual](#)

[Exit Login](#)

Device	ID	Channel	Time	Type
设备17	2715081176	1	2022-03-04 07:16:16	Motion Detection
Device42	2717321685	3	2022-03-04 06:16:16	Motion Detection
设备19	2681833849	1	2022-03-04 18:43:56	Motion Detection
Device4	2633004714	5	2022-03-04 07:16:05	Motion Detection
Device55	2757958496	1	2022-03-04 01:15:54	Motion Detection
Device79	2861639884	2	2022-03-04 19:15:53	Motion Detection
Device7	2685024333	2	2022-03-04 09:15:52	Motion Detection
设备19	2681833849	3	2022-03-04 18:43:37	Motion Detection
11	3175785330	4	2022-03-04 19:15:49	Motion Detection
设备19	2681833849	4	2022-03-04 18:43:32	Motion Detection
办公室	2195107281	1	2022-03-04 19:14:03	Motion Detection
Device7	2685024333	5	2022-03-04 09:15:52	Motion Detection
Device4	2633004714	2	2022-03-04 07:15:30	Motion Detection
Device9	2393218500	4	2022-03-04 06:15:28	Motion Detection

Frequently Asked Questions

Q1: How can I troubleshoot camera issues: IPC disconnected / Connect failed?

- A: 1. Check camera is power on or not, you can see the indicator on camera lens, if no any indicator, please power camera about 8 hours and check again, or turn off camera for few minutes then turn on
2. Take the camera close to NVR box to check whether you have video or not.
3. If there is no video, camera indicator working, please delete the cameras which shows IPC disconnected or Connect failed on Video manage, click match code, press camera reset button about 10s, wait for a new camera IP address show up, then Exit and install camera outside.
4. Camera indicator not working indicates that the camera has experienced a malfunction. In this case, please contact us for after sale service.

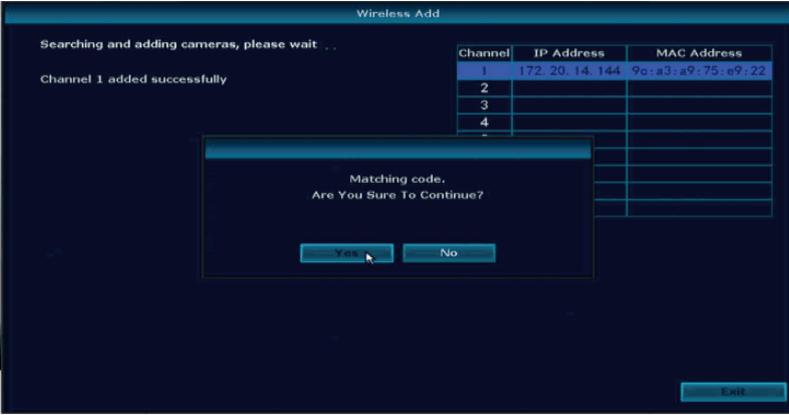
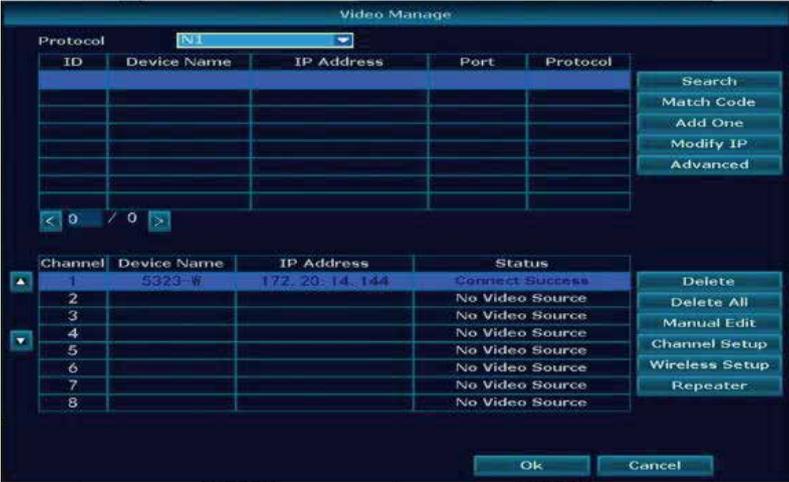
Q2: How to add a new camera to your NVR?

A: To extend the NVR with 8 cameras, please refer below steps to connect camera with NVR.

1. Turn on battery camera, and put it close to NVR
2. Make camera antenna and the NVR WIFI antenna are parallel
3. Right click NVR mouse and choose Wireless Add
4. Press the camera reset button for 10 seconds, then move the hand away
5. New camera IP address 172.20.14.** show up , click Exit to complete the connection

If the first time camera doesn't show image, please try several times, each time wait about 1 minutes.

Refer to this youtube video: <https://youtu.be/Kaxvth-sd-Y>

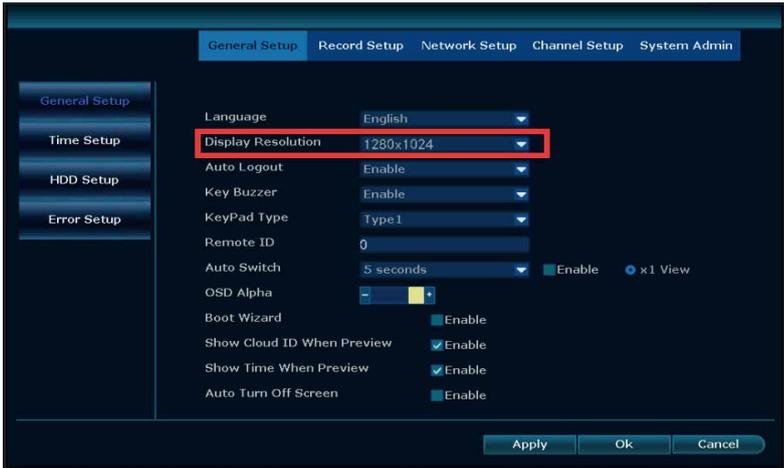


Q3: Connected the system with monitor, why nothing is showing here?

A: Default output resolution of the NVR is 1280*1024, which may not be compatible with some monitor screens. There are a few options you can try to fix it:

1. Press the left side of the mouse about 30s, don't remove your finger from the mouse, and wait the system reboot, it will change to the minimum resolution.
2. Connect PC/TV monitor with NVR box by VGA cable first. On the monitor, make sure the "input" is set to VGA. If no VGA cable, try another monitor with HDMI cable until getting video on the monitor screen. Don't forget to change the input to HDMI on a TV.

3. When you see the video on another monitor, right click the mouse → **System setup** → **General setup**, adjust the **Display resolution** to **1024x768**, click **OK**. Finally. Change to connect system with the first TV monitor, check if you can see the video once connected.



Q4: How to install the hard drive?

A: Some camera system is not include the hard drive, please order it by yourself, the hard drive specifications: internal 3.5" SATA HDD or 2.5" SATA HDD, support 500GB to 4TB .

Below are the installation steps of the hard drive (Or Email to johnny@hiseeu.com to get help)

Unplug your NVR from power, unscrew and remove the top cover.



1) Unplug your NVR from power, unscrew and remove the top cover.

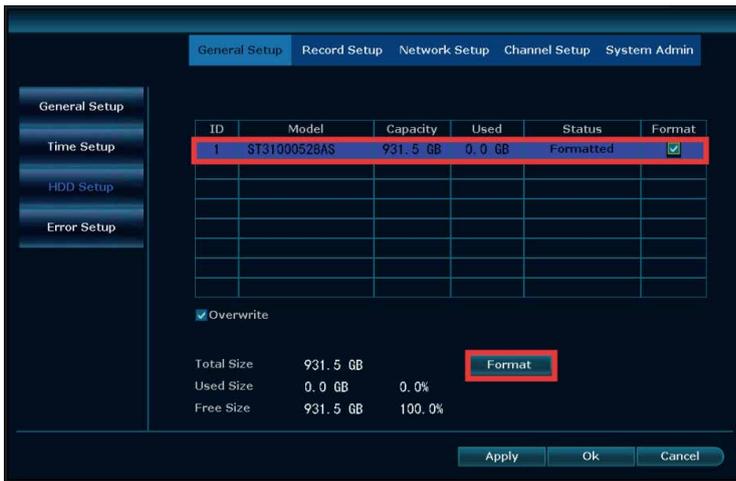


2) Connect the SATA power and data cables from the NVR to the corresponding ports on your HDD.



3) Holding the hard drive and the NVR, gently turn it over and line up the holes on the hard drive with the holes on the NVR. Using a screwdriver screw the provided screws into the holes and assemble the cover.

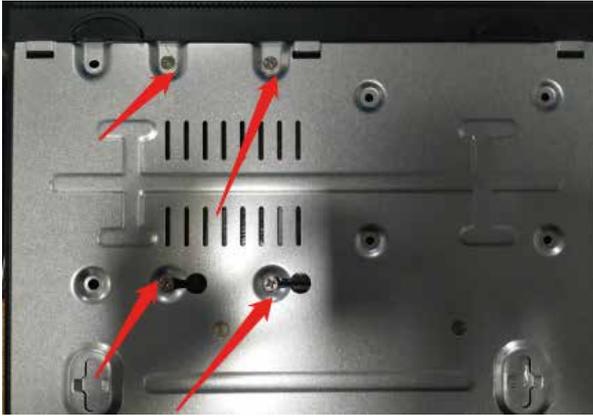
Note: New HDD should be formatted before recording.



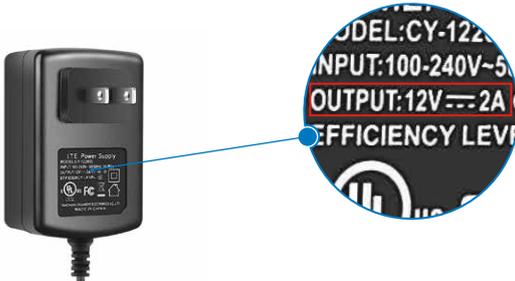
Right click the NVR mouse → **System Setup** → **General Setup** → **HDD setup**, click **Format** to format the HDD, when HDD is full, enable **Overwrite**, it will delete the old files automatically, and make new record.

Q5: What should do show HDD not found on NVR?

A: 1. Please make sure the system bought pre-install the hard drive. If hard drive preinstalled, there are 4 screws at the bottom of NVR box.

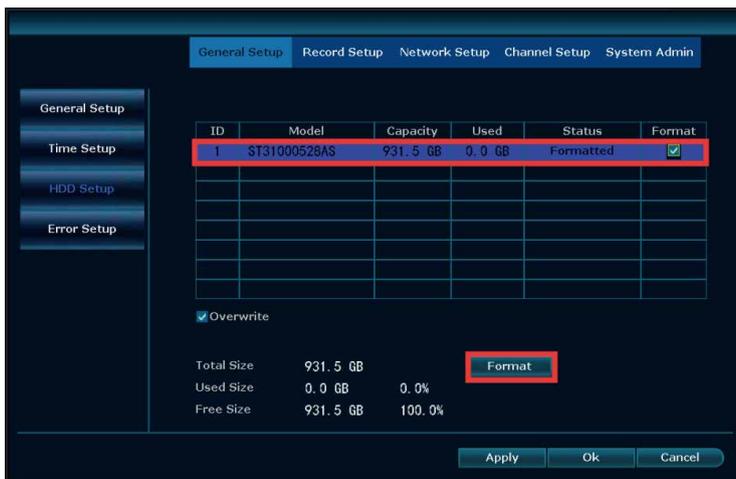


2. Check the power adapter connected to the NVR box. The NVR box uses 12V 2A or 12V3A power supply. Connect the 12V 1A power supply to the NVR, the NVR box will not have enough power to drive the hard drive.



3. Check Hard Drive Information on NVR box and Format it. Right click the mouse → **System setup** → **General setup** → **HDD setup** → select the hard disk → Click **Format**, if the progress bar always shows a few percent and the formatting is unsuccessful, please contact us.

Note: If the hard disk list shows that the hard disk is 3GB or the progress bar stays at a percentage when formatting or the camera system shuts down automatically when formatting, please contact us.

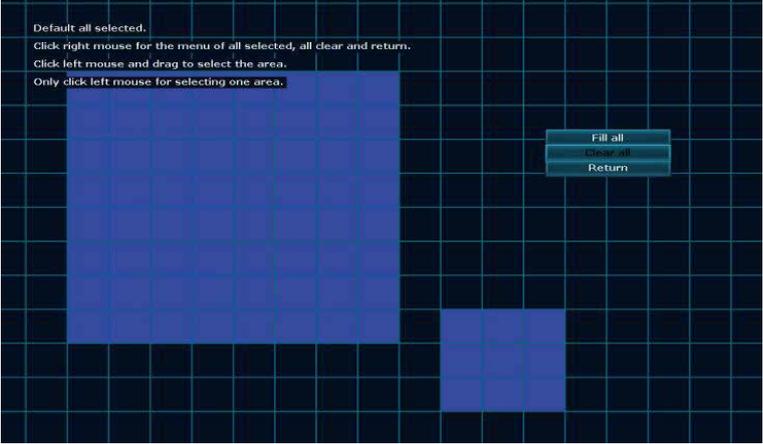


Q6: How to receive notification alarm message on cellphone?

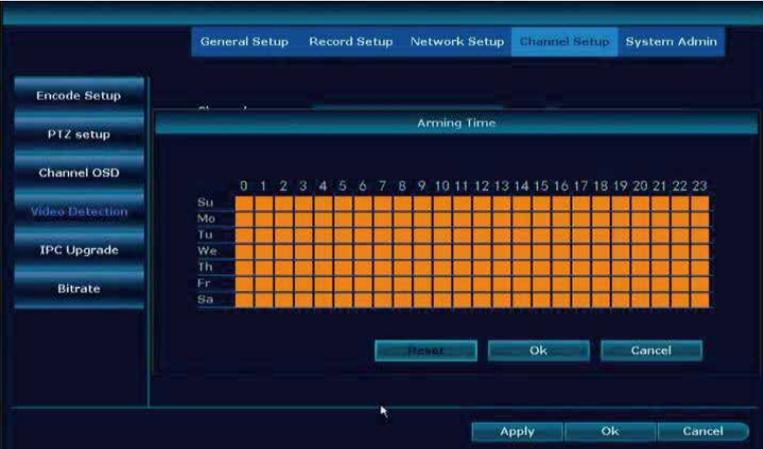
A: 1. Right click the mouse → System setup → Channel Setup → Video detection → Selecting the Channel for Motion Detection → enable APP Alarm, after set it up, click Copy to to set to all channel.



2. Set Area Edit, default all selected show **Blue** Color, support narrow the motion detection area to decrease motion detection message.

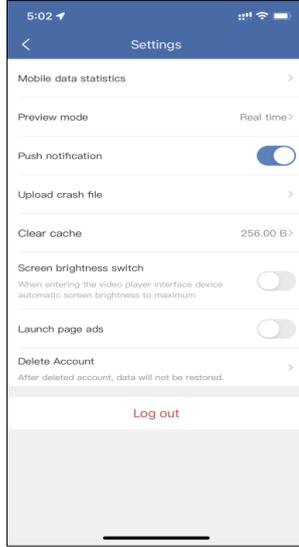
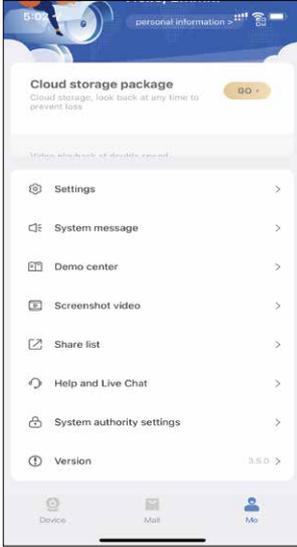


3. Set the Arming Time, default 24/7 days show **Orange** color.

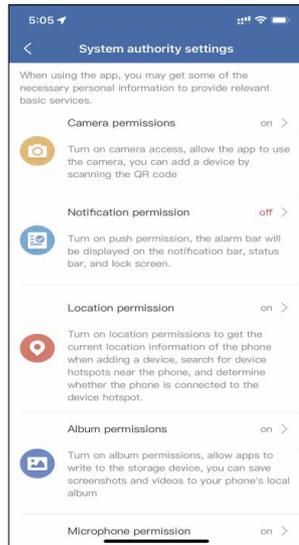
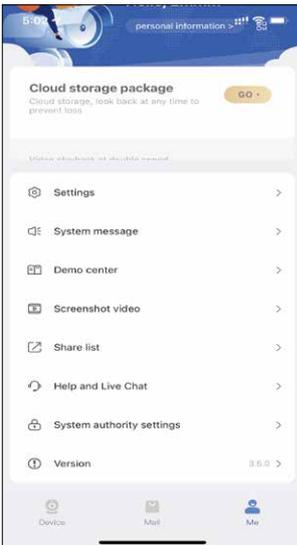


4. Enable App Alarm.

Click Me → Settings → enable Push notification.



Click System authority settings, turn on all permission of the app.



Q7: Night image mode doesn't work correctly?

A: Click the mouse to select the screen → click Color Adjust.

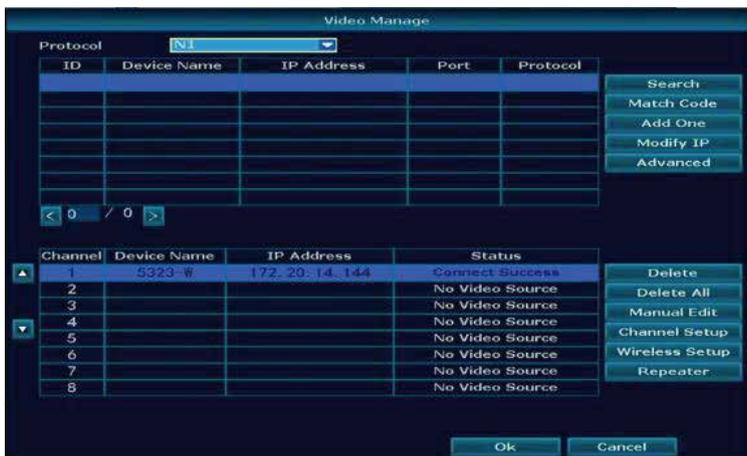


Select Ircut mode → change to Infrared mode.



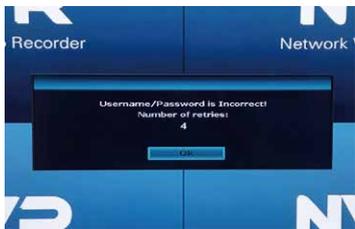
Q8: How to adjust camera channel position?

A: Select the camera , adjust the  icon to move camera channel up and down.

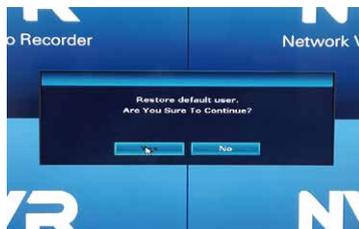


Q9: How to reset password of the NVR?

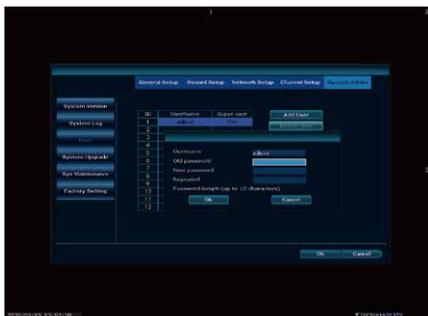
A: Input a wrong password "1"--get the picture as below (1)--at the black area continuous rapid left click and right click the mouse **lasts 12 times**--get the picture as below (2)--input a new password--repeated the new password again, needn't put in old password, click ok.
(**Note:** User name and password should be within 7-10 characters and should not contain such as &*!@(...#% and other special characters)



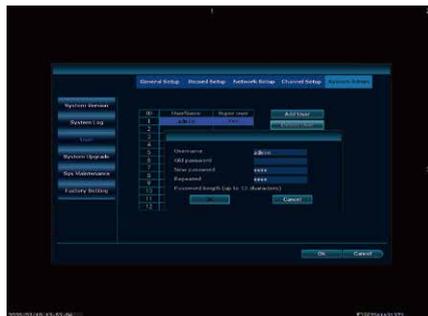
(1)



(2)



(3)



(4)

Reset password video: <https://youtu.be/KJpJnYFIGK8>

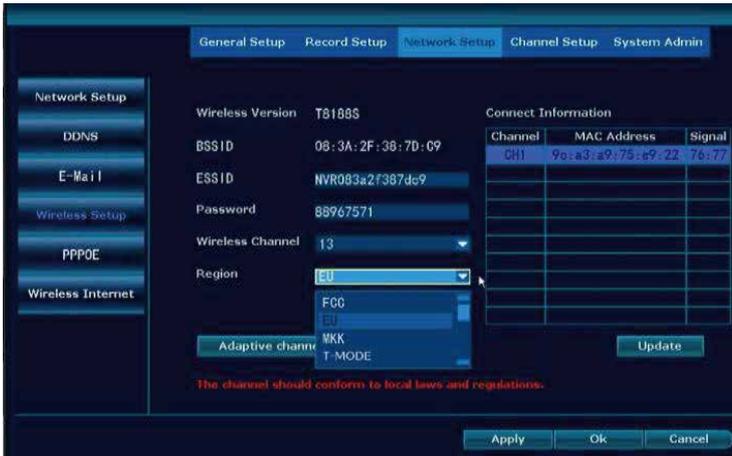
If still can't work, please take below photo to our email :

Johnny@hiseeu.com to get super password.



Q10: How to do if camera lost signal with NVR?

A: 1. Please check if the antenna on the camera is parallel .
change the wireless channel and region of the camera system, and the antenna of NVR is better to stand up.
change region to FCC, wireless channel change to 1,6,11 to check.
change region to T-mode, wireless channel to 3.
change region to EU, wireless channel to 13.
Then reboot the NVR.



Q11: What's the meaning of IRON on the TV/PC monitor?

A:

Picture	ICON	Location	Meaning
	Green bar	Top Right Corner	Wireless Signal
	Red dot	Top Right Corner	Recording
	Red Triangle	Bottom Left Screen	Alarm
	Little Yellow man	Top Right Corner	Motion Detection
	Blue Horn	Bottom Middle Screen	Turn on/off volume
	Blue PTZ	Bottom Middle Screen	Camera PTZ

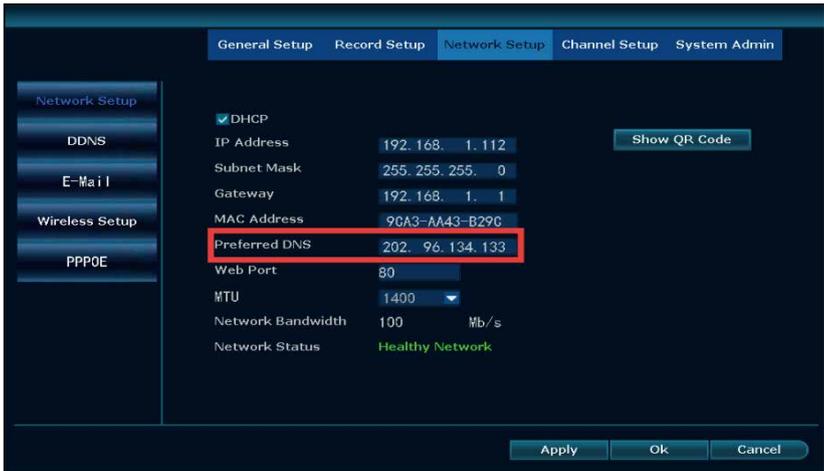
Q12: What should I do if the NVR always appear Offline?

A: Please Connect NVR to your router with an Ethernet cable. After that right click the mouse → **Fast network**.

If Step 1 doesn't work, please check the Ethernet cable is broken or not. If there is no problem with the cable.

Please right click the mouse → **system setup** → **Network setup** → Do not choose DHCP → **Change**.

Preferred DNS to 114.114.114.114 or 8.8.8.8 → Power off the NVR and power on again. (Reboot the NVR)



For Gateway Unreachable or Network Error problem please kindly follow below steps:

Step 1:

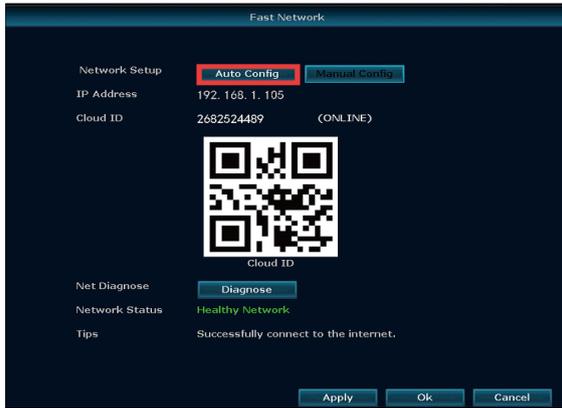
1) You must check if the network line is faulty or not: check whether the switch and router line connection are correct.

2) Can you connect to the external network normally through the computer wired connection?

Notice: Do not directly connect the recorder to the fiber.

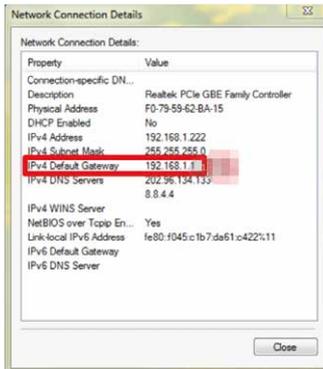
Step 2:

Right click mouse and choose **Fast Network** → **Auto config**, check if the network will be healthy or not.

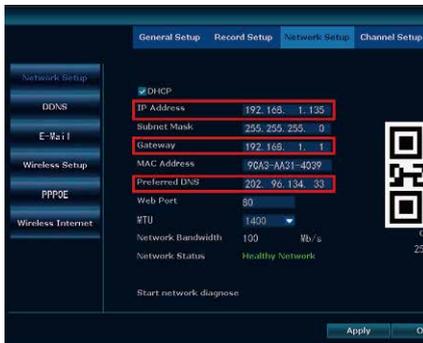


Step 3:

If the auto config still can't make it work, pls kindly check the same network computer network setting.



Then "manual configuration" set the recorder network settings, don't choose DHCP, input the same IP address and gateway and submask same as your computer.



Check computer network parameters on the same router that can access the internet (Gateway, subnet mask, preferred DNS and computer network parameters settings are the same; the first three settings of the IP address are the same, the last paragraph should not be repeated), if still can't work, can change DNS to 8.8.8.8 or 114.114.114.114.

Q13: How to find hiseeu website?

A: Input link: <http://www.hiseeu.com>.

How can I get product and technical support?
Website: www.hiseeu.com

Amazon

- US Toll Free: 1-917-338-1084
(Available Pacific Time 5:00pm-12:00pm)
- Email: Johnny@hiseeu.com (For US)
Jason@hiseeu.com (For UK & EU)
- Skype ID: johnny.chen1204
- WeChat/Whatsapp: +8613392810296

Aliexpress

- Email: support@hiseeu.com
- Whatsapp/Wechat: +8618126465980