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### PACKING LIST

- Smart Wifi Camera
- Camera Mount
- Screw Kit
- Power Adapter
- USB Cable
- 3M Adhesive Pad
- User Manual

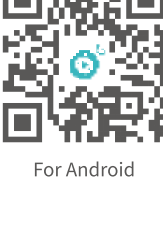
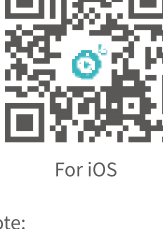
### PRODUCT OVERVIEW

- IR LEDs
- Lens
- Microphone
- Night Vision Sensor
- Memory Card Slot
- LED Indicator

### 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.

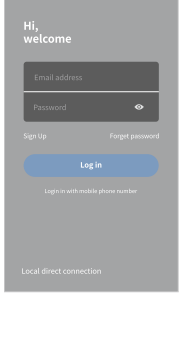


For iOS For Android

**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.




### Connect the Camera to HeimLink Account

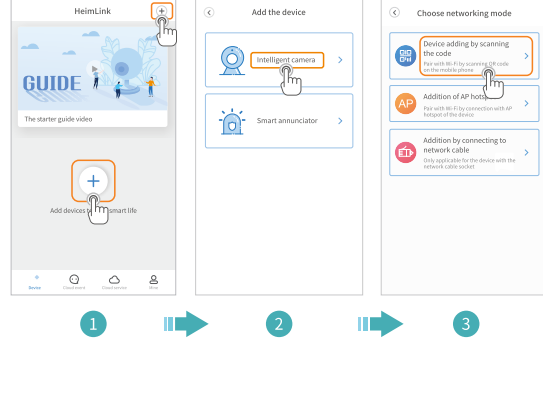
**IMPORTANT:**

- This camera only supports a 2.4GHz Wifi.
- For a stable network connection, please make sure the camera and the mobile device are close to the router.
- Avoid using special characters or symbols in your Wifi name and password, such as @#%&\*^ and so on.
- 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.

### 1. Connect the camera by scanning QR code

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

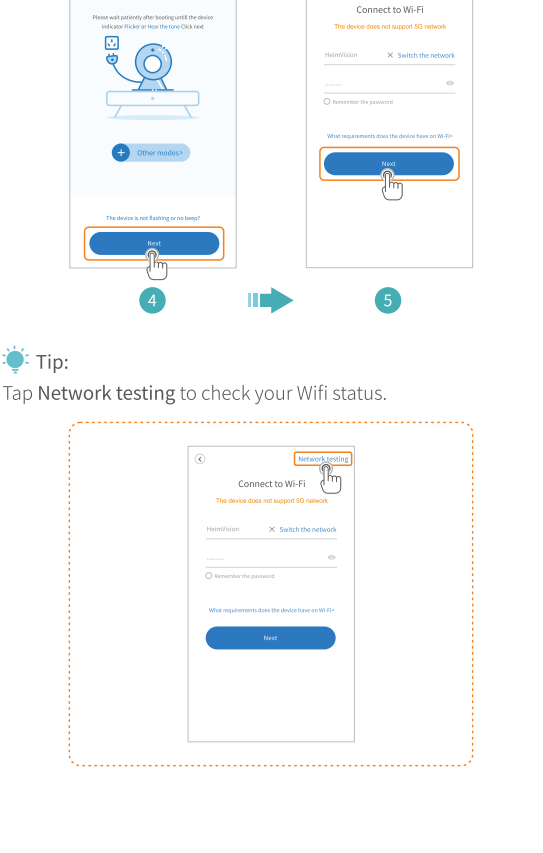
- Tap  in the center or upper right corner.
- Select **Intelligent camera**.
- Select **Device adding by scanning the code**.
- Tap **Next**.
- Connect to your router's Wifi and tap **Next**.



### 2. Connect the camera by AP hotspot

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

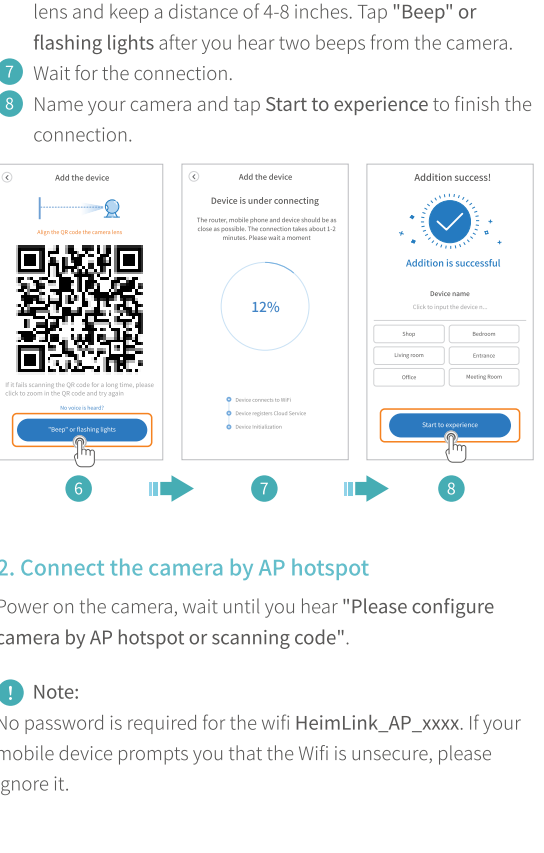
**Note:** No password is required for the wifi HeimLink\_AP\_XXXX. If your mobile device prompts you that the Wifi is insecure, please ignore it.



### 2. Connect the camera by AP hotspot

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

**Note:** No password is required for the wifi HeimLink\_AP\_XXXX. If your mobile device prompts you that the Wifi is insecure, please ignore it.



### 1. Alarm Settings

Motion detection and sound detection are enabled by default.

**Adjust detection sensitivity**

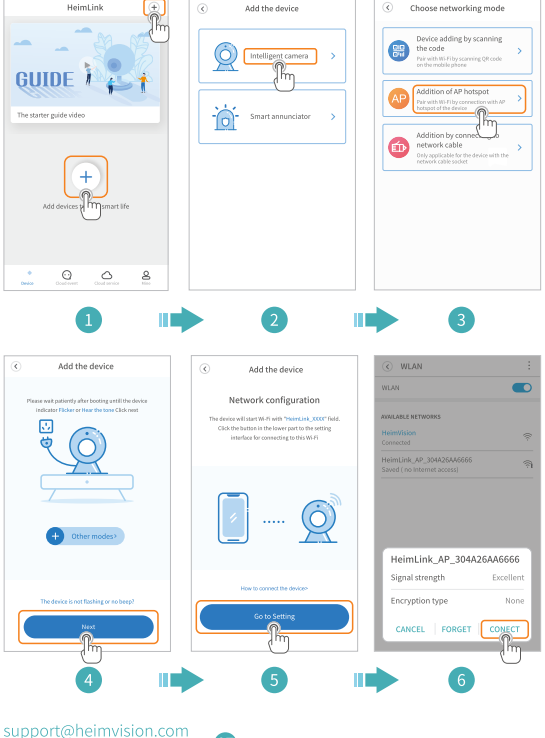
- This function aims to set the sensitivity for motion detection.
- Go to **Setting** -> **Detection sensitivity** to set the sensitivity level.
- Medium** is the default setting. Please set it to **Low** to reduce false alarms if you don't want to be disturbed frequently.

**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. All areas are selected by default.

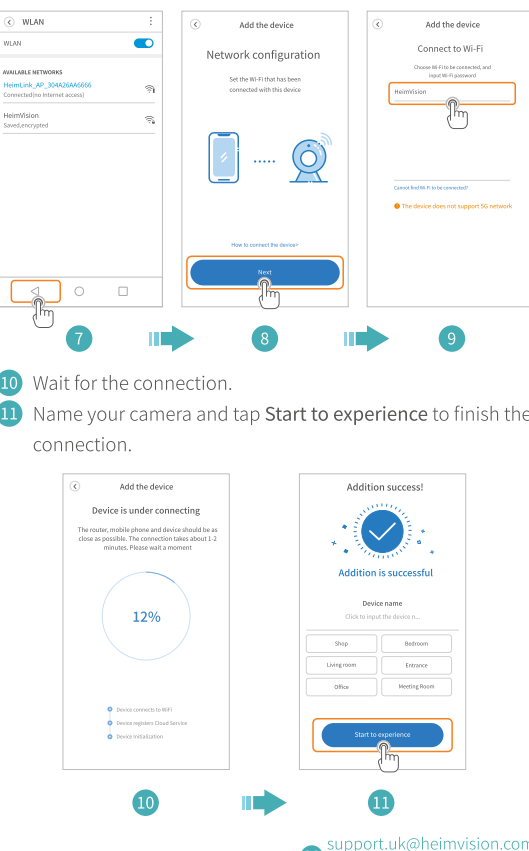
**Step 1:** Go to **Setting** -> **Detection area** to start setting.

**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.



### 1. Record videos to a memory card

- Insert a memory card (not included), then power on the camera.
- Go to **Setting** -> **Device storage** to check if your memory card is available.
- 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 detected. **All-day recording** means that the camera will always record videos to the memory card.

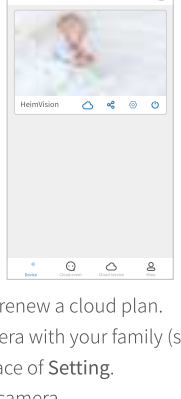






### USE THE CAMERA ON MOBILE DEVICE

#### 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 17).  
 : enter the interface of **Setting**.  
 : turn on/off the camera.

### Cloud event:

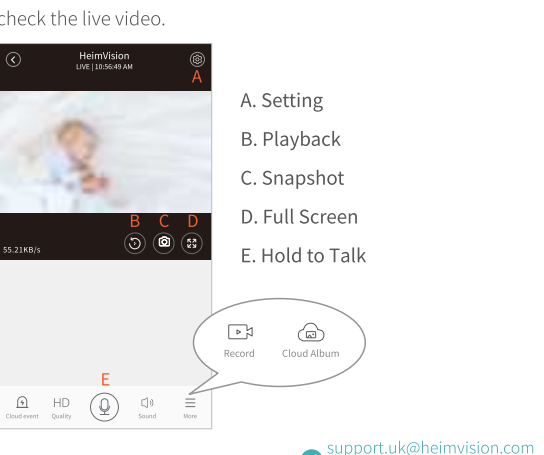
Only available when a cloud plan is subscribed to. Tap to check the videos recorded on the cloud when motion/sound detected. Tap on a video to play it, then tap **Save** to save it to the Cloud album as needed.

**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

### Video Recording

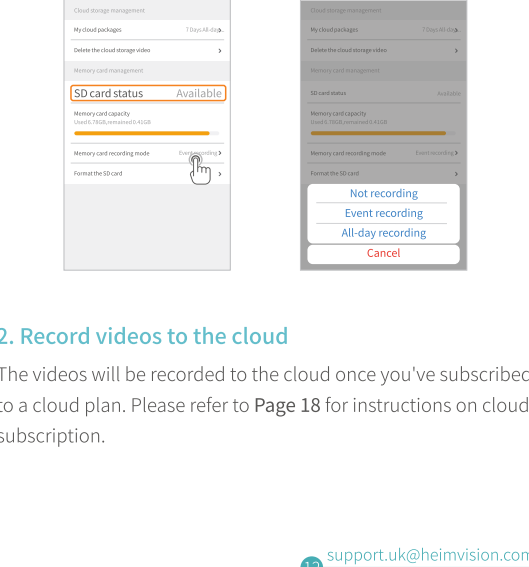
**IMPORTANT:**

- Two recording options are available for the camera: recording videos to a memory card and the cloud (optional).
- The camera accepts a card with capacity up to 128G, please select a high-quality memory card with a reliable brand for it.
- The camera loops to record videos, which means the latest videos will overwrite the oldest ones when the storage reaches full capacity.

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



### 1. Record videos to a memory card

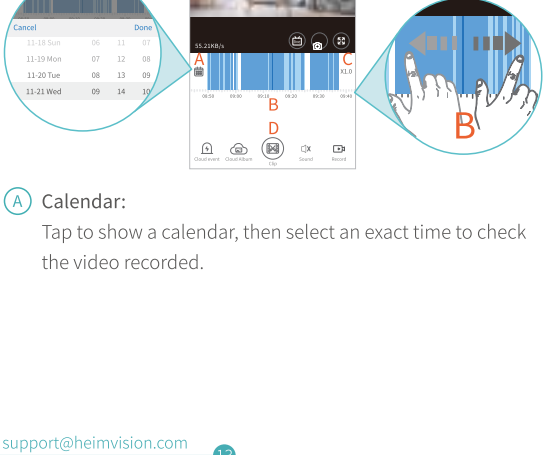
- Insert a memory card (not included), then power on the camera.
- Go to **Setting** -> **Device storage** to check if your memory card is available.
- Select a recording mode. **Not recording** means that the camera won't record videos to the memory card. **Event recording** means that the camera will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



### Video Playback

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

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



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

### Alarms and Notifications

The camera will record videos to the cloud or memory card only when motion/sound 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 detected.

### 1. Alarm Settings

Motion detection and sound detection are enabled by default.

**Adjust detection sensitivity**

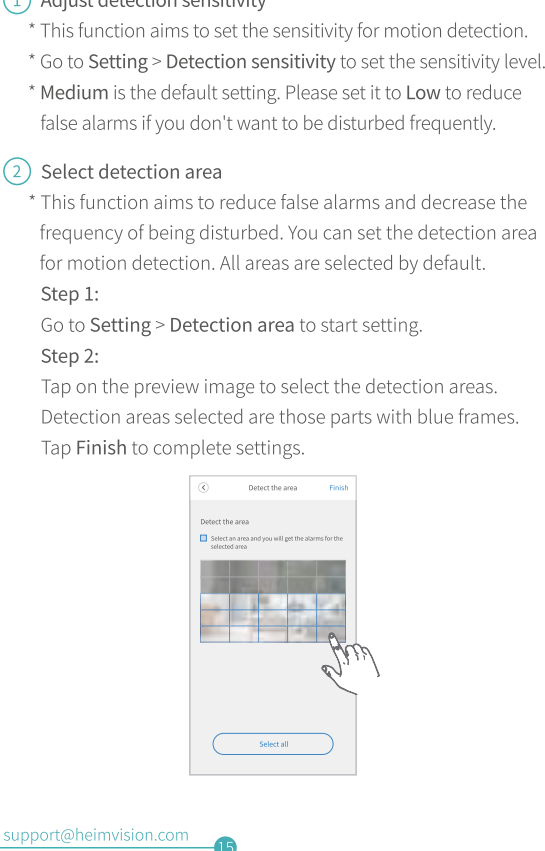
- This function aims to set the sensitivity for motion detection.
- Go to **Setting** -> **Detection sensitivity** to set the sensitivity level.
- Medium** is the default setting. Please set it to **Low** to reduce false alarms if you don't want to be disturbed frequently.

**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. 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.



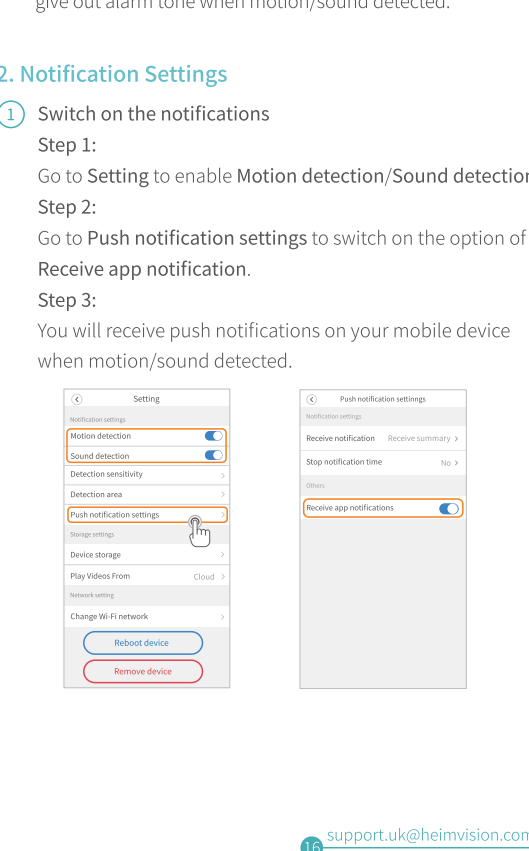
### 2. Notification Settings

**Switch on the Notifications**

**Step 1:** Go to **Setting** to enable **Motion detection/Sound 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 detected.



### Device Sharing

**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.

**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.

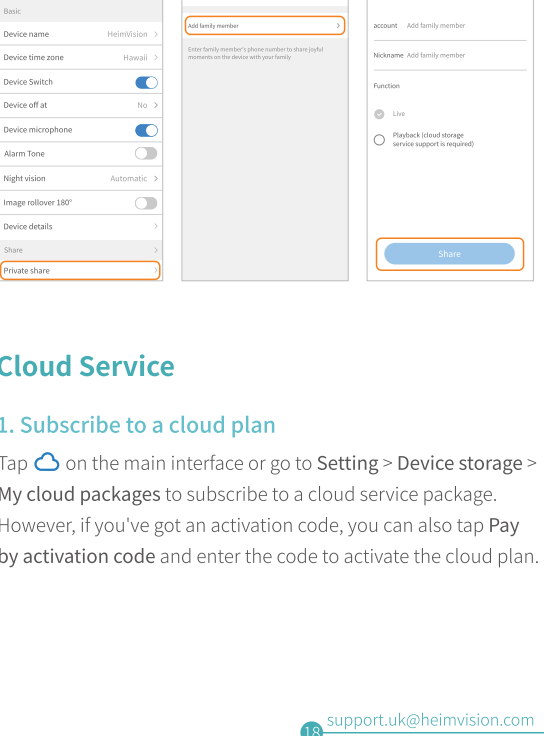
**Notes:**

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

### Cloud Service

**1. Subscribe to a cloud plan**

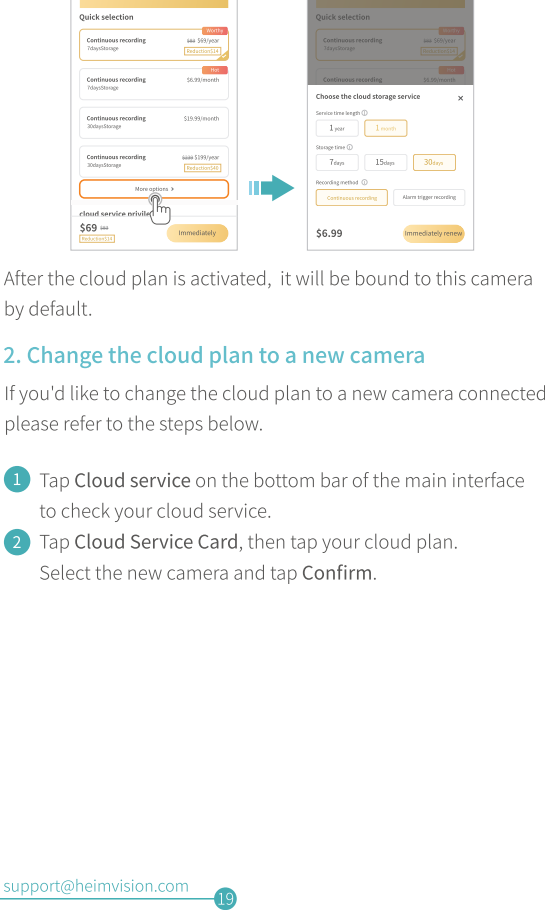
Tap  on the main interface or go to **Setting** -> **Device storage** -> **My cloud packages** to subscribe to a cloud service package. However, if you've got an activation code, you can also tap **Pay by activation code** and enter the code to activate the cloud plan.



### 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.

- Tap **Cloud service** on the bottom bar of the main interface to check your cloud service.
- Tap **Cloud Service Card**, then tap your cloud plan. Select the new complete settings.




### 3. Cancel auto renewal of cloud service

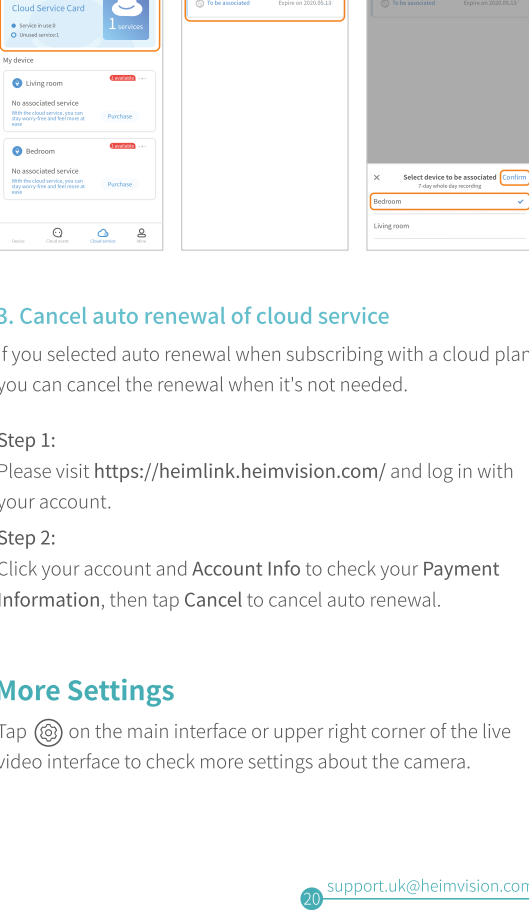
If you selected auto renewal when subscribing with a cloud plan, you can cancel the renewal when it's not needed.

**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:

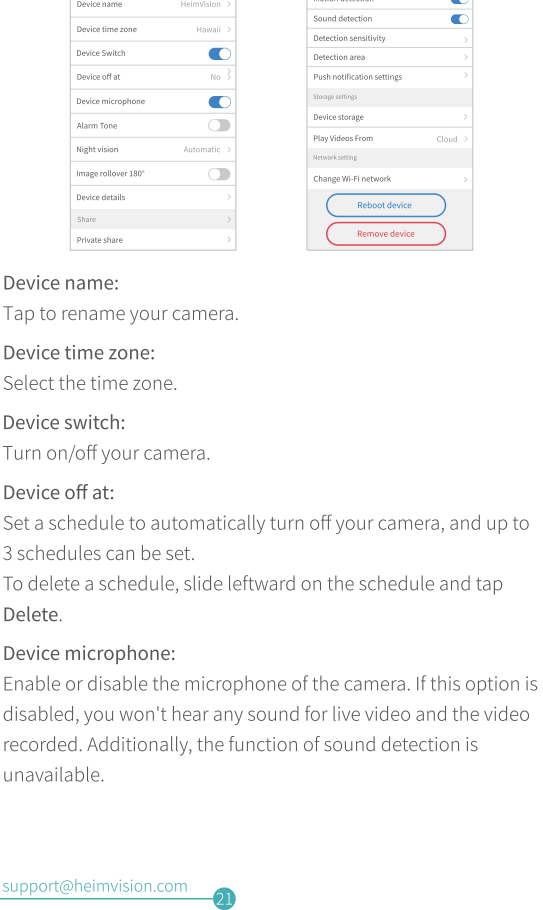
Turn on/off your camera.

### 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 Wifi 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.

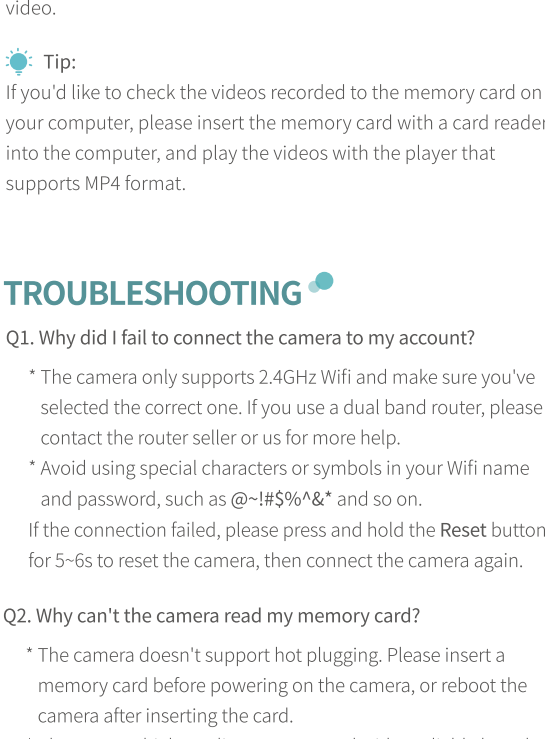
### TROUBLESHOOTING

**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?**

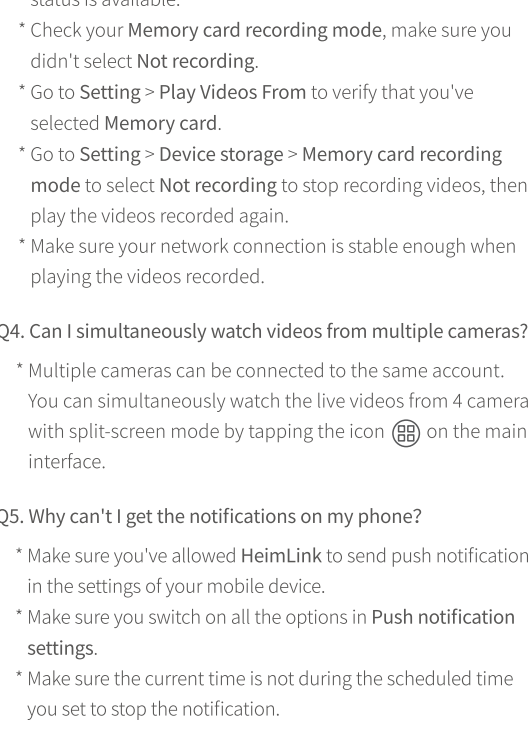
- Make sure you've inserted a memory card into the camera.
- Go to **Setting** -> **Device storage** to check if the memory card status is available.
- Check your **Memory card recording mode**, make sure you didn't select **Not recording**.
- Go to **Setting** -> **Play Videos From** to verify that 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 live 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.



### SPECIFICATIONS

Frequency Range	Wifi: 2412-2472MHz
Transmit Power (EIRP) For CE	9.41dBm(802.11b), 7.29dBm(802.11g), 7.38dBm(802.11n-HT20)

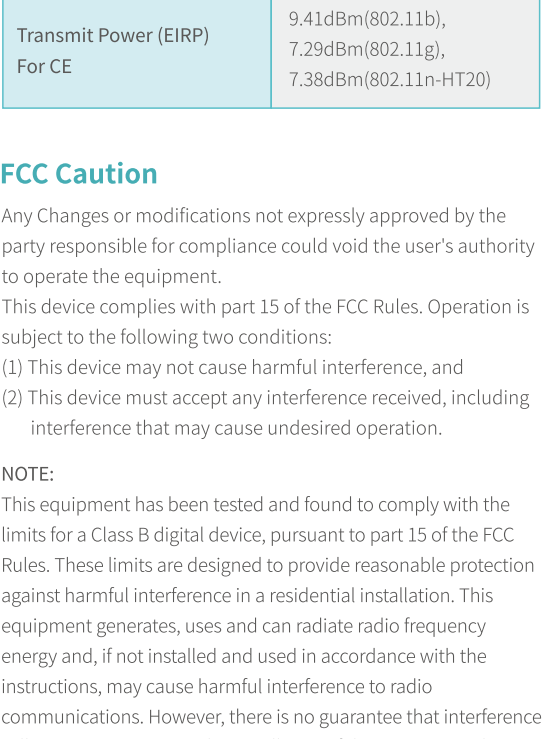
### FCC Caution

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

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.

**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 or more 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radio and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

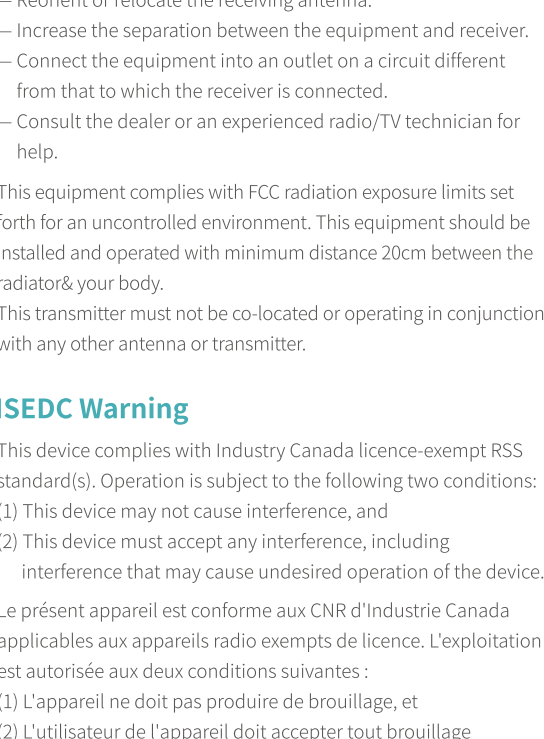
### ISED Warning

This device complies with Industry Canada licence-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.

Le présent appareil est conforme aux CNR d'industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) L'appareil ne doit pas produire de brouillage, et
- (2) L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

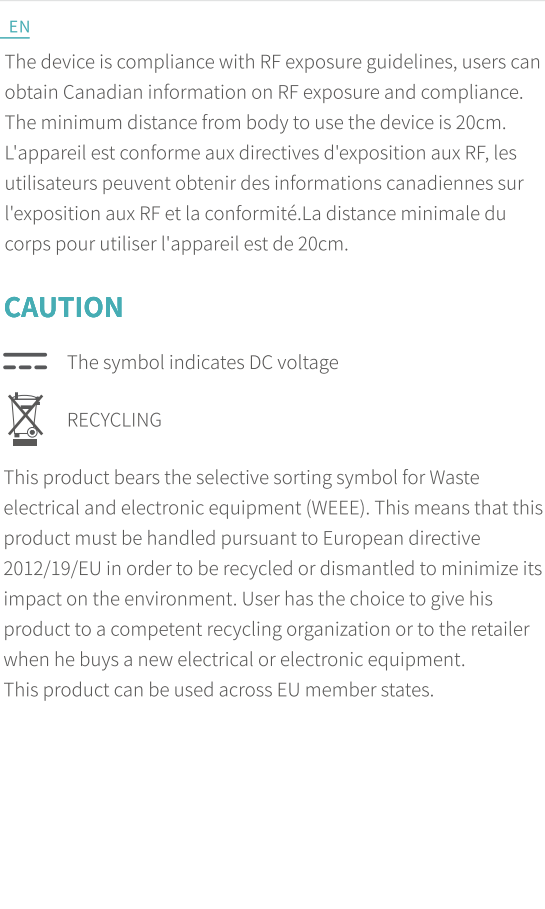


### CAUTION

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 organisation or to the retailer when he buys a new electrical or electronic equipment. This product can be used across EU member states.



**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.

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can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
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