



# POE Camera

## User Manual

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

# Welcome

Hello,

Greeting from Hiseeu Team! Thank you for choosing our products and hope everything going well with you and your family. On behalf of all colleagues in Hiseeu, we sincerely Appreciate your trust and support.

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 can encourage us to go further.

And if unfortunately, our products didn't meet your expectation, or have any difficulties during operating the system, please do not hesitate to contact us, we will always try our best to assist you.

Your advice is important to us. 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: 917 688 2228

Email: [Love@hiseeu.com](mailto:Love@hiseeu.com)



# Contents

Important Safeguards and Warnings.....	01
Connection & Installation .....	02
Wiring Overview .....	03
Camera Access Setup.....	05
Setup Camera via APP .....	05
1. Register account.....	06
2. Add Device .....	07
3. Setup a Password .....	08
4.Change APP Password.....	10
5. Motion Detection .....	10
6. Share Device.....	13
PC Client “VMS” Setup.....	14
1. Login and add device on VMS.....	14
2. Motion Detection .....	17
3. Email Alerts .....	19
Web Browser Setup (Windows).....	20
1. Login in Web Browser .....	21
2. Motion Detection .....	23
3. Email Alerts .....	24
4. Change Camera Password.....	25
5. Restore to Default .....	25
6. Cloud ID/Serial Number/Version info .....	26
7. Retrieve Camera Password .....	26
Add Camera to Hiseeu PoE NVR(H5NVR-P-8) .....	27
Add Camera to Other Brand PoE NVR .....	29
PTZ Control.....	31
PTZ Console Parameter .....	34
FAQ.....	35

# Important Safeguards and Warnings

## 1. Electrical Safety

All installation and operation should conform to your local electrical safety codes. The product must be grounded to reduce the risk of electric shock.

We assume no liability or responsibility for any fires or electrical shock caused by improper handling or installation.

## 2. Transportation Security

Heavy stress, violent vibrations, and excess moisture should not occur during transportation, storage, and installation of the device.

## 3. Installation

Handle the device with care. The camera requires a PoE+ connection (802.3at) or a DC 12V/2A power adapter can be used to power the device.

**Note:** This is a POE+ powered device. Make sure to use the proper POE+ switch when operating.

Please ensure the installation surface can handle up to 3x the weight of the camera before installation.

## 4. Repair Professionals

All the examination and repair work should be done by qualified service engineers. We are not liable for any problems caused by unauthorized modifications or user-attempted repair.

## 5. Environment

The camera should be kept in a cool, dry place away from direct sunlight, flammable materials, explosive substances, etc. This product should be transported, stored, and used only in the specified environments as stated above. Do not aim the camera at a strong light source, as it may cause overexposure of the picture, and may affect the longevity of the camera's sensors. Ensure that the camera is in a well-ventilated area to prevent overheating.

## 6. Operation and Maintenance

Do not touch the camera sensor or lens directly. To clean dust or dirt from the lens, use an air blower or a microfiber cloth.

## 7. Accessories

Be sure to use only the accessories recommended by manufacturer. Before installation, please open the package and check to ensure that all the components are present. Contact the retailer that you purchased, or Hiseeu directly if anything is broken or missing in the package.

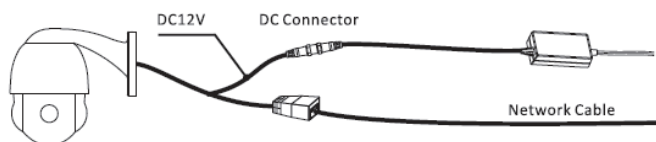
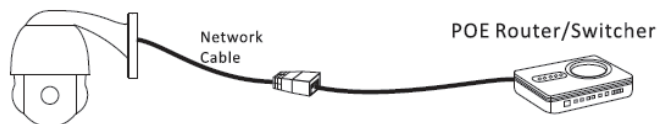
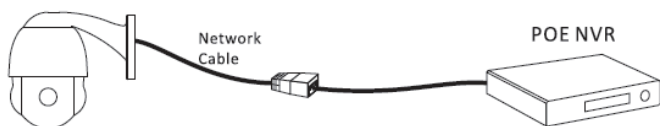
When installing the camera, do not pull the cable to lift the camera when moving the device as it may cause internal damage to the camera.

## Connection & Installation

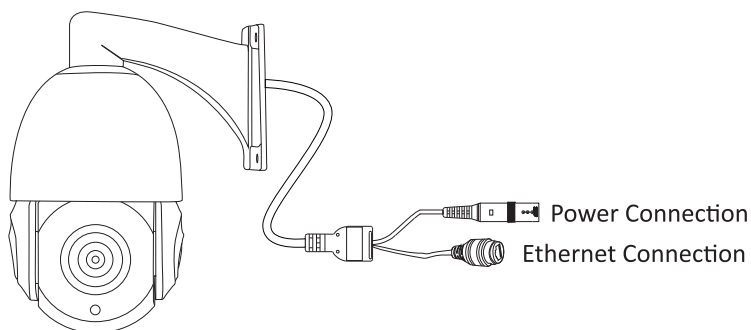
This section provides information about the connection and installation of the Hiseeu Smart PoE camera.

**Note:** This is a POE+ device and requires a POE+ compatible router/switch to function.

The camera can be powered using a PoE+ connection which will provide data and power to your camera, however, if PoE+ is not an option the camera can be powered using the DC12V, 2A adapter. If you are using this method to power your camera, please ensure that a wall outlet is close by. **DO NOT APPLY POWER TO THE ADAPTER UNTIL THE CONNECTION HAS BEEN SECURED.**



## Wiring Overview



Wire	Purpose
Ethernet Connection	Use this port to power your device and transmit data using PoE+.
Power Connection	<p>If PoE+ is not an option, please power on the camera via 12V1A or 2A power adapter.</p> <p>(Please do not use this connection if you are powering your device using a PoE+ connection.)</p>

## Camera Access Setup

This section of the guide will provide the user with information on how to setup access to the camera through any of the following methods.

### 1. Default Username and Password

**Username:** admin

**Password:** Null (No Password)

Once you have successfully logged in, it is highly recommended to change the password for security reasons.

### 2. Camera Related Software & Tool Name

**Mobile APP:** XMeye Pro

**PC Client:** VMS

**Windows:** <https://download.xm030.cn/d/MDAwMDA2NDE=>

**Mac:** <https://download.xm030.cn/d/MDAwMDA2NDA=>

For more information on using your camera, or for more details contact us at [Love@hiseeu.com](mailto:Love@hiseeu.com)

## Setup Camera via APP

“XMeye Pro” is free and available in the APP Store and Google Play store. Please note, it requires iOS 6.0 or later version. Android will require 3.0 or later version OS to run the APP.

The APP Interface may differ slightly from the screenshots below as updates are released. Below, you will find instructions on how to set up your camera up on the APP.

- Please make sure camera is plugged into a PoE+ switch, or other power source and Ethernet cable is connected from the camera to router.
- Make sure camera and mobile device are on the same network during setup.
- To ensure the camera connects to the cloud, rebooting camera is recommended.

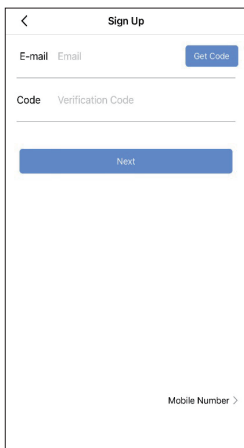
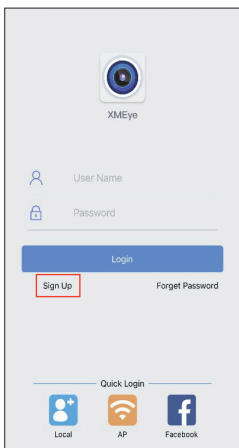
To add your camera onto the XMeye Pro APP, follow these steps:  
Download and open the XMeye Pro APP from the APP Store or Play Store.



**Note:** Connect your mobile device to the same network that your camera is on.

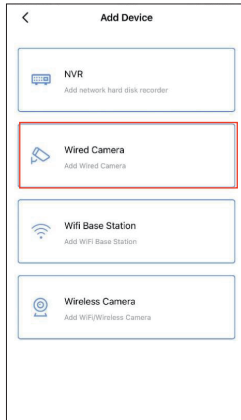
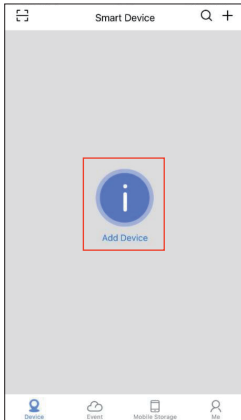
## 1. Register account

- Register for an XMeye Pro account. Click on “Sign Up” and register an account first.
- Fill out the form to complete registration.

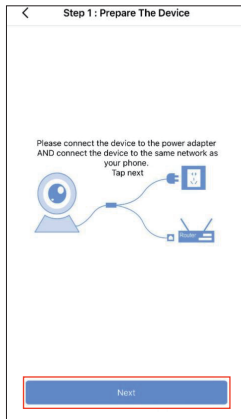
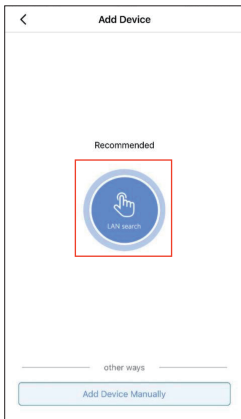


## 2. Add Device

- Tap on "Add Device" to continue.
- Select "Wired Camera"



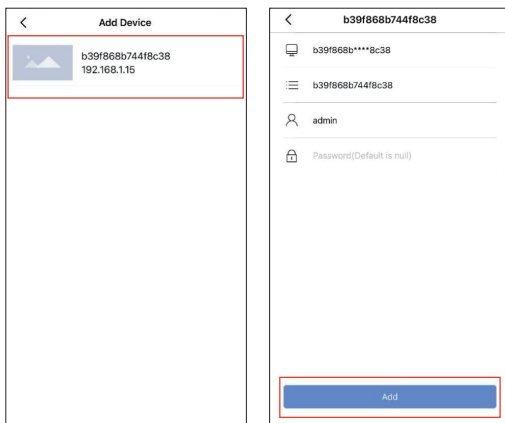
- Tap on "LAN Search" → "Next".  
(If the device already setup, you knew the device serial number and password, you can click on "Add Device Manually" to add it.)





d. Tap on the camera.

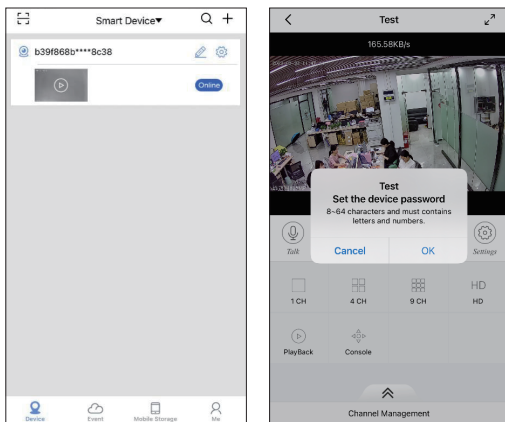
e. Enter default user name: admin, no password, tap on “Add”.



### 3. Setup a Password

a. For the device added successfully will displayed in this interface.

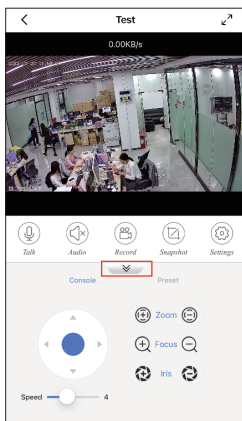
b. If you are login with default password, APP will remind you to set the device password for your security concern, please click “OK” to setup the password.







c. Old Password: Let it blank

New Password: Create new password for the camera

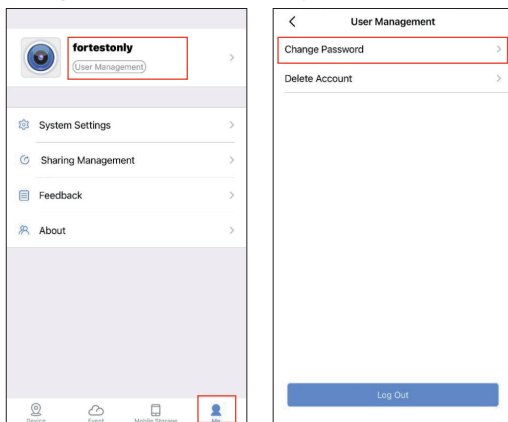
Confirm Password: Please input new password again



 <b>Device</b>	 <b>Event</b>	 <b>Mobile Storage</b>	 <b>Me</b>
Home Screen, Device List	Alarm Information and settings	Local Screen and video clips	APP Account information

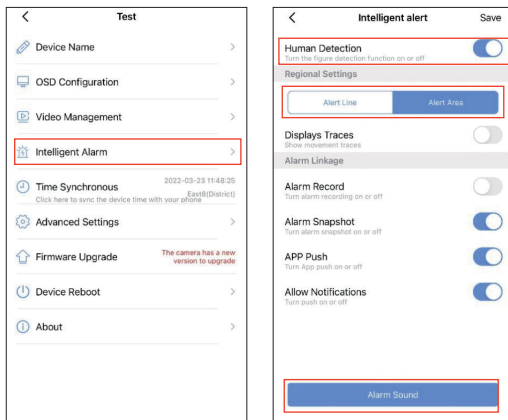
## 4. Change APP Password

- If you want change the APP login password, please navigate to “Me”→ Tap on “User Management”.
- Click “Change Password” to modify it.



## 5. Motion Detection

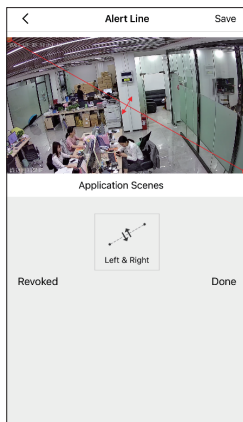
- From live view interface, click "settings" icon→ “Intelligent Alarm”.
- Enable “Human Detection” and setup Alarm Linkage (Please enable “App Push” and “Allow Notifications” if you want to get motion alerts.)



## 1) Customize Alarm Area

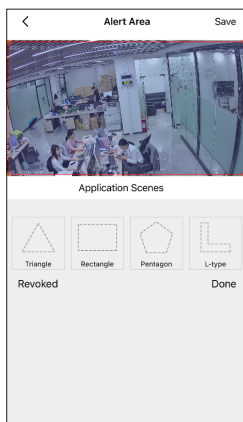
### a. Alert Line

The alarm will only trigger when object crossing the line.



### b. Alert Area

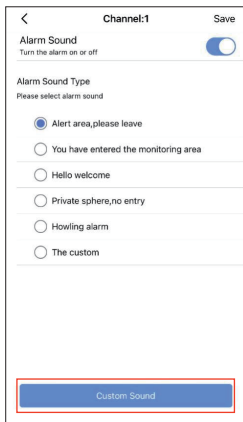
The alarm will trigger only when motion detected inside the alert area.



## 2) Customize Audible Alert Message

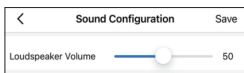
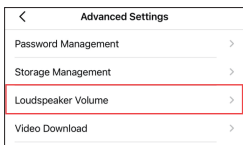
### a. Alarm Sound

Setup Audible Alarm for Intruder Warning. Support “Custom Sound”.




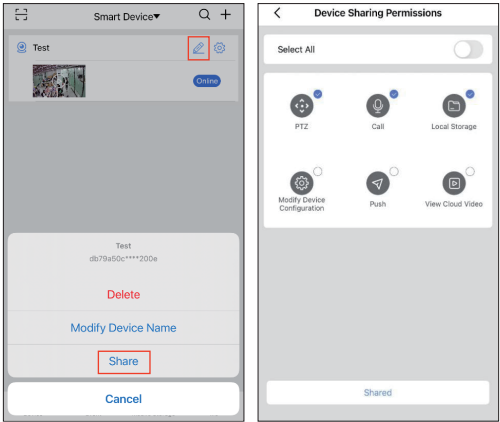
### b. Loudspeaker Volume

Navigate to “Advanced” → "Loud speaker Volume" to adjust the speaker volume.

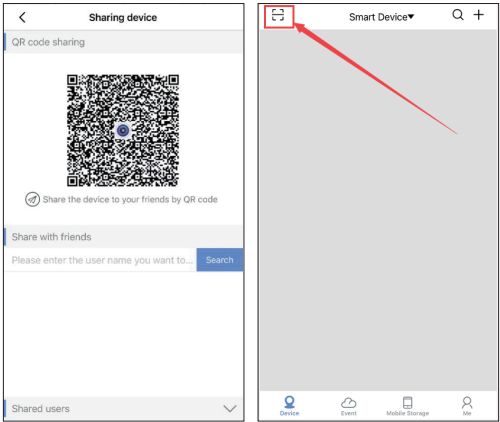


# 6. Share Device

- a. If you want to share the device with your family, please tap on the  Share.
- b. Edit permissions.



- c. Then, the APP will generate a QR code.
  - d. Your friend can add the device by scanning the QR code you sent. (Need to register an account first)
- You also can input your friend's APP user name to share it manually.



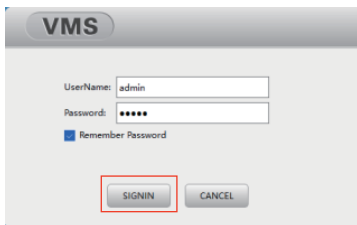
# PC Client “VMS” Setup

Please contact [Love@hiseeu.com](mailto:Love@hiseeu.com) for VMS download link.  
(Support Windows/Mac)

## 1. Login and add device on VMS

a. Installed and run VMS on your PC.

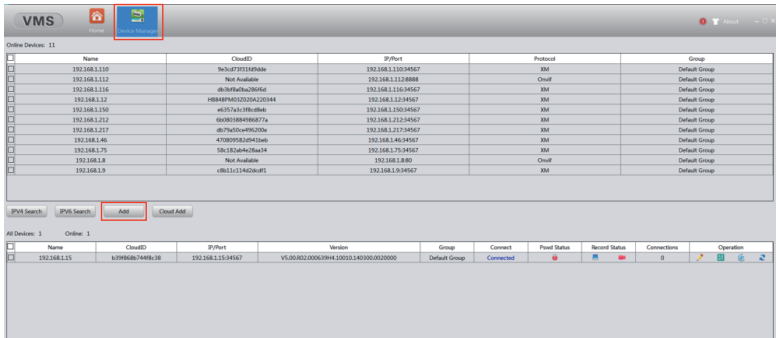
Keep the default user name and password, click “Remember Password”, click on “SIGNIN”.



b. VMS Home Screen.



c. Click on “Device Manager”.



Camera’s IP address will be detected and list in the upper box, select the IP and click on “Add” Fill the user name and password, click on “OK”.

The screenshot shows the 'Add Device' dialog box. It has fields for Device Name, Group, Login Type, IP, Port, UserName, Password, and Protocol. The 'Login Type' dropdown is highlighted with a red box. The 'OK' button is also highlighted with a red box.

**Add Device**

Device Name:

Group:

Login Type:

IP:

Port:

UserName:

Password:

Protocol:

Save And Continue

Device name: Name your camera as you like.

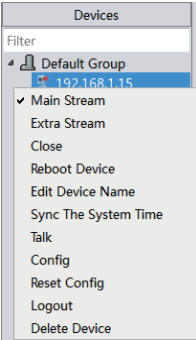
Default user name is: admin

Default password is: no password

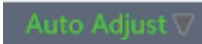










Right-click the device name, you will have these options.

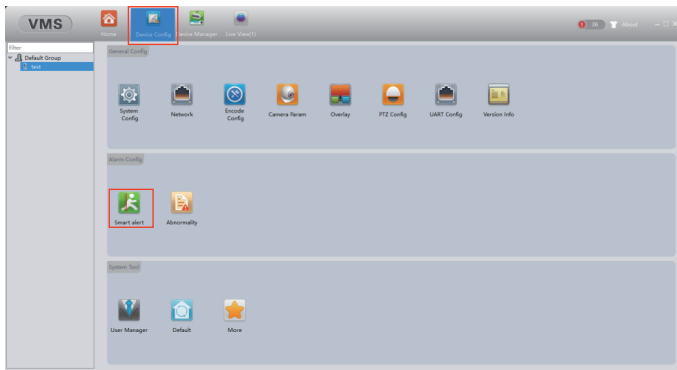


- Main Stream: High Definition
- Extra Stream: Standard Definition
- Close: Close Live View
- Reboot Device: Reboot Camera
- Edit Device Name: Change Camera Name
- Sync The System Time: Sync Camera’s time with PC
- Talk: Open Talk Function
- Config: Camera Settings
- Reset Config: Restore Camera to Default
- Logout: Logout from Camera
- Delete Device: Delete Device from VMS

	Adjust Image Size
	Start Local Recording on PC
	Snapshot Capture on PC
	Start Talk
	Bring out PTZ Console
	Color Adjust
	Close Video

2. Motion Detection

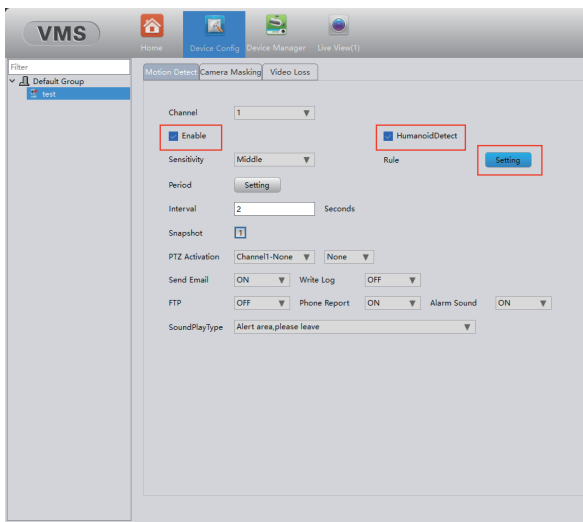
- a. Right-click device name and click “Config” → Smart Alert.
- b. Or click “Home” go back to home screen, and click “Device Config”  
Select the device and click “Smart Alert”.



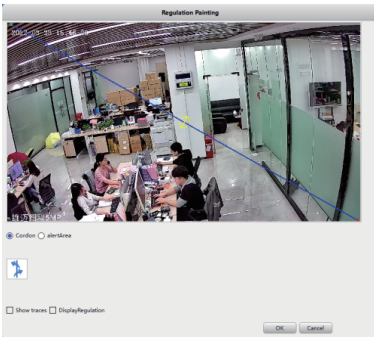
## Enable Motion Detect and “Humanoid Detect”

In this interface, you can customize the alarm linkage like sensitivity, period, audible, etc.

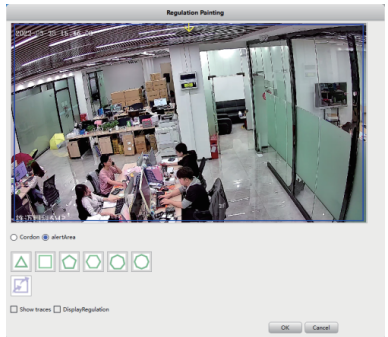
※ Please turn on “Phone Report” if you want to get motion alerts.



※ “Rule”: Click “Setting”, can customize the alarm type and area.



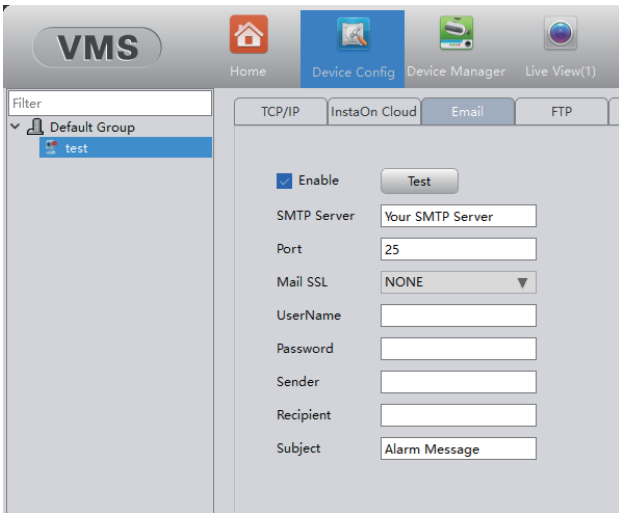
Alert Line



Alert Area

### 3. Email Alerts

Navigate to Device Config→ Network→ Email.



**SMTP Server:** SMTP stands for Simple Mail Transfer Protocol. This field allows the user to enter the SMTP server used by the email service.

**SSL:** Secure Socket Layer

**Port:** This field allows the user to enter the port that corresponds to the selected SMTP server.

**Username:** This field allows the user to enter the SMTP username.

**Password:** This field allows the user to enter the password associated with the SMTP username.

**Sender:** This field allows the user to enter the sender email address. This email address will be the one that sends out all emails pertaining to the alerts and alarm emails sent by the camera.

**Recipients:** This field allows the user to enter the receiver email address. These email addresses are the ones that will receive any emails pertaining to alert and alarm emails sent by the camera. Up to 3 email addresses can be entered in this field.

**Subject:** This field allows the user to define the subject line of the email that is sent to the receivers. Click on the attachment option to allow an attachment to be sent in the subject line.

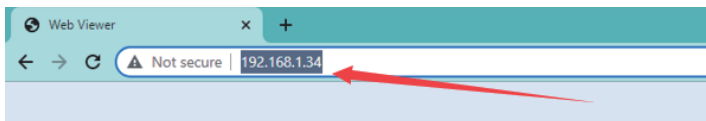
## Web Browser Setup (Windows)

This camera allows you to access your camera via a wide variety of web browsers including, Google Chrome, Firefox, (Safari MAC is not supported now). For more information on how to access your camera from your computer please refer to the information below.

To access your camera from your computer you will need to first locate the camera's IP address. To locate the camera's IP address, please download our free software VMS and refer to [page 15](#) step3.

## 1. Login in Web Browser

a. Open a web browser and enter the IP address for your camera into browser and press **Enter**.



b. In the first-time login in browser, you will need to download plug-in "Video Play Tool".

Notes: If you are still prompted to download and install after the play tool under

Step 1: Enter in the address bar of Google Chrome:

'chrome://flags/#block-insecure-private-network-requests'

Step 2: Search 'Block insecure private network requests', Select Disable

Step 3: Close Google Chrome and reopen the webpage

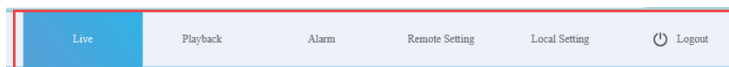
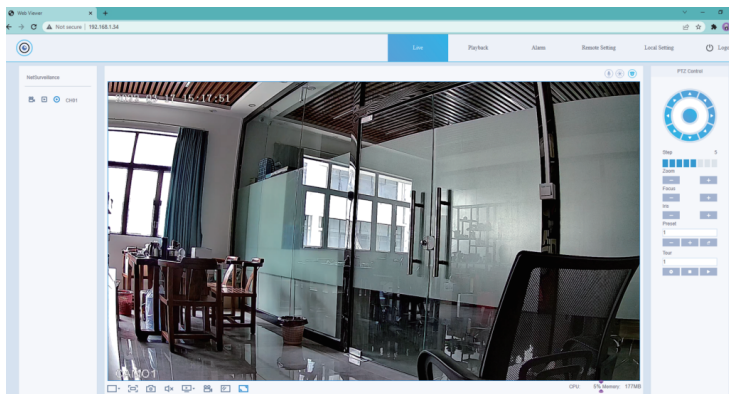
[Please click here to download and install VideoPlayTool](#)

c. If this is the first time accessing the device, the username will be admin, no password. Click on **Login**.

A screenshot of a login page. At the top right, there is a language dropdown menu set to "English". The page title is "Login". Below the title, there are two input fields: the first is labeled with a user icon and contains the text "admin"; the second is labeled with a key icon and contains the text "Password". Below these fields is a link that says "Forgot Password". At the bottom of the form, there is a blue "Login" button, which is highlighted with a red rectangular box.

#### d. Live View Interface

- 📺 Main Stream (High Definition)
- 📺 Extra Stream (Standard Definition)



Live	Camera Live View
Playback	Playback video Recorded
Alarm	Alarm Type
Remote Setting	Camera Setting
Local Setting	Web Browser Local Setting
Logout	Logout Web Browser

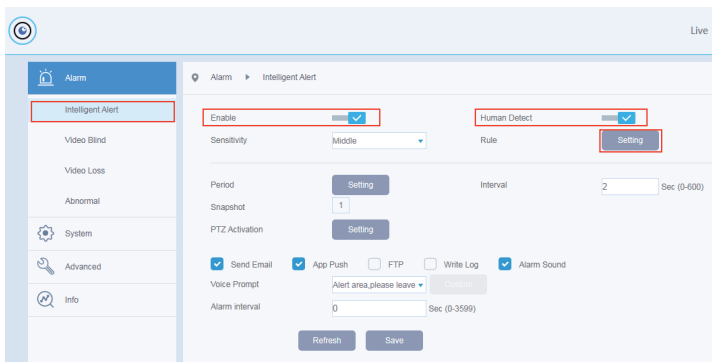
## 2. Motion Detection

Navigate to Remote Setting → Alarm → Intelligent Alert.

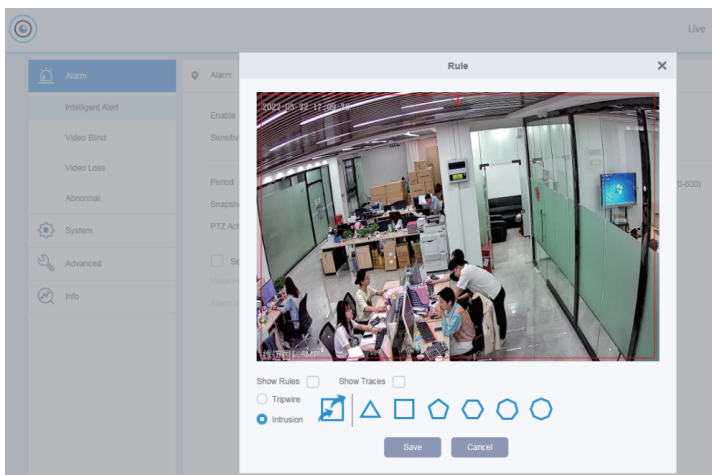
Enable Motion Detect and “Human Detect”.

In this interface, you can customize the alarm linkage like sensitivity, period, voice prompt, etc.

※ Please enable “App Push” if you want to get motion alerts.



※ “Rule”: Click “Setting”, can customize the alarm type and area





### 3. Email Alerts

Please navigate to **Remote Setting**→ **System**→ **Network**→ **Email**.

The screenshot shows a web interface for configuring email alerts. On the left, a sidebar menu has 'System' and 'NetService' highlighted. The main content area is titled 'System > NetService' and contains a tabbed interface with 'Email' selected. The 'Email' configuration page includes an 'Enable' checkbox (checked), an 'SMTP Server' text field (containing 'Your SMTP Server'), an 'SMTP Port' text field (containing '25'), an 'Encryption' dropdown menu (set to 'None'), and text fields for 'User Name', 'Password', 'Sender', 'Receiver', and 'Title' (containing 'Alarm Message'). At the bottom, there are three buttons: 'Test Email', 'Refresh', and 'Save'.

**SMTP Server:** SMTP stands for Simple Mail Transfer Protocol. This field allows the user to enter the SMTP server used by the email service.

**SSL:** Secure Socket Layer

**Port:** This field allows the user to enter the port that corresponds to the selected SMTP server.

**Username:** This field allows the user to enter the SMTP username.

**Password:** This field allows the user to enter the password associated with the SMTP username.

**Sender:** This field allows the user to enter the sender email address. This email address will be the one that sends out all emails pertaining to the alerts and alarm emails sent by the camera.

**Recipients:** This field allows the user to enter the receiver email address. These email addresses are the ones that will receive any emails pertaining to alert and alarm emails sent by the camera. Up to 3 email addresses can be entered in this field.

**Subject:** This field allows the user to define the subject line of the email that is sent to the receivers. Click on the attachment option to allow an attachment to be sent in the subject line.

## 4. Change Camera Password

Please navigate to Remote Settings→ Advanced→ Account→ Modify PW.

The screenshot shows the 'Advanced' settings page with the 'Account' sub-page selected. A table lists the current account information, and a 'Modify PW' button is highlighted.

No	User	Group
1	admin	admin

Buttons: Refresh, Add User, Modify User, Delete User, **Modify PW**, Add Group, Modify Group, Delete Group, Security.

## 5. Restore to Default

Please navigate to Remote Settings→ Advanced→ Default→ Select All→ Save.

The screenshot shows the 'Default' settings page. A 'Select all' checkbox is checked, and the 'Save' button is highlighted.

Please select setting entries that you want to default

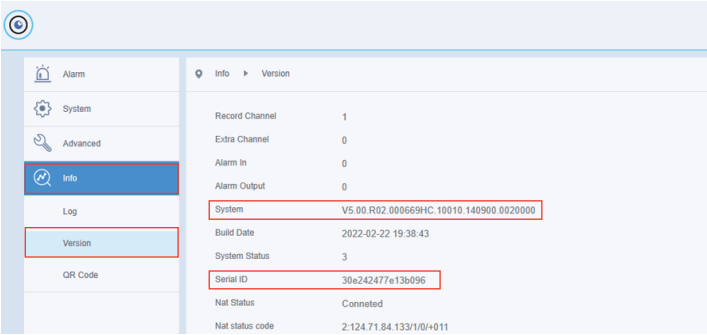
☒ Select all

☐ General ☐ Encode  
☐ Alarm ☐ Network  
☐ NetServer ☐ GUI Display  
☐ Account ☐ RS232  
☐ Camera Param

**Save**

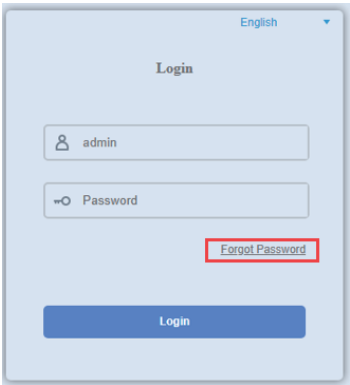
## 6. Cloud ID/Serial Number/Version info

Please navigate to **Remote Setting**→ **Info**→ **Version**.  
In this interface, you will see your device serial ID (Cloud ID), and version info.



## 7. Retrieve Camera Password

The camera’s password can be retrieved via web browser.  
a. In the web browser login interface, click “**Forget Password**”.



b. Open the mobile APP “XMeye Pro”, Scan the QR code (verification code), it will generate a code, then input the code and click “OK” to continue.

Reset

Reset Type

Captcha

Please open the monitoring APP(You can scan the QR code in the lower left corner to install),login to cloud server, click the plus at the top right of the page,then click the "reset device password" at the bottom of the page, scan the QR code on the left, and follow the prompt on the APP to operate.

Verification code

Verification code

APP

OK

Cancel

Add Camera to Hiseeu PoE NVR(H5NVR-P-8)

1. Right-click mouse from home screen→ Quick Set/ Channel Set (NVR will detect and connect camera automatically)

IP channel

1	Device Name	ACT	IP Address	Port	Device Info.
1	Local-Host		192.168.0.108	34567	00-12-41-19-34-66

Full Netcom

Search

Add

Network

Smart Link

Quick set

Remaining bandwidth 74 M

8	IP Address	Connection Status	Channel Title	Diagnosis
1	192.168.0.108	Connected	AI CAM	
2		NoConfig		
3	192.168.1.140	Offline		
4	192.168.1.4	Offline	D04	
5		NoConfig		

Delete

Clear

Encode

NetDetect

Copy to

Device Type

IPC

Protocol

NETIP

IP Channel

1

Device address

Port

User Name

Quick set

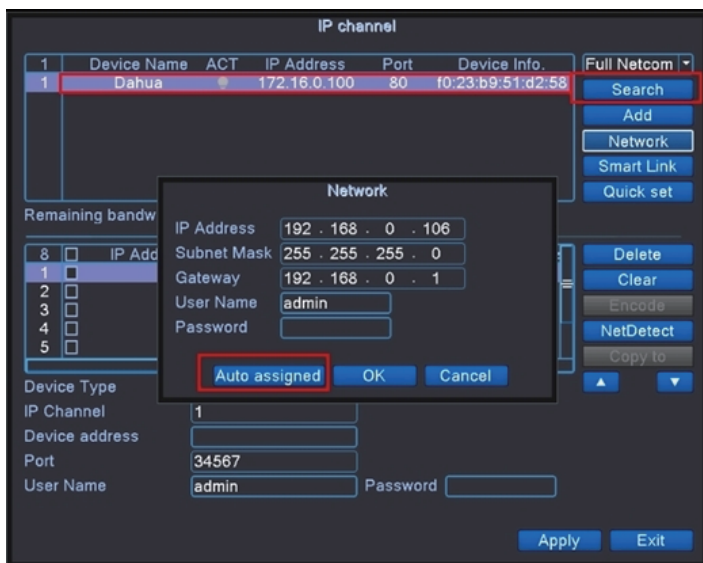
Configuring..

Cancel

Next

Exit

2. If the camera still not connected, please manual add as below.
  - a. Click "Search", NVR will search camera under same network and display it in the first box.
  - b. Select the new cameras IP address click **Network**→ **Auto Assigned**→ **Ok**  
 (To make sure camera and NVR under same IP segment, NVR will auto assign IP address for camera)
  - c. Select the camera again, click "Add"
  - d. After configuration successful, click "Apply" to save settings then click "Exit".



## Add Camera to Other Brand PoE NVR

- The PoE camera support ONVIF protocol, compatible with other brand PoE NVR as long as it supports ONVIF
- Before add it to Third-party NVR, please modify the camera's IP address first and please make sure you have the correct username and password for the camera.

If the NVR's address is 192.168.1.9, then the camera should be in the same format (for example 192.168.1.100). Or if the NVR's address is 10.0.0.1, then the camera can be set on 10.0.0.100.

### 1. Modify Camera's IP via VMS

Please refer to the [page 15](#) section [PC Client "VMS" Setup], add the camera to VMS first.

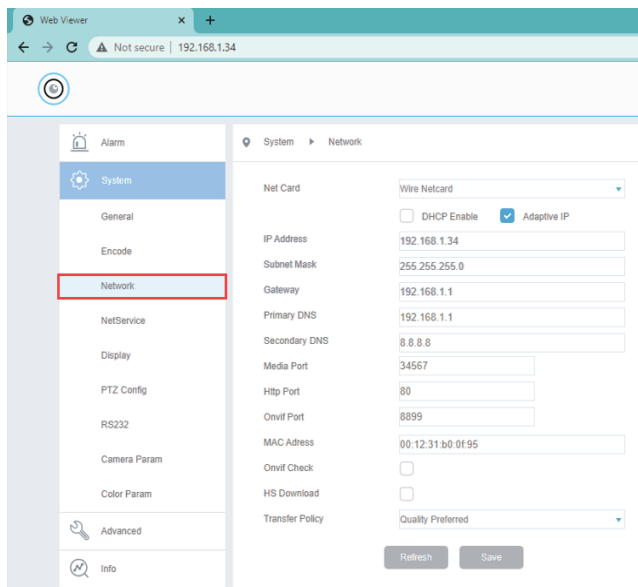
Navigate to Device Config→ Network.

The screenshot shows the VMS web interface. The top navigation bar includes 'VMS', 'Home', 'Device Config', and 'Device Manager'. The 'Device Config' tab is active, showing sub-tabs for 'TCP/IP', 'InstaOn Cloud', 'Email', 'FTP', 'DDNS', 'RTSP', 'IPFilter', 'NTP', and 'Alarm Center'. The 'TCP/IP' sub-tab is selected. On the left, a sidebar shows a tree view with 'Default Group' expanded, containing 'test' and '30X'. The main area displays network settings for the 'test' device. The 'Interface' is set to 'Wired Interface'. The IP address is '192.168.1.217', Submask is '255.255.255.0', Gateway is '192.168.1.1', Primary DNS is '192.168.1.1', and Secondary DNS is '8.8.8.8'. The TCP Port is '34567' and the Http Port is '80'. The MAC Address is '00:12:31:b0:23:aa'. There are checkboxes for 'Enable DHCP', 'Enable ADAP', 'Enable High Speed Download', and 'OnvifProtect'. The 'Onvif Port' is set to '8899'. The 'Network Transmission Policy' is set to 'QualityPre'.

Interface	Wired Interface	<input type="checkbox"/> Enable DHCP	<input type="checkbox"/> Enable ADAP
IP	192.168.1.217		
Submask	255.255.255.0		
Gateway	192.168.1.1		
Primary DNS	192.168.1.1		
Secondary DNS	8.8.8.8		
TCP Port	34567	Http Port	80
MAC Address	00:12:31:b0:23:aa	Onvif Port	8899
<input type="checkbox"/> Enable High Speed Download		<input type="checkbox"/> OnvifProtect	
Network Transmission Policy	QualityPre		

## 2. Modify Camera's IP address via web browser

Please refer to the [page 21](#) section [Web Browser Setup (Windows)].  
Navigate to **Remote Settings**→ **System**→ **Network**.



Please uncheck “DHCP Enable” and “Adaptive IP”, then input IP address manually.

※ If the NVR's address is 192.168.1.9, then the camera should be in the same format (for example 192.168.1.100). Or if the NVR's address is 10.0.0.1, then the camera can be set on 10.0.0.100.

## PTZ Control

**Please Note:** Only certain mode (5X and 30X Optical Zoom PoE PTZ Camera Support This Function, please consult the vendor or our customer service.

**Set up & Call preset point /cruise line:**

a. On the NVR:

Right-click mouse from home screen, and enter “PTZ Control”.

### 1) Add preset point:

Adjust the camera to the position you need, Input the number and click “+”

### 2) Delete preset point:

Input the number of the preset point and click “-”

### 3) Call Preset/Cruise Line:

Input the number of the preset point/cruise line, click on “Start” camera will move to the particular position

As for parameter details, please refer to selection “PTZ Console Parameter”, [page 34](#).





b. On the APP:

1) **Add preset point:**

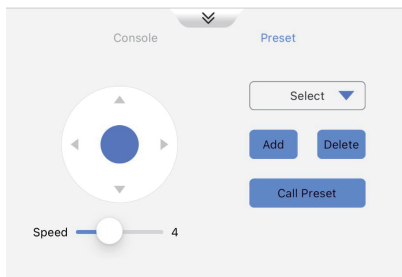
Adjust the camera to the position you need, tap on Add→ Input the number and click “OK”

2) **Delete preset point:**

Tap on “Select”→ Select the preset point number you want to delete→ Tap on “Delete”

3) **Call Preset/Cruise Line:**

Tap on “Select”→ Select the preset point number you want→ Tap on “Call Preset”, camera will move to the particular position



c. On the VMS:




1) **Add preset point:**

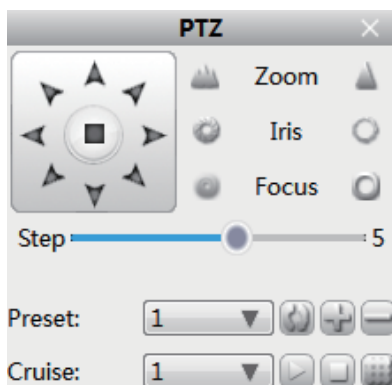
Adjust the camera to the position you need, select a preset point number→ Click “+”

2) **Delete preset point:**

Select a preset point number→ Click “-” to delete it

3) **Call Preset/Cruise Line:**

Select a preset point/cruise number , click “ ” or “ ”, camera will move to the particular position; click “ ” will stop.



d. On the Web Browser:




1) **Add preset point:**

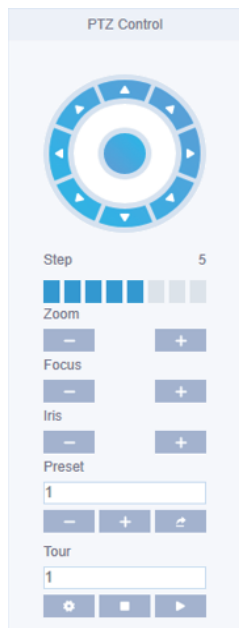
Adjust the camera to the position you need, select a preset point number→ Click “+”

2) **Delete preset point:**

Select a preset point number→ Click “-” to delete it

3) **Call Preset/Cruise Line:**

Select a preset point/tour number , click “” or “”, camera will move to the particular position; click “” will stop.



## PTZ Console Parameter

**Please Note:** Only certain mode (5X and 30X Optical Zoom PoE PTZ Camera Support This Function, please consult the vendor or our customer service.

Order	Operation	Number	Description
Cruise Line 1 (Preset Point: 1-16)	Call	41	Auto rotate between the certain preset point. (Need to set preset point first)
Cruise Line 2 (Preset Point: 17-32)	Call	42	
Cruise Line 3 (Preset Point: 65-80)	Call	43	
Cruise Line 4 (Preset Point: 113-128)	Call	44	
Cruise Line 5 (Preset Point: 129-144)	Call	45	
Cruise Line 6 (Preset Point: 145-160)	Call	46	
Cruise Line 7 (Preset Point: 161-176)	Call	47	
Cruise Line 8 (Preset Point: 177-192)	Call	48	
Preset Point Stay 4"s	Set	51	Stay in each preset point for a certain second then rotate to the next preset point
Preset Point Stay 6"s	Set	52	
Preset Point Stay 8"s	Set	53	
Preset Point Stay 10"s	Set	54	
Preset Point Stay 12"s	Set	55	
360° Auto Cruise (3°/S)	Call	96	360° auto cruise speed control
360° Auto Cruise (6°/S)	Call	97	
360° Auto Cruise (9°/S)	Call	98	
360° Auto Cruise (15°/S)	Call	99	
360° Auto Cruise (40°/S)	Call	100	
Preset Point on Left	Set	35	Set preset point on the left
Preset Point on Right	Set	36	Set preset point on the right

Order	Operation	Number	Description
Turn on/off Left-Right Auto Cruise	Call	38	Auto rotate between left preset point and right preset point
IR Auto	Call	81	Set infrared light to auto-switch mode
IR-On	Call	82	Turn on camera's infrared light
IR-Off	Call	83	Turn off camera's infrared light
Restore	Call	115	Restore to factory setting
Delete All Preset Point/Line	Call	33	Delete all preset point and auto cruise line

## Frequently Asked Questions

### Q1. Camera's default user name and password?

A: Default user name: admin

Default password: No Password

### Q2. APP name and PC Client name & download link?

A: APP: XMeye Pro, can be download from APP store or Google Play.

PC Client: VMS

Windows: <https://download.xm030.cn/d/MDAwMDA2NDE=>

Mac: <https://download.xm030.cn/d/MDAwMDA2NDA=>

### Q3. What's the warranty and guarantee?

A: Customer are provided with 1-year warranty and life time free technical support.

### Q4. How to contact customer service

A: Email: [Love@Hiseeu.com](mailto:Love@Hiseeu.com)

Tel: +1 917 688 2228 (US)

Skype: Johnny@Hiseeu.com

### Q5. How to find camera's cloud ID/serial ID/serial number?

A: Cloud ID, serial ID and serial number is the same.

On the APP: Please navigate to "Settings" → "About".

On the VMS: Please navigate to "Device Config" → "Version Info".

On the Web: Please navigate to "Remote Setting" → "Info" → "Version".

### Q6. How to find camera's version info (firmware info)?

A: Please refer to Q5, version info and serial number are listed in the same interface.

### Q7. How to upgrade camera?

A: If new firmware is available, it will list in the version interface (Please refer to Q6). You can follow on-screen instruction to upgrade online.

If need piratical firmware, please contact our customer service.

### Q8. Camera doesn't power on properly?

A: The camera support power over ethernet, please connect the camera to PoE device like PoE NVR or PoE switch.

If PoE is not an option, please connect it to the router and power it on with 12V1A(2A) power adapter separately. Since the router is not able to send power to the camera over ethernet.

If the problem remains, please contact our customer service.

### Q9. How to get APP motion alerts?

A: On the APP: Please refer to [page 10](#).

On the VMS: Please refer to [page 18](#).

On the Web Browser: please refer to [page 23](#).

If camera is connected to NVR, notifications will be send to NVR, please check your NVR's settings.

※ Please make sure the APP has permission to send notifications on your phone.

### Q10. How to turn off APP's ads?

A: If you want to turn off the ads, please navigate to Me → System Settings → Advanced Settings → Disable "Advertisement".

## **Customer Support**

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