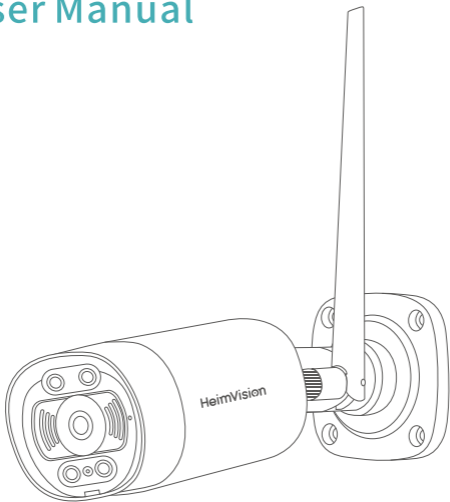




Outdoor Wifi Security Camera

HM311

User Manual



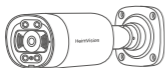
Please read this manual thoroughly before use and keep it for future use.



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WHAT'S INCLUDED



Outdoor Wifi
Security Camera



LAN Cable



DC 12V/1A
Power Adapter



Waterproof Kit
for LAN Port



5dB Antenna

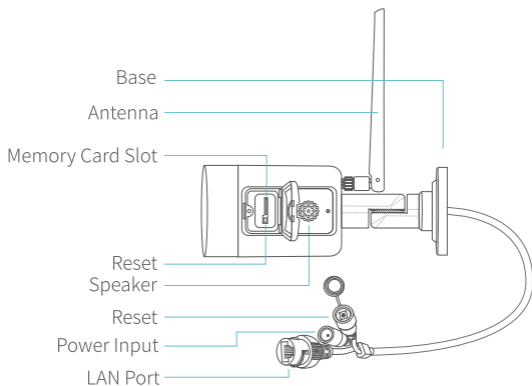
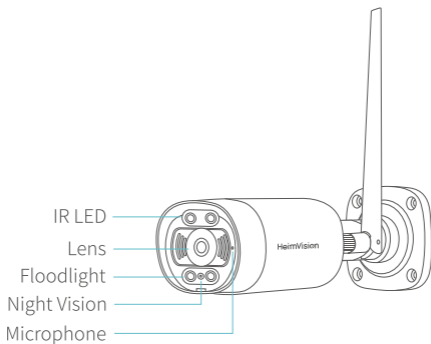


Screw Set



User Manual

PRODUCT OVERVIEW



CONNECT THE CAMERA TO MOBILE DEVICE

App Downloading and Installation

Search for HeimLink from App Store™/Google Play™, or scan the QR codes below to download and install the App into your mobile device.



For iOS



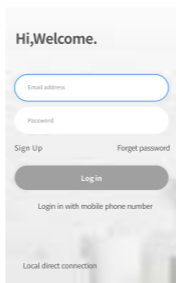
For Android

Note:

Google Play™ is a trademark of Google Inc., and App Store™ is a trademark of Apple Inc.

Account Registration and Login

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




Connect the Camera to HeimLink Account

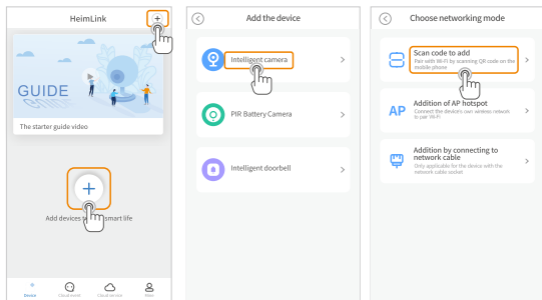
IMPORTANT:

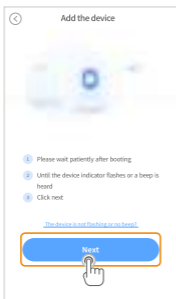
- 1 This camera only supports 2.4GHz Wifi networks.
- 2 For a stable network connection, please make sure the camera and the mobile device are close to the router.
- 3 Avoid using special characters or symbols in your Wifi name and password, such as @~!#\$%^&* and so on.
- 4 For all connecting options, 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.
- 5 Please turn on the location service and Wifi on your mobile device, then allow **HeimLink App** to access your location and use Wifi.

1. Connect the camera by scanning QR code

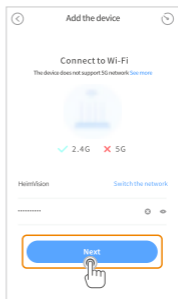
Power on the camera, wait until you hear "Please configure camera by AP hotspot or scanning code".

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



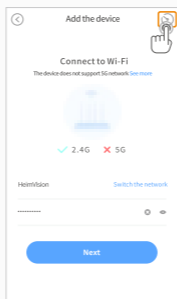


4

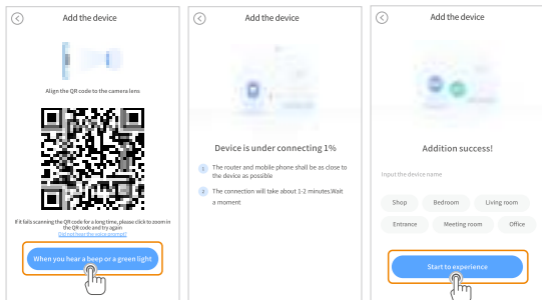


5

Tip:
Tap  to check your Wifi status.



- 6 Align the QR code on your mobile device with the camera lens and keep a distance of 4-8 inches. Tap "When you hear a beep or a green light" after you hear two beeps from the camera.
- 7 Wait for the connection.
- 8 Name your camera and tap **Start to experience** to finish the connection.



6



7



8

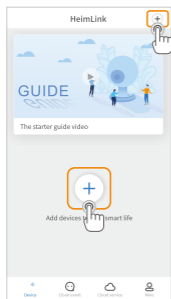
2. Connect the camera by AP hotspot

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

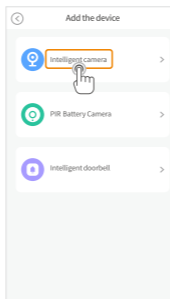
Notes:

- ① Please enable **Location Services** on your mobile device and allow **HeimLink** to access your location.
- ② No password is required for the wifi **HeimLink_AP_XXXX**. If your mobile device prompts you that the Wifi is unsecure, please ignore it.

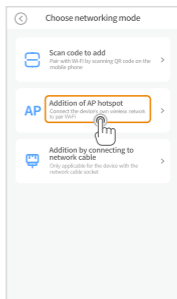
- 1 Tap (+) in the center or upper right corner.
- 2 Select Intelligent camera.
- 3 Select Addition of AP hotspot.
- 4 Tap Next.
- 5 Tap Go to Setting.
- 6 Connect to the Wifi HeimLink_AP_xxxx.



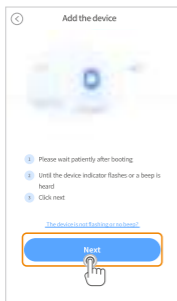
1



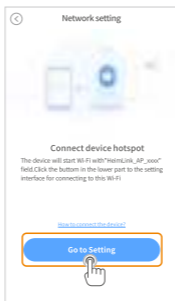
2



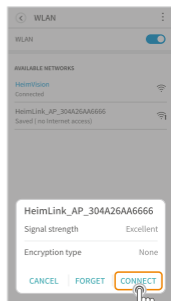
3



4

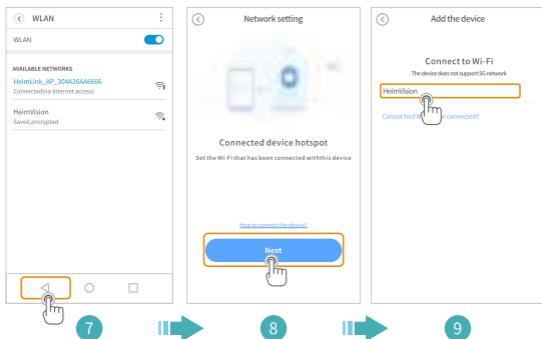


5

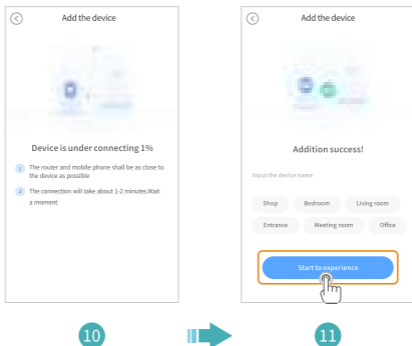


6

- Go back to the interface of network setting.
- Tap **Next**.
- Select your router's Wifi and enter the correct password.



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



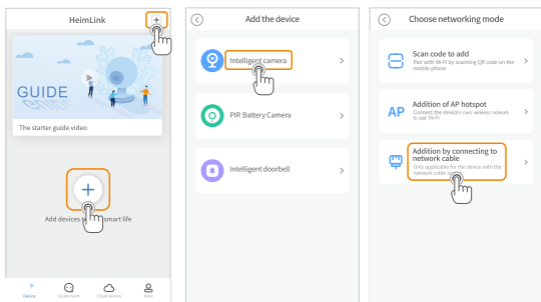
Tip:

There will be a pop-up window of connection instruction if you didn't connect to the Wifi **HeimLink_AP_xxxx** successfully. Tap **Confirm** and connect to the Wifi again.

3. Connect the camera through LAN cable

Connect your camera to a router with a LAN cable. Power on the camera, wait until you hear the voice prompts "Please wait for wired connection. Please wait for Internet connecting. Please choose wired connection to add camera".

- 1 Tap (+) in the center or upper right corner.
- 2 Select **Intelligent camera**.
- 3 Select **Addition by connecting to network cable**.
- 4 Tap **Next**.
- 5 Scan the QR code on the camera.



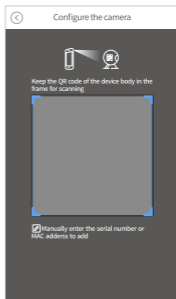
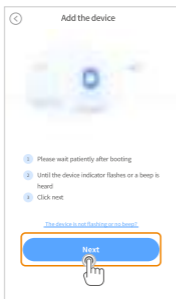
1



2

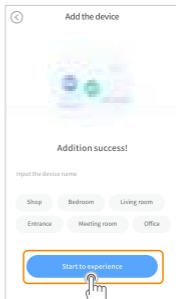
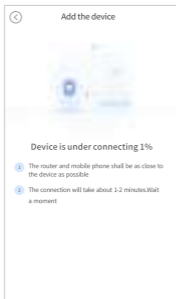


3



6 Wait for the connection.

7 Name your camera and tap **Start to experience** to finish the connection.



Tip:

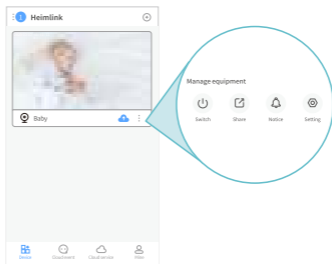
After the camera is connected to the App with the LAN Cable, you can switch to Wifi connection for flexible placement and operation of the camera. Go to **Settings**, select **Network information** and input the correct password. After successfully connecting to the selected Wifi, the camera will reboot automatically.

FUNCTION OVERVIEW

Home Page

After the camera is connected to HeimLink app successfully, it will be listed on the home page.

 Device:



 /  : subscribe to or renew a cloud plan.

 : turn on/off the camera.

 : share the camera with your family.

 : enter the notification settings page.

 : enter the settings page.

Cloud event:

Only available when a cloud plan is subscribed to.

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

Cloud service:

* check your device's cloud service.

* change the cloud plan to a new camera.

Mine:

* check coupons.

* check videos/pictures saved in **My Album**.

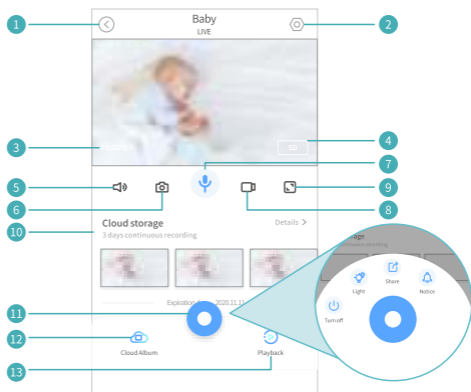
* find a connection guide if your device is able to work with Alexa.

* get help and give us feedback.

* know more details about the app.

Live Video

Tap the thumbnail on the home page to watch the live video.



- 1 Back to the home page.
- 2 Detailed **Settings**.
- 3 Real-time bit rate of the live video.
- 4 Change the resolution of the image; SD is recommended for smoother streaming.
- 5 Turn on/off the live audio from the camera.
- 6 Tap to capture a photo and save it to local album.
- 7 Tap and hold to talk with people near the camera.
- 8 Tap to start recording the live video; tap again to end and save it to local album.
- 9 Full screen.
- 10 The thumbnails of the latest videos stored in cloud if you have subscribed to cloud service.

- 11 Tap to bring up a menu:

 : turn on/off the camera.

 : set up the modes of the floodlights on the camera.

* **Auto**: the default setting is auto. When in darkness, if the camera detects a moving object, the floodlights will be on. If there is no motion detected in one minute, the floodlights will be off.

* **ON**: the floodlights will be on all the time.

* **OFF**: the floodlights will be off all the time.

 : share your camera with your family.

 : enter the notification settings page.



 : unavailable.

Tap the area outside the menu to exit.

- 12 Enter the Cloud Album.

- 13 Tap to playback the videos recorded in the cloud or memory card.

Notes:

- 1 If the floodlights are in **Auto** mode and you turn off the **Night Vision**, the floodlights will be on when in darkness.
- 2 Tap  to enter the cloud album, tap on a video, or tap  on the upper right corner and select a video, then you can download, share, rename, or delete it.

Video Recording

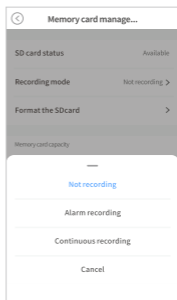
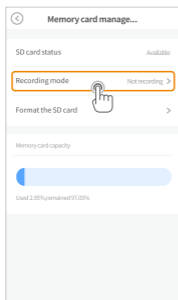
Notes:

- ① Two recording options are available for the camera: recording videos to a memory card or cloud.
- ② If you have both installed a memory card and subscribed to a cloud plan, the videos will be recorded in the memory card and cloud at the same time.
- ③ The camera loops to record videos, which means the latest videos will overwrite the oldest ones when the card is full.
- ④ The camera's card slot is not hot-swappable. Please reboot your camera after installing the card.

1. By a memory card


Install a memory card(up to 128G), then go to **Settings > Memory card management > Format the SD card** to format your card before the first use.

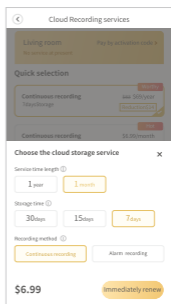
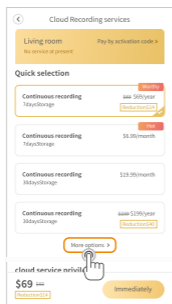
Then select a recording mode from **Not recording**, **Alarm recording** and **Continuous recording**.



Alarm recording means the camera will record videos only when sound/motion/human outlines are detected. **Continuous recording** means the camera will continuously record videos 24 hours a day.

2. By cloud


Go to **home page** >  or **Cloud Service** to subscribe to a cloud plan. The cloud plan also includes **Alarm recording** and **Continuous recording**, please select it as required.

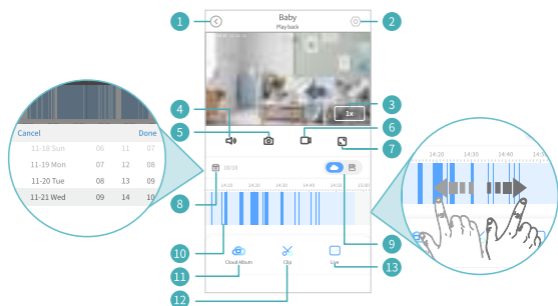


Tip:


If you have got an activation code, you can tap **Pay by activation code** and enter the code to activate the cloud plan.

Video Playback

Tap  on the **Live Video** to watch the recorded videos in cloud/memory card.



- 1 Back to the home page.
- 2 Detailed **Settings**.
- 3 Only available for playing videos from cloud. Tap to play the video at x1.0, x2.0, x4.0 or x0.5 speed.
- 4 Turn on/off the live audio from the camera.
- 5 Tap to capture a photo and save it to local album.
- 6 Tap to start recording the live video; tap again to end and save it to local album.
- 7 Full screen.
- 8 Calendar.
- 9 Switch between cloud and memory card.

- 10 **Timeline.** Slide leftward or rightward on the timeline to play the videos. Pinch and spread, or double tap on the timeline to enlarge or narrow it.
When you play the recorded videos from cloud, the timeline will show two colors: deep blue(motion/sound/human outlines detected) and light blue(nothing detected).
- 11 Enter the Cloud Album.
- 12 Only available for videos from cloud. Slide the arrow on the yellow frame to adjust the video length you cut, and tap  to save the video to the cloud album.
- 13 Switch to **Live Video**.

Alarms and Notifications

The camera will record videos to the cloud or memory card only when motion/sound/human outlines detected if you subscribe to a cloud plan of **Alarm recording** or select **Alarm recording** for your memory card.

Apart from recording videos, the camera can also give out **Alarm Tone** and send push notifications when motion/sound/human outlines are detected.

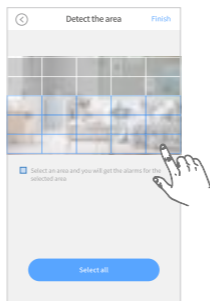
1. Alarm Settings

- 1 **Adjust detection sensitivity**
Go to **Settings > Alarm Settings > Detection sensitivity** to set the sensitivity level.
Medium is the default setting. Please set it to **Low** to reduce false alarms if you don't want to be disturbed frequently.

2 Select detection area

Go to **Settings > Alarm Settings > Detection area** to start setting. Tap on the preview image to select the detection areas. Detection areas selected are those parts with blue frames. Tap **Finish** to complete the setup.

This function aims to reduce false alarms and decrease the frequency of being disturbed. All areas are selected by default.



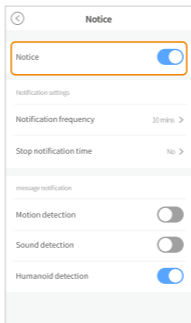
3 Set alarm tone

Go to **Settings > Device settings** to turn on **Alarm Tone**, and the camera will give out siren sounds when motion/sound/human outlines are detected.

2. Notification Settings

1 Switch on the notifications

Please allow **HeimLink** to send notifications to you on your phone's settings firstly. Then go to **Settings > Notice** to enable the option of **Notice**.



2 Set notification frequency

Select a time interval to receive notifications. This function can decrease the frequency of being disturbed.

3 Stop notifications

Tap **Add** to start setting a schedule for not receiving notifications. Up to 3 schedules can be set. Slide the schedule leftward, and you can delete it.

4 Select detection type for notifications

Enable one of **Motion detection/Sound detection/Humanoid detection** or all of them as required. You will receive notifications according to your settings.

Notes:

- 1 Please keep the App **HeimLink** running in the background.
- 2 You won't receive push notifications when watching live videos.

Device Sharing

Notes:

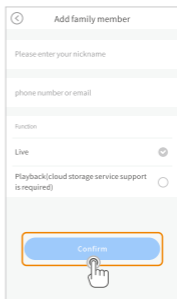
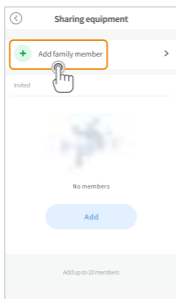
- 1 Please make sure your family members have registered a **HeimLink** account before sharing.
- 2 You can share the camera with as many accounts as possible. However, we recommend 3 accounts at most for a better experience.

Step 1:

Go to **Settings > Sharing equipment > Add family member**, then enter your family member's account.

Step 2:

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

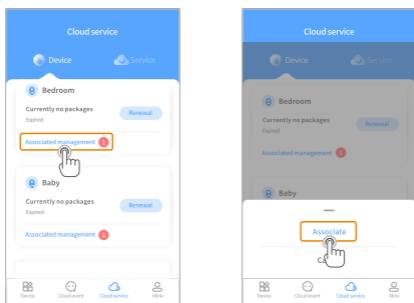
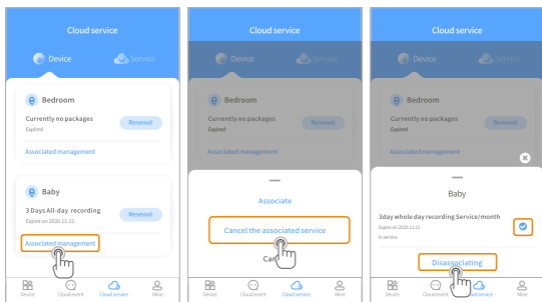


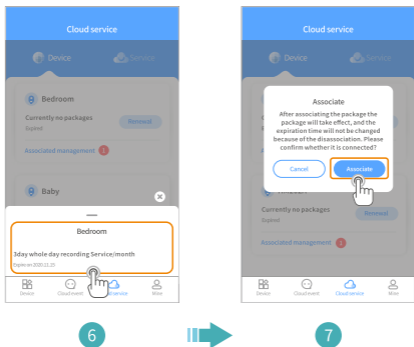
Cloud Service

1. Change the cloud plan to a new camera

If you'd like to change the cloud plan to a new camera connected, please refer to the steps below.

- ① Tap **Cloud service** on the bottom bar of the home page to check your cloud service.
- ② Tap **Associated management** under the old camera, and tap **Cancel the associated service**. Then select the cloud service package and tap **Disassociating**.
- ③ Tap **Associated management** under the new camera, and tap **Associate**. Then select the cloud service package and tap **Associate** in the pop-up window to finish.





2. Cancel auto renewal of cloud service


Step 1:

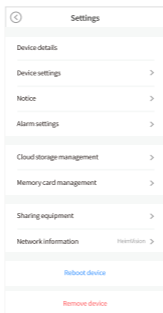
Please visit <https://heimlink.heimvision.com/> and log in with your account.

Step 2:

Click your account and **Account Info** to check your **Payment Information**, then tap **Cancel** to cancel auto renewal.

More Settings

Tap  in the top right corner of the **Live Video** to check more settings about the camera.



Device details:

rename your camera, and check your camera's version, ID and Mac address.

Device settings:

- * select the time zone.
- * turn on/off your camera.
- * 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**.
- * tap to flip the image 180° when you mount the camera on the ceiling.
- * turn on/off the night vision or set it to **Automatic**.
- * 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.

- * turn on/off the buzzer of the camera.
- * select the time period to enter sleep mode.

Tip:

The live video will pause if you don't have any operation in 15 minutes by default.

Network information:

change the WiFi network.

Reboot device:

tap to reboot your device.

Remove device:

tap to remove your device.

USE THE CAMERA ON COMPUTER

Visit <https://heimlink.heimvision.com/> through the browser of your computer, then log in with your account to check the live video.

Tip:

If you'd like to check the videos recorded to the memory card on your computer, please insert the memory card with a card reader into the computer, and play the videos with the player that supports MP4 format.

CAMERA INSTALLATION AND ADJUSTMENT

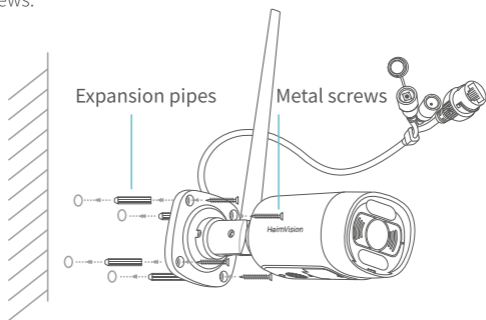
After confirming the successful Wifi connection and smooth LIVE picture, select your ideal mounting position.

Step 1:

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

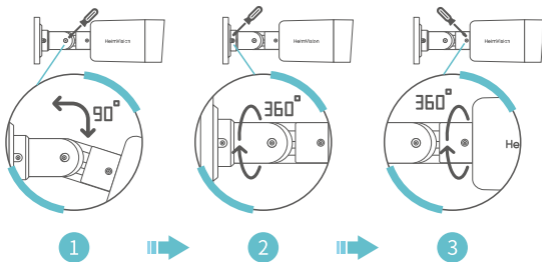
Step 2:

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



Step 3:

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



Tips:

- ① The 5dB antenna can strengthen the Wi-Fi signal, but obstacles like wall, furniture, etc., will cause signal attenuation. If the mounting position of the camera is with poor network, an extra repeater or LAN connection is recommended.
- ② Install the memory card before mounting the camera if it's needed. Keep the memory card slot facing down.
- ③ Please keep the screws well when installing the memory card and adjusting the camera.

TROUBLESHOOTING

Q1. Why did I fail to connect the camera to my account?

- * The camera only supports 2.4GHz WiFi networks 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 use the **Reset Pin** to press and hold the **Reset** hole for 5s to reset the camera, then connect the camera again.

Q2. Why can't the camera read my memory 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 **Settings > Memory card management** to check if the memory card status is available.
- * Check the recording mode of your memory card, make sure you didn't select **Not recording**.
- * Make sure your network connection is stable enough when you play the videos recorded.

Q4. 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 notice settings.
- * Make sure the current time is not during the scheduled time you set to stop the notification.

Q5. How to turn off the floodlights?

*Go to the LIVE interface, tap  and  until the icon turns grey to turn off the floodlights.

SPECIFICATIONS

Operation frequency	2412-2472MHz
Max. RF output power	<12dBm (For CE)

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 radiator & your body.

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

ISED/C 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.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm. L'appareil est conforme aux directives d'exposition aux RF, les utilisateurs peuvent obtenir des informations canadiennes sur l'exposition aux RF et la conformité. La distance minimale du corps pour utiliser l'appareil est de 20 cm.

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. This product can be used across EU member states.

The device is low power device, it can meet the requirement or the RF exposure.

EU Compliance Statement: Shenzhen VanTop Technology & Innovation Co., Ltd. hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the Directive 2014/53/EU.

A copy of the EU Declaration of Conformity is available online at <https://doc.vantop.com>.



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