

Setup on Mobile APP “Guard Viewer”

1. Download and install the app.

Please scan the QR code to download the free APP “Guard Viewer”

You also can visit the Apple Store or the Google Play Store to download the Guard Viewer app for iOS or Android devices. After installation, tap the icon to launch the app.



For Android



For iOS

2. Register an account and login

For first time use, please create a new account and add camera following steps:

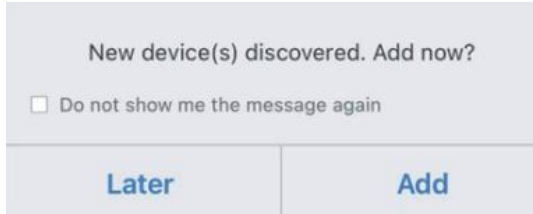
Please tap Sign up and follow the on-screen prompt to register an account by email.

A screenshot of the 'Login' screen in the Guard Viewer app. The screen has a dark grey background. At the top, there is a back arrow on the left, the title 'Login', and a globe icon on the right. Below the title is a circular profile picture placeholder. Underneath are two input fields: 'Username/Email' and 'Phone Number'. Below these are two more input fields: 'Username/Email' with a magnifying glass icon and a dropdown arrow, and 'Password' with a lock icon and a dropdown arrow. A white 'Login' button is centered below the password field. At the bottom left, there is a red-bordered box around the 'Sign Up' text. At the bottom right, there is a 'Forgot Password' link.A screenshot of the 'Sign Up' screen in the Guard Viewer app. The screen has a light grey background. At the top, there is a back arrow on the left, the title 'Sign Up', and a globe icon on the right. Below the title is a location selector showing 'American Samoa' with a location pin icon and a dropdown arrow. Below that is an email input field containing 'love@hiseeu.com'. A blue 'Verify' button is centered below the email field. At the bottom, there is a checked checkbox next to the text 'I have read and agree to', followed by two links: '《Service Agreement》' and '《Privacy Policy》'.

3. Add Device

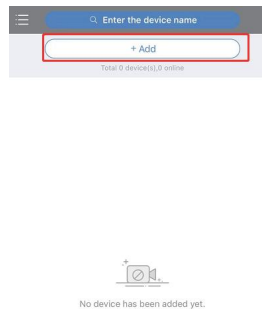
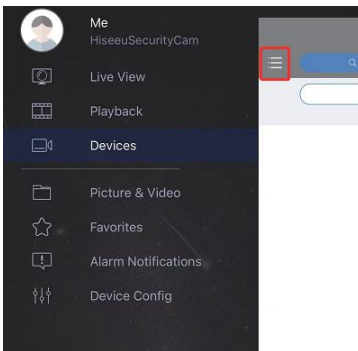
- Auto add is not suggested. Please tap on “Later” if you see this message box.

In this situation, it will Auto Search to discover the XVR device connected to local network. But once your mobile phone disconnects with the LAN WiFi will not be able to view it anymore.

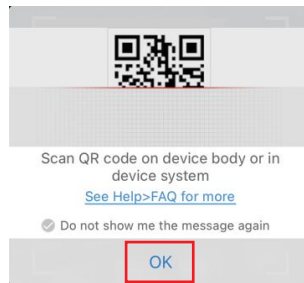
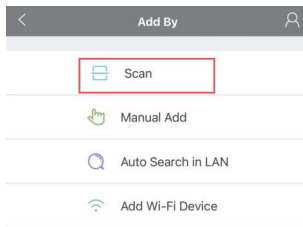


3.1 Pleas Add devices in this way

Please Tap on “☰” icon> Tap on “Devices”> “Add”

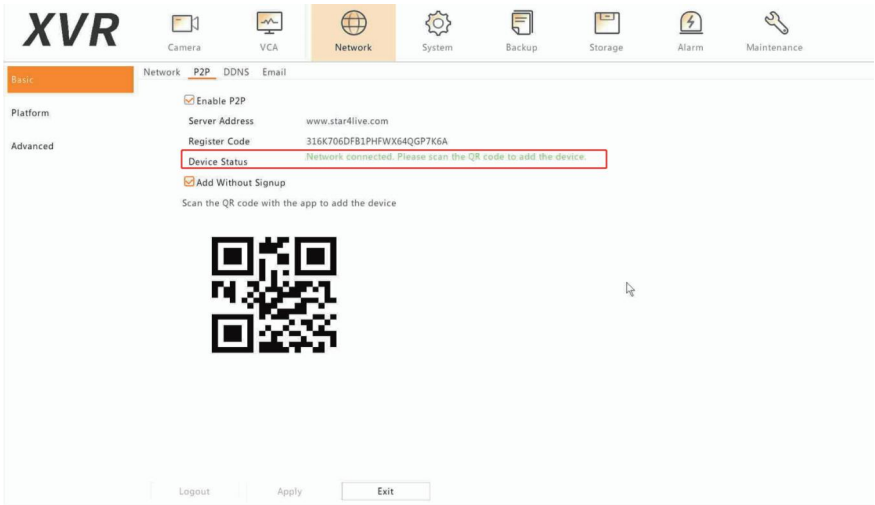


Tap on “Scan”> “OK” to scan XVR QR code



3.2 Navigate to Network> Basic> P2P

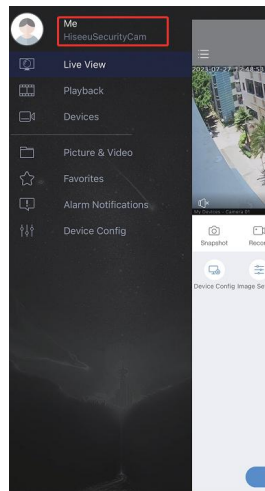
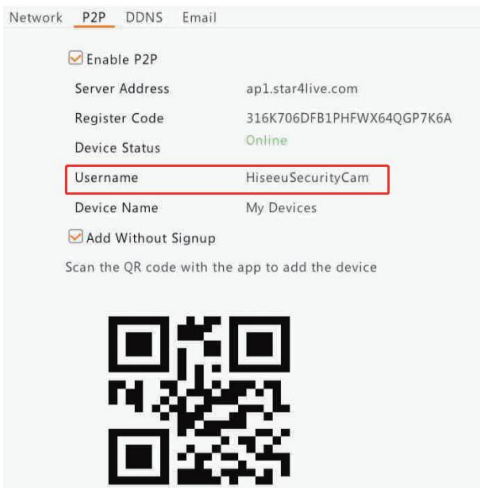
- If the Device Status is “Network connected...” , means device is online and ready for remote view



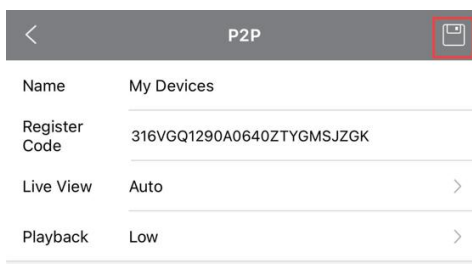
- If the Device Status is “Offline” , please check the network connection first, if the problem remains, please feel free to contact us at [Email \(Hiseeu: Love@Hiseeu.com \)](mailto:Love@Hiseeu.com)

After you add the device successful, the “Device status” will be “Online”, and your APP account username will display here.

- You can check your APP user name by navigate to “Me”
- If the username doesn’t belong to you, please click on “Delete” and add it again.

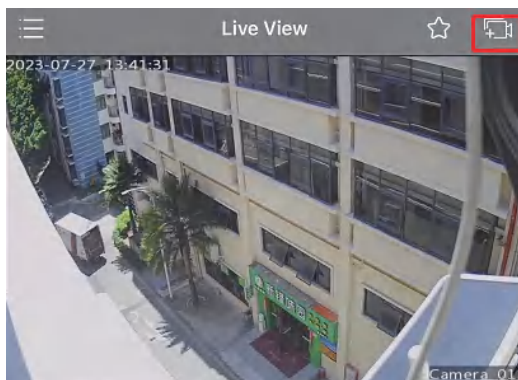
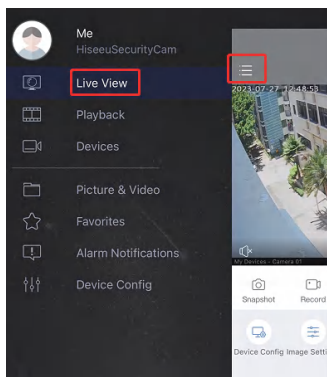


3.3 Add XVR by scanning device QR code and click on “save”

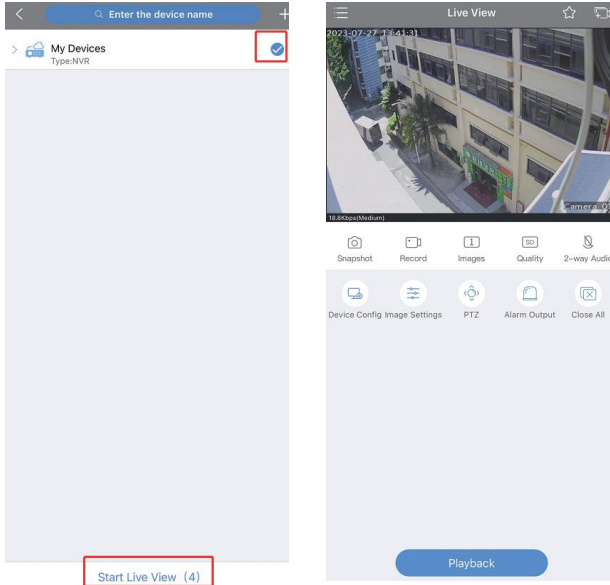


4. Start Live View

4.1 Please Tap on “☰” icon Tap on “Live View” “Add”

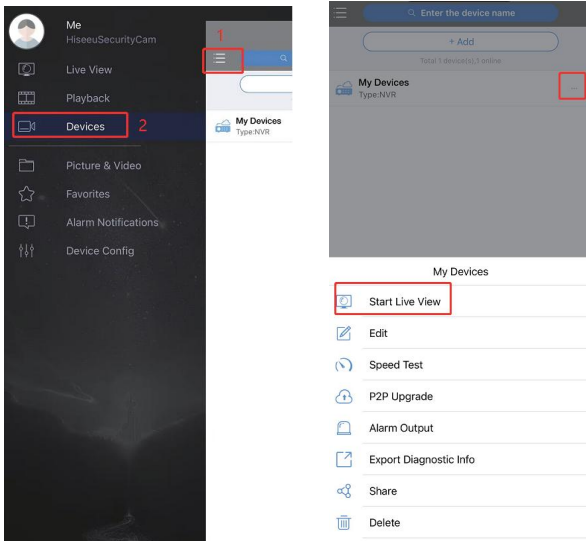


4.2 Select the device and tap on “Start Live View”



4.3 The second method to “Start Live View”

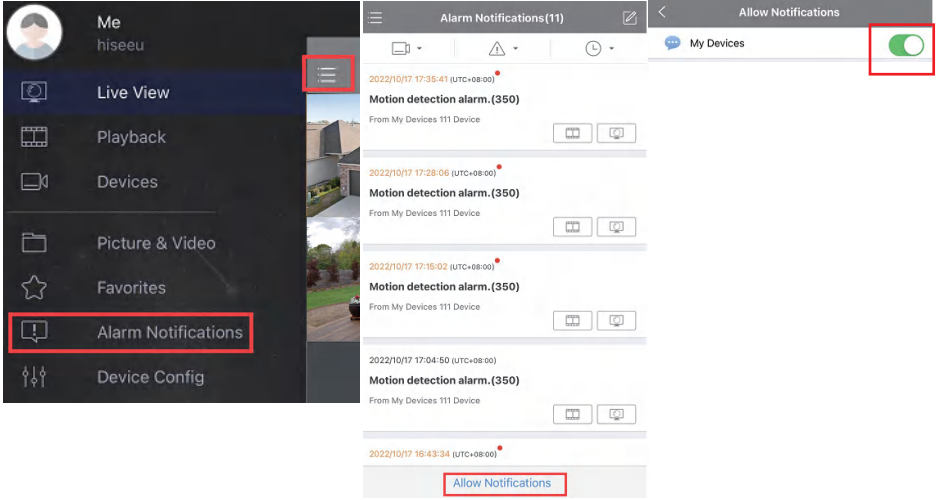
Please Tap on “☰” icon Tap on “Device”
Then Click the “⋮” icon Tap on “Start Live View”



Enable Alarm Notifications

Please make sure the alarm (Motion Detection and VCA) was configuration properly.

Launch the APP and tap on “☰” and navigate to Alarm Notifications> Allow Notifications>Enable the Device Notifications

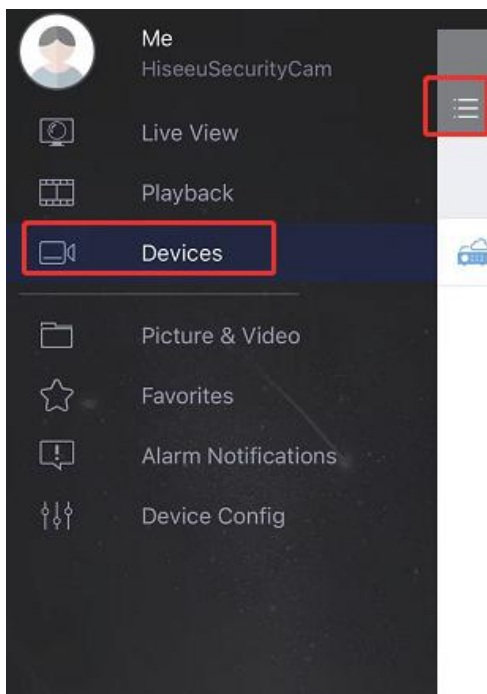


Share Device with Others

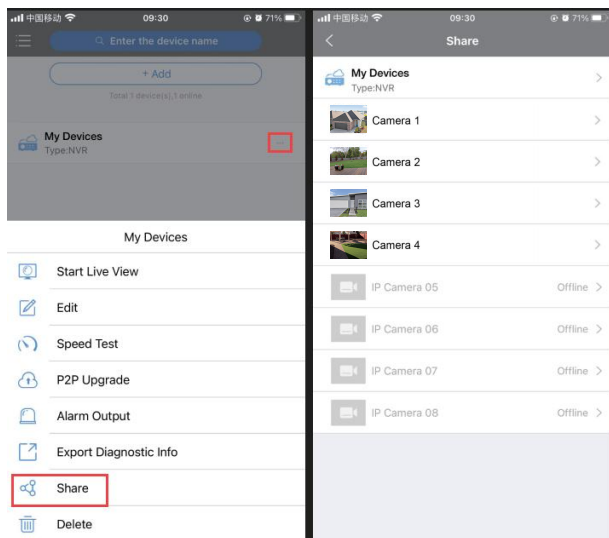
One device linked One User ONLY. The XVR system ONLY can be controlled by one authorized account, who can share the device with others in order to prevent attacking or hacking.

For admin user, please follow the instruction to share the device with others:

1. Type on “☰” and navigate to “Devices”

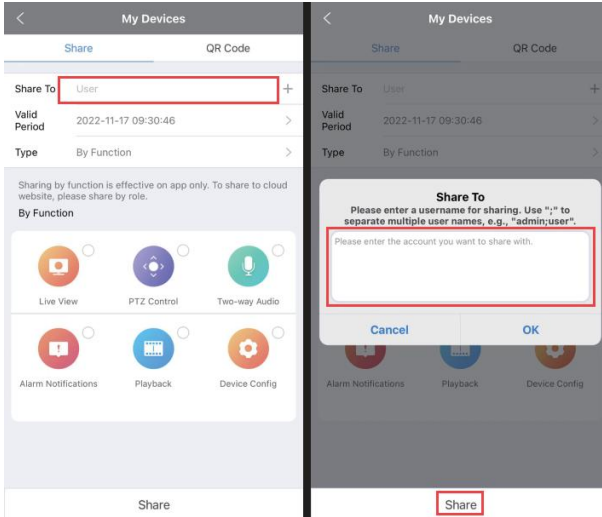


2. Tap on “...” > “Share”, You can select a single channel to share or select the entire XVR system to share.



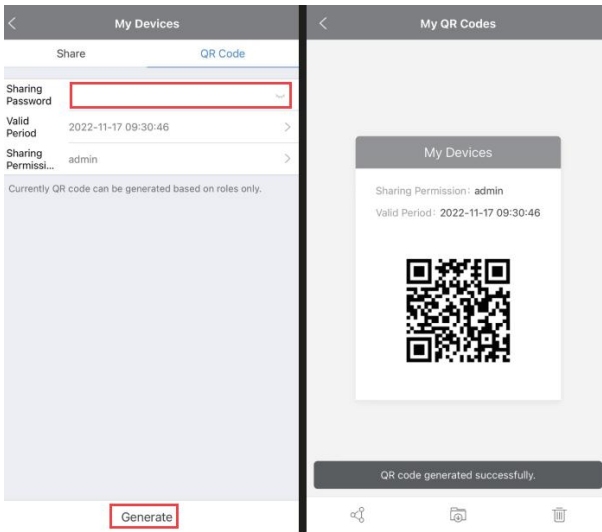
3. Share device by type in the user name you wanted to share with and select function as needed.

- The other user need to register an Guard Viewer APP account and provide the user name for share.
- After that, when this user login the APP will find the device by navigate to “Devices”.




4. Sharing device by generate a QR code

- Create a sharing password and set the valid period
- Click “Generate”, your APP will generate a QR code
- Other user can use the APP to add the device by scanning the QR code you sent

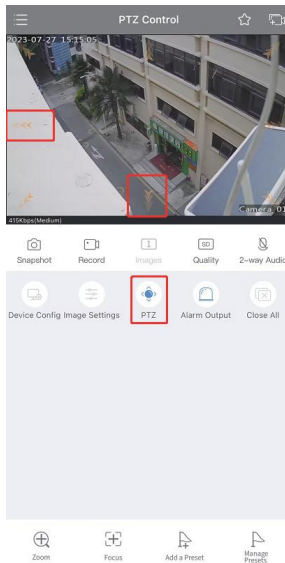


Pan/Tilt Function

(CAUTIONS: Only Hiseeu PT Mini Camera support Pan/Tilt function)

Click the PTZ “  ” icon, Long press the arrow to to adjust the camera to the position you want.

Please notice that the sensitivity of how fast or slow the camera moves depends on your network.



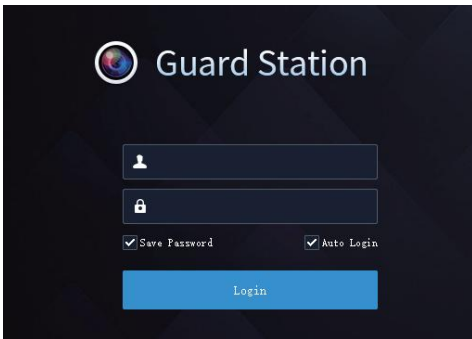
Setup on PC Client “Guard Station”

Accessing the camera via Guard Station PC software, please contact [Email \(①Hiseeu: Love@Hiseeu.com \)](mailto:Love@Hiseeu.com) for download link.

Download link:

<https://www.dropbox.com/sh/jeftu4sqwy4y1u8/AAD4PkyE-Jxg6j4H1n20PxBkZa?dl=0>

Download and run “Guard Station” on the PC

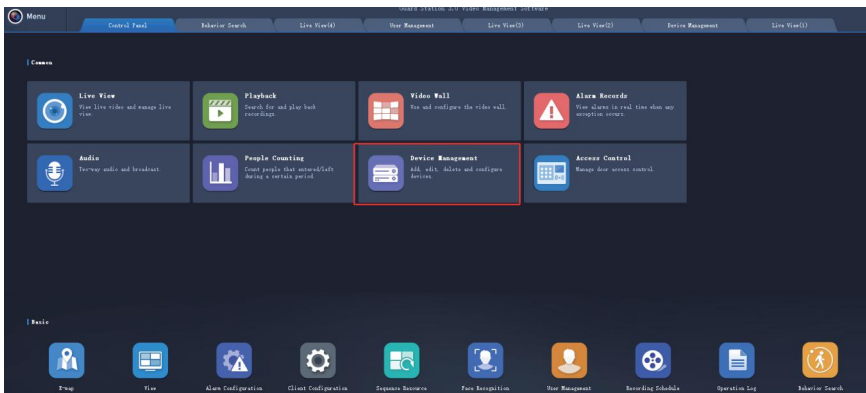


User name is: admin
Password is: 123456

Local View

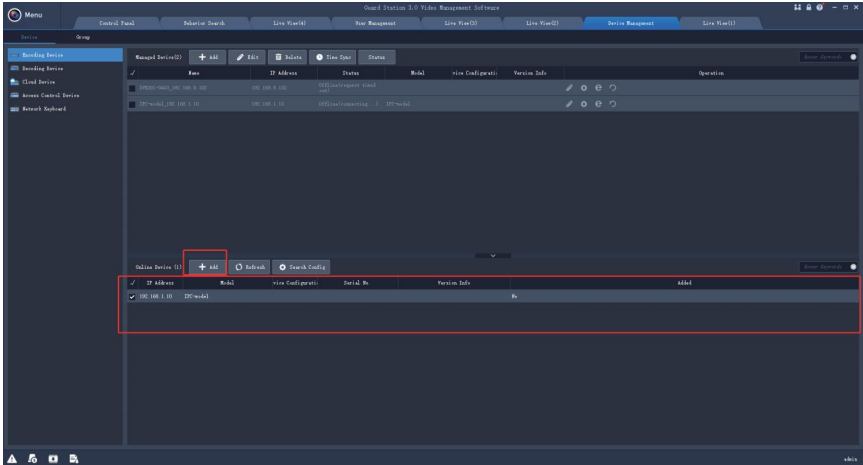
If the XVR system and your PC is under same network

- Please click on “Device Management”

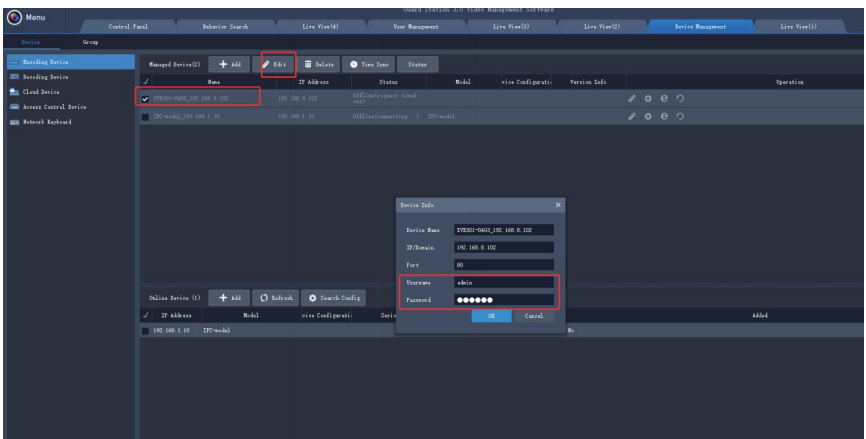


Device under same network will displayed here.

- Select the device and click on “Add”> ”Add”

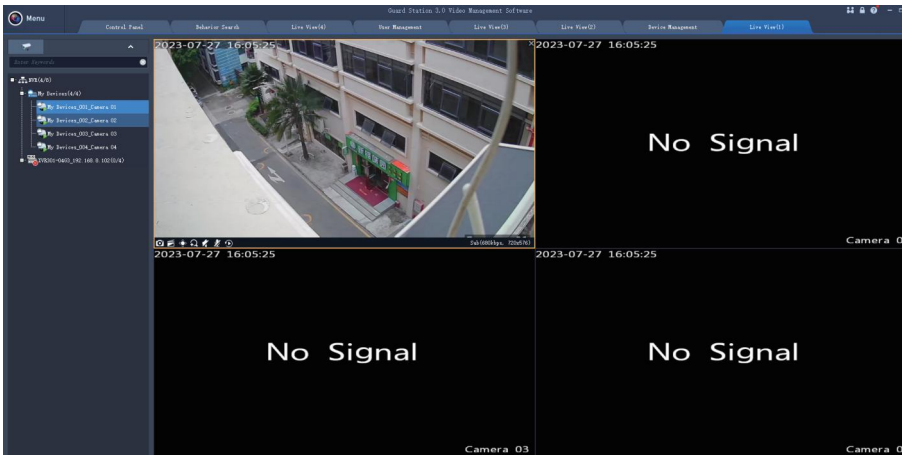
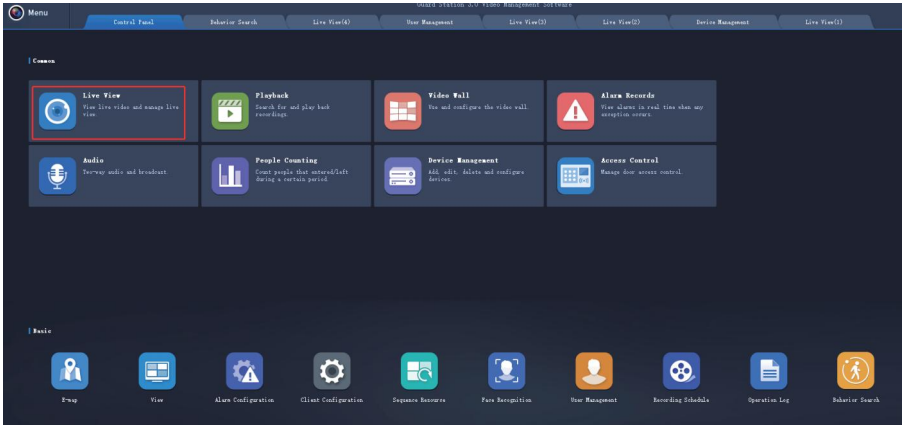


User name is admin, password is 123456 by default, if you modified it, please edit and update the password



- Star Live View

Please click on “Control Panel”> ”Live View”> Double>Click Camera to load the live view video

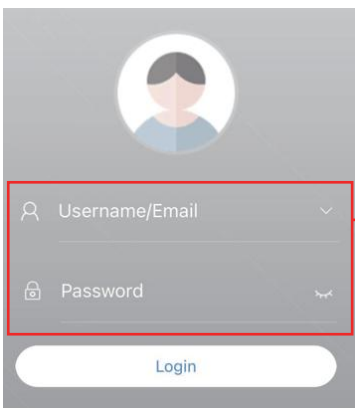
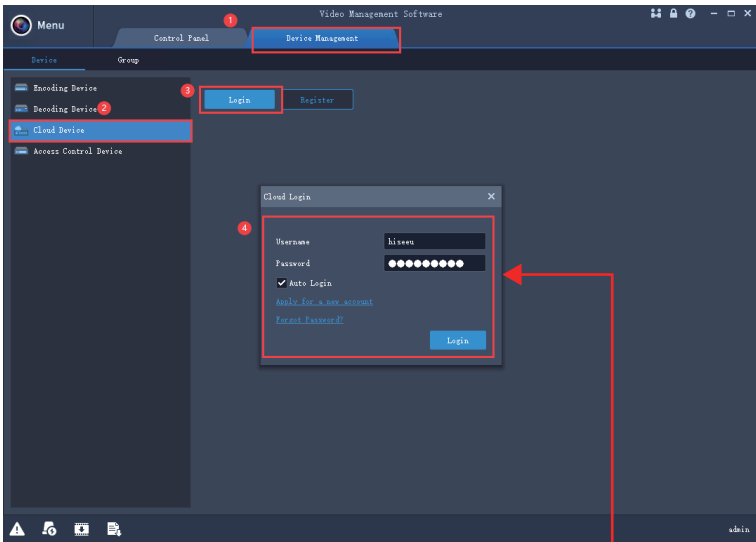


Remote View

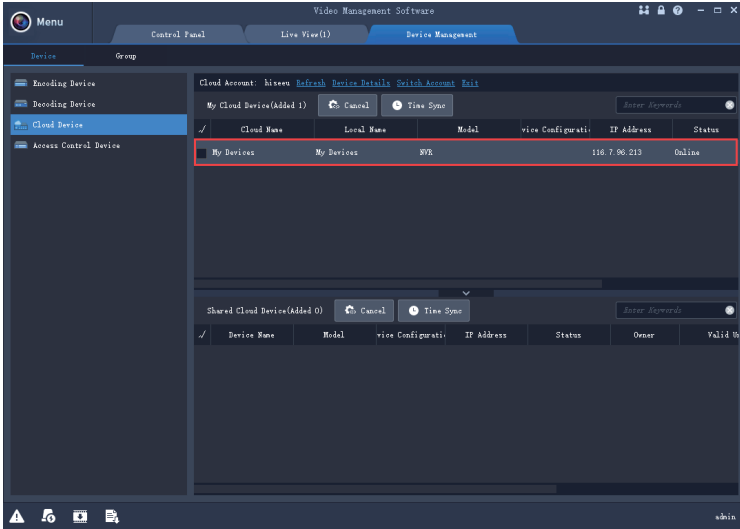
If the camera and PC are NOT under same network:

Please refer to page “27” setup your mobile account and add device first.

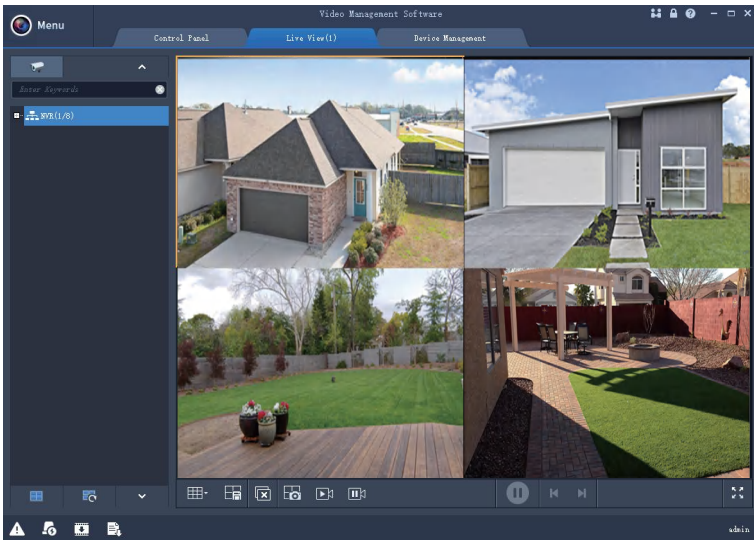
- 1) Please Navigate to “Device Management”> “Cloud Device”> Click on “Login”
- 2) Login with your APP account and password.



3) After Login, the device you added will list here




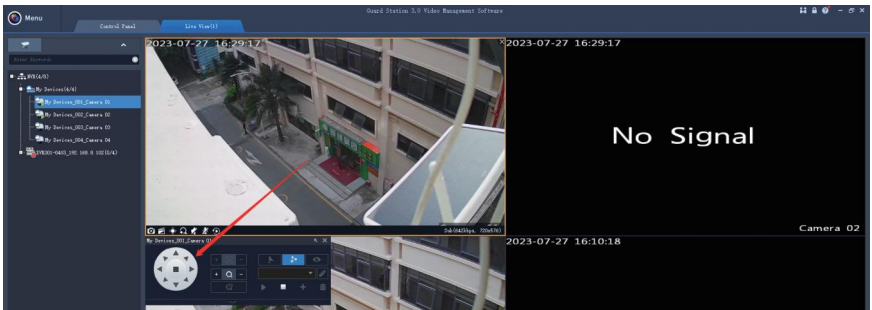
Please click on “Control Panel”> “Live View”> Double-Click Camera to load the live view video



Pan/Tilt Function

(CAUTIONS: Only Hiseeu PT Mini Camera support Pan/Tilt function)

Move your mouse to the lower left corner of the camera image, you will see the icon “”, click into it to pan/tilt the camera



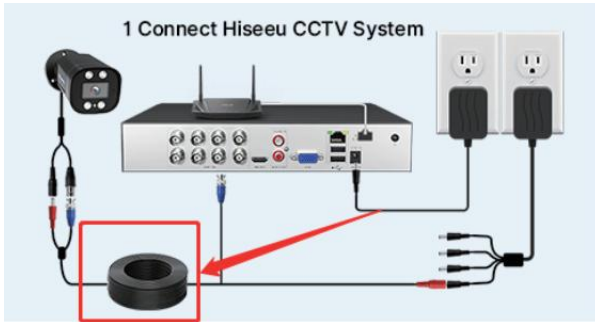
FAQ

1.Modify XVR System's Language

A: Please navigate to System > Basic> Device Language select the language you need

2.Why I connect the camera but do not show the picture on the TV monitor?

A:Please make sure the connection of the camera system is right. You can refer the connection picture as below or page “5” of the system connection.



3.XVR System is Not Recording?

A: First please navigate to Storage> Hard Disk. Make sure the Hard Disk status is “Normal, property is “Read/write” . Then navigate to “Recording” check the record plan is setup properly.

4.What Happens When HDD is Full

A: XVR system was setup overwrite when HDD is full,if you would like to stop the recording, please navigate to Storage> Advanced> Stop

5.Why I can't remote view the cameras on phone app when my net-work is not the same as camera's?

A: Plz delete the device first, and re-add device to app refer to page “27”

6.Why I can' t receive the Alarm notification from the App?

A:Please make sure the alarm (Motion Detection) was configuration properly.

You should connect the XVR to the network and add the device to the “Guard Viwer” ,

Launch the APP and tap on “☰” and navigate to Alarm Notifications>Allow Notifications>Enable the Device Notifications.

You can refer the page “32”

7. Why should I enter the Password when I set up the new system?

For the security of the system, the default username and password are set at the time of production. User name is admin, password is 123456 by default

8. When I receive the camera system and reset the camera system I found the E-mail address of the camera system is not mine, what should I do?

A: navigate to Me > General > Forget Device Password

Take this page and send to us by E-mail (Hiseeu: Love@Hiseeu.com). We will help you.

Retrieve Password

Serial No. 210235XEHN3229000005

Email ****@hiseeu.com

Security Code

Please scan the QR code to obtain the security code:

Guard Live: Me > Tool > Forget Device Password

Guard Viewer : Me > General > Forget Device Passwo..

For admin only

OK Back

9. How to Contact Customer Service?

A: Any questions during operating our products, please feel free to contact us by email:

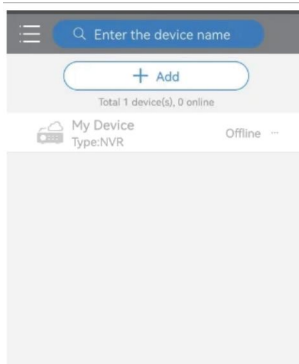
Love@Hiseeu.com Tel: +1917 688 2228/1855 66 009 99

10. How many security cameras can be use the motion detection at the same time?

Supports motion detection for up to four cameras simultaneously

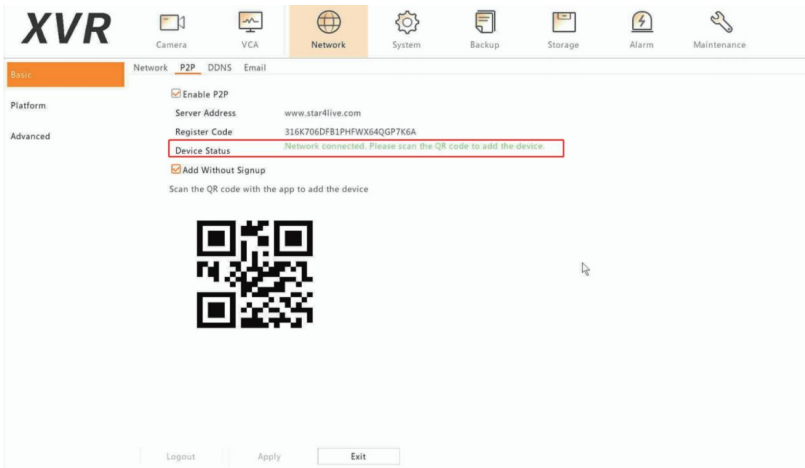
11.Device Offline on APP or NVR?

If the device shows offline on mobile phone app “Guard Viewer” , we need to make sure the NVR is connected to network perfectly or not

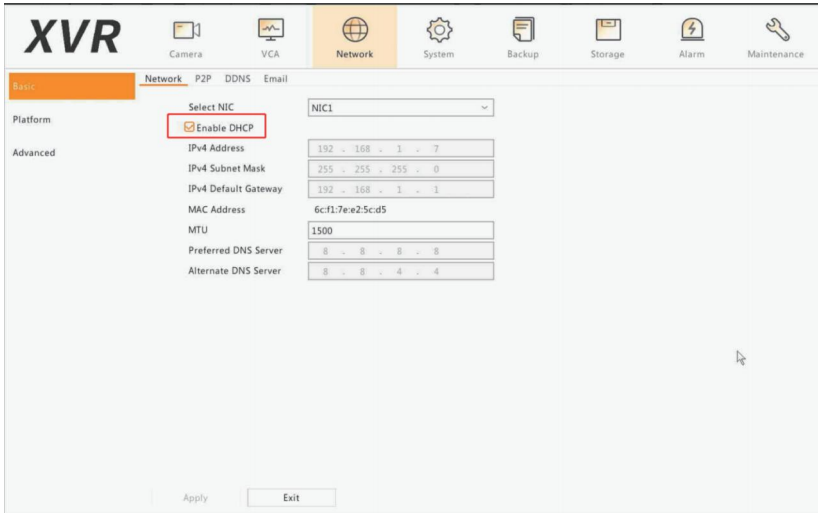


Go next to your Monitor that connected to NVR, and check out the network status

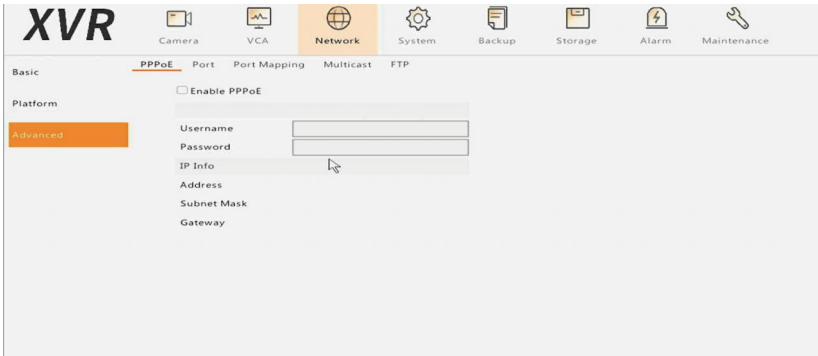
first navigate to this path first : "Menu--Network--Basic--P2P" , also check the device status is online or not,



If it shows: network disconnected, plz enable the DHCP in this path " Menu--Network--Basic-TCP/IP " and click "Apply" . After that, go back to "P2P" and check if the device status is online or not



Also , please make sure the PPPOE needs to be disabled, plz navigate to "Network--Advanced--PPPoE"



Amazon: Love@Hiseeu.com
Aliexpress: Support@Hiseeu.com
Web: www.hiseeu.com
Tel: + 1 917 688 2228/1 855 66 009 99