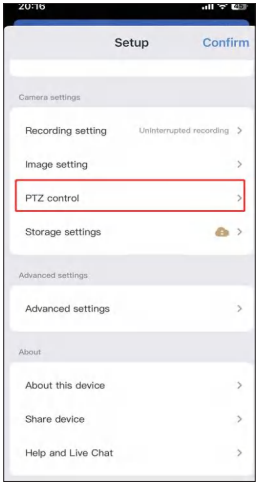
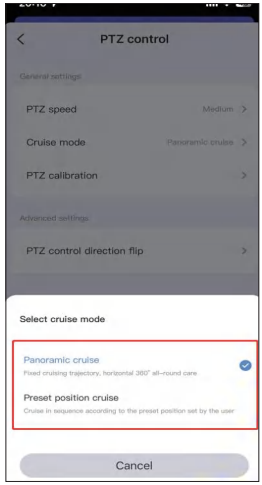
2) If you want to zoom in/out, please left click the mouse→click **zoom in**, then roll your mouse to zoom in or out.

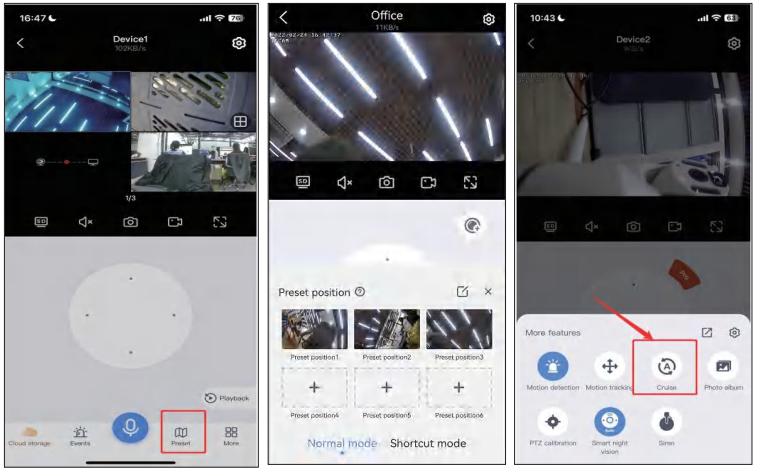
Q7: How to set preset position cruise on App?

A: 1) Please go to the app→ click **setup** icon→**PTZ control**→**Cruise mode**→select **preset position cruise**.



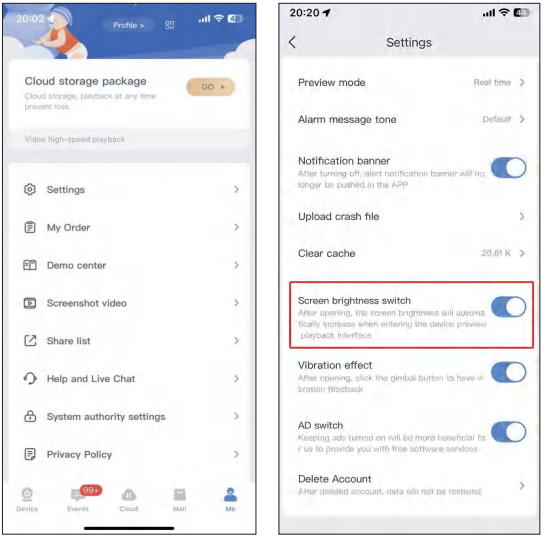


2) Go back to record interface→click **Preset position**→add more than two different positions→go to **more**→click **cruise**.
After the setting is successful, the camera will cruise within the preset position range.



Q8: Click the recording interface and the phone screen is too bright

A: Please click "**Me**"→**Settings**→turn off the Screen brightness switch.

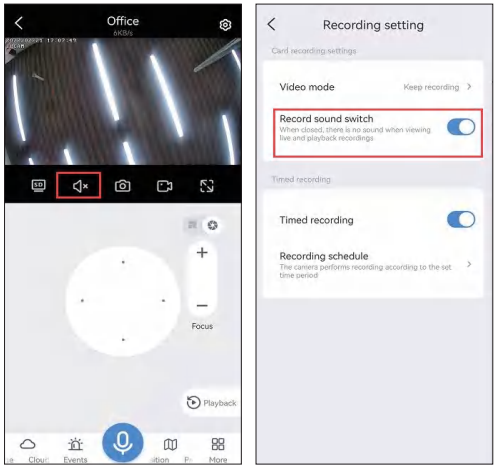


Q9: There is no sound from the camera when I view the camera on the App

A: 1) Please check if you have turn on sound button on record interface.

2) If turn on already, please go to **setting interface**→ click **recording setting**→ enable record sound switch button.

If these steps still can't work, please contact with Hiseeu Technical Support Team for further assistance.



Q10: What should I do if the camera stop working?

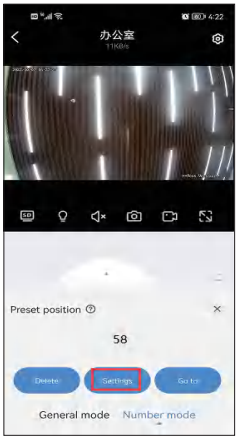
A: Please change other power adapter to confirm if power supply broken, then press the reset button for 6 seconds.

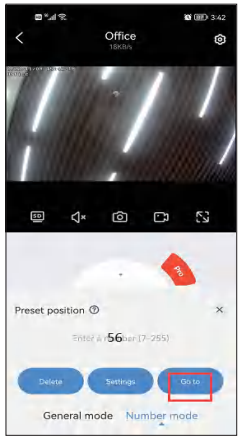
If there is not sound and the camera has no self-test when you reset, please send email or call us.

Q11: The PTZ camera always turn to wall after auto tracking. (Only suit for optical zoom camera WHD602Z and WHD103Z)

A: You need to setup a preset position first, then open mobile tracking, if have not control the camera after 3 minutes, the camera will go back to preset position.

Please adjust the camera lens to a position you want→ click **preset**→ number mode→ input **58**, settings→input **56**, Go to.





Q12: The PTZ camera can't move left and right or up and down.

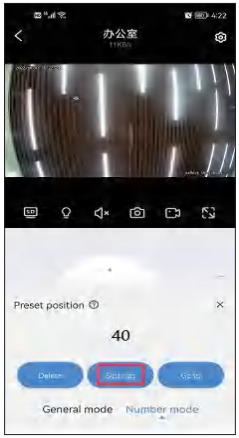
A: Please follow the instruction below. (only suit for optical zoom camera, if your camera is digital zoom camera, please refer step 2)

1) Input the digital command, and the camera pan tilt will restore the factory settings.

Please click **preset→Number mode**→input **40, settings**.

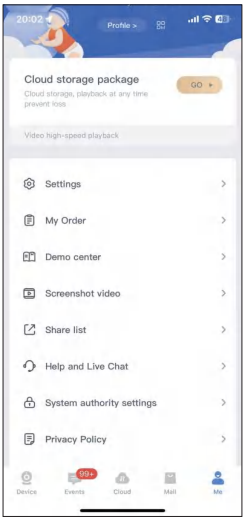
2) If camera still can't move, please unplug the power adapter and waiting 5-10 minutes, then plug it again, reset the camera. (suit for digital zoom and optical zoom camera)

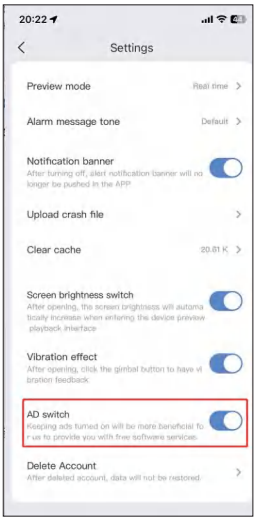
If camera can't move after following the above steps, please send the email or call us, we will send the upgrade firmware to you to solve this issue.

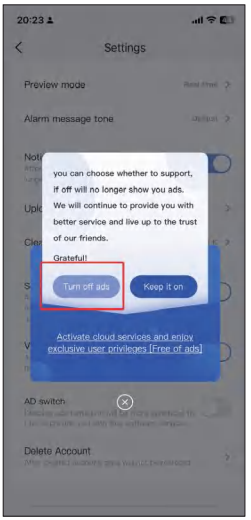


Q13: How to turn off APP advertisement?

A: Click **Me**→ **Settings**→ Launch page ads close the button, it will pop a message, move it to the bottom, click Turn off ads. Then it will close successfully.







FCC Statement

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.

To assure continued compliance, any changes or modifications not expressly approved by the party.

Responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices).

This equipment 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.

FCC Radiation Exposure Statement:

The equipment complies with FCC Radiation exposure limits set forth for uncontrolled enviroment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

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