



CTIPC SERIES IP CAMERA

USER MANUAL
(EN/DE/FR/IT)

Contents

English----- (01~17)

Deutsche----- (18~35)

Française----- (36~53)

Italiana----- (54~71)

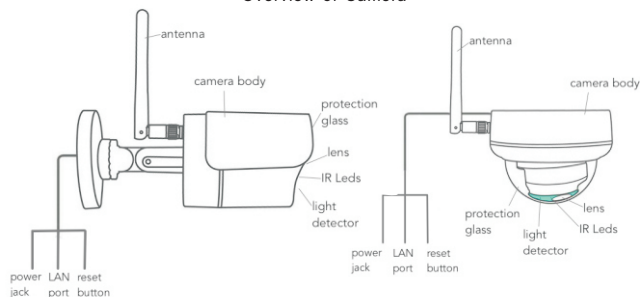
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1 General Introduction

Ctronics CTIPC Series Cameras consist of a wide range of indoor and outdoor cameras with different shapes and functions. User may monitor multiple cameras on the same device. **Ctronics CTIPC Series Cameras** supports Android and iOS mobile phones and tablets, Windows PC and Mac. All cameras are equipped with LAN port and Wi-Fi module, supporting wired and wireless connection.

Overview of Camera



Bullet type

Dome type

*Above images are only for reference. Your camera may have a different outlook.

*Certain camera may have four branches on the cable. The fourth branch is used to connect external speaker if this model supports speaker function.

Each camera is delivered with below accessories in the package:

- 1 Antenna;
- 1 Power adapter;
- 1 LAN cable;
- 1 User manual;
- 1 set of Screws for mounting.

2 Set up the camera

The camera starts to run immediately after connection with power supply. It can be used as a standalone video recorder.

It's recommended to connect the camera with your mobile device or PC. After the setup, you'll be able to access the camera more conveniently. There're 3 ways to set up the camera: with mobile application, with PC software, with PC browser.

2.1 Set up the camera with mobile application

No LAN cable is required if you set up the camera with mobile application.

Step 1: Preparation

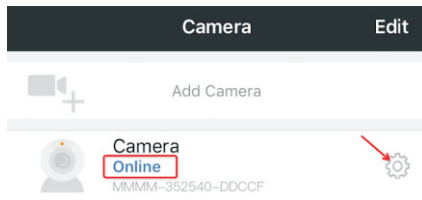
- 1.Download mobile application "Ctronics" from Google Play or App Store to your mobile device;
- 2.Connect the camera to power supply and keep it close to your mobile device.

Step 2: Connect the camera to mobile device

- 1.Enter WLAN settings of your mobile device, find the network named "IPCAM-XXXXXX" in the network list. This is the network of the camera.
- 2.Connect this network with password "01234567", your mobile device will be connected to the network of the camera;

Step 3: Connect the camera to Wi-Fi network

- 1.Open mobile application "Ctronics" on mobile device, you may add the camera either by "Scan QR Code add UID" or "Search camera from LAN; The camera will be displayed with status "Online". (Picture 1)
- 2.Click on Setting icon on the interface (Picture 1) to enter camera setting menu. Go to Wi-Fi setting, click on Wi-Fi manager, select your Wi-Fi network in the list, input your Wi-Fi password and save the setting. The camera is now connected to your Wi-Fi network.



Picture 1

2.2 Set up the camera with PC/MAC Software

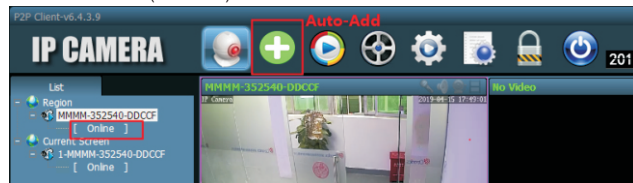
LAN cable is required if you set up the camera with PC/MAC software.

Step 1: Preparation

- 1.Download and install PC/MAC software "HiP2P" from Support - Download of Ctronics website www.ctronics-tech.com ;
- 2.Connect the camera to power supply;
- 3.Connect the camera to the router by LAN cable. Make sure that your PC/MAC and your camera are in the same local network.

Step 2: Connect the camera in HiP2P software

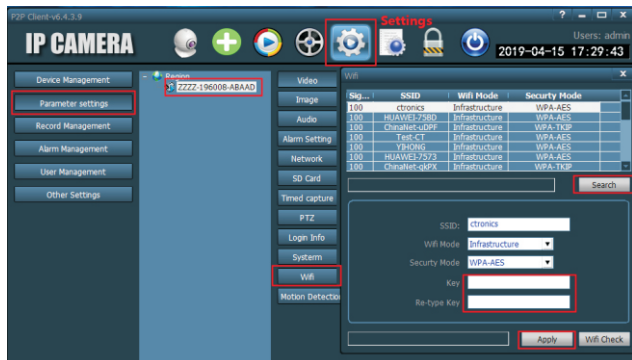
- 1.Run "HiP2P" software on your computer;
*By default, there's no password for the software. You may leave the password blank.
- 2.Click on Auto-Add icon on the menu bar (Picture 2).
- 3.The software will find and add the camera automatically. Within a few seconds, the camera will be displayed on the interface with status "Online" (Picture 2).



Picture 2

Step 3: Connect the camera to Wi-Fi network

- 1.Click on Settings icon on the menu bar (picture 3);
- 2.Click on Parameter settings, select the camera XXXX-XXXXXX-XXXXX (camera UID) under Region, click on Wi-Fi, Wi-Fi setting window will appear;
- 3.Click on Search to show all available Wi-Fi network, select your Wi-Fi network, input your Wi-Fi password (Key) and Apply the setting. The camera is now connected to your Wi-Fi network.



Picture 3

2.3 Set up the camera with PC browser

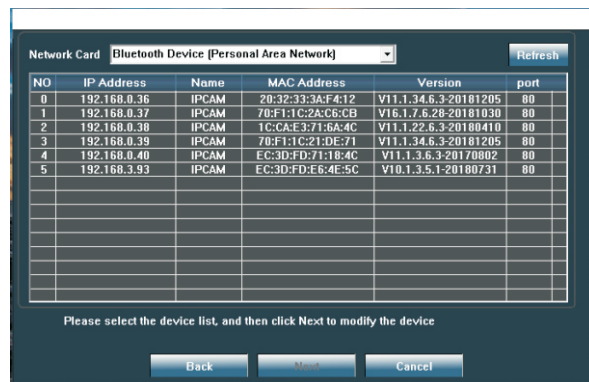
LAN cable is required if you set up the camera with PC browser.

Step 1: Preparation

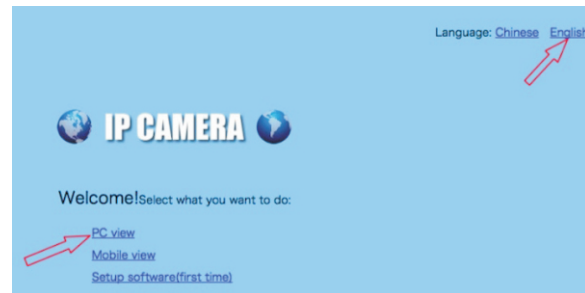
1. Download PC software "SearchTool" from Support - Download of Ctronics website www.ctronics-tech.com and install the software on your PC;
2. Connect the camera to power supply;
3. Connect the camera to the router by LAN cable. Make sure that your PC and your camera are in the same local network.

Step 2: Connect the camera in PC browser

1. Run "SearchTool" on your computer, the software will display the camera and its detailed information in the list (Picture 4);
2. Double-click on the camera to open camera interface with PC browser;
3. Input default user name "admin" and default password "admin" to enter welcome page of the camera;
4. Select language and click on **PC View** to access the camera (Picture 5)



Picture 4



Picture 5

Step 3: Connect the camera to Wi-Fi network

1. Go to **Settings – Network – Wireless** to set Wi-Fi for the camera (Picture 6);
2. Click on **Search** to display all available Wi-Fi networks, select your Wi-Fi network, input your Wi-Fi password (Key), apply the setting. The camera is now connected to your Wi-Fi network.



Picture 6

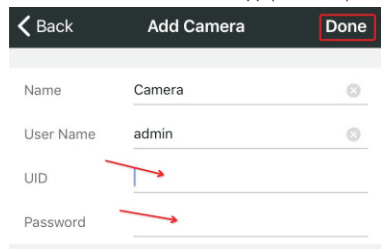
3 Introduction of Mobile Application

With Ctronics app, you're able to connect multiple Ctronics CTIPC series Wifi cameras on the same mobile device. There're 4 tabs on the interface: Camera, Picture, Video, About.

3.1 Camera

This main interface allows you to add camera, delete camera, view camera and access to camera settings.

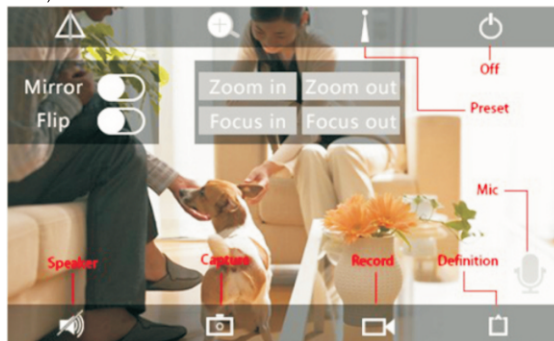
Add camera: you may add any online camera simply by input the UID, user name and password of the camera to add it into the app (Picture 7).



Picture 7

Delete camera: Click on Edit icon on top of the interface or slide the camera bar to the left to show delete option.

View camera: Click on camera image to enter real-time surveillance interface (Picture 8).



Picture 8

*****Attention:** Functions on this interface are not available on all CTIPC cameras. Please refer to product description or contact us for the available functions of your camera model.

Camera Settings

Click on Settings icon to access camera settings (Picture 9).

- Change Password

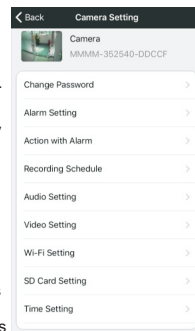
Default password is admin. It's recommended to modify the password to protect your camera.

- Alarm Setting

Enable/disable motion detection of the camera, set detection area and sensitivity, set audio alarm (not available for all models).

- Action with Alarm

Define the actions to be taken when the camera detects movement: send alarm notification, record video to SD card, send email with pictures, send pictures and videos to your FTP server.



Picture 9

-Recording Schedule

You may enable/disable continuous recording of the camera, set the length of recorded video, select quality of recorded video. Note: More detailed recording schedule may be set with PC browser or PC software.

-Audio Setting

Set input/output volume (only for camera with audio function).

-Video Setting

Set video parameters and select frequency. Note: video parameters are automatically adjusted by the camera. It's not necessary to modify the values.

-Wi-Fi Setting

Set Wi-Fi network for the camera.

-SD Card Setting

Check SD card storage and format SD card in case of need.

-Time Setting

Set time and time zone for the camera.

*****Attention: Default time zone of the camera is set to GMT+8. Please modify the time zone after connection with the camera.**

-Email Setting

Input email information after you enable email alarm. You may find our document about email setting in Support – Download of our website.

-FTP Setting

Input FTP server information after you enable FTP transmission. Please check with your FTP server provider for server information.

-System Setting

Reboot camera and Reset Camera.

-Device Information

Information about the camera including software version, IP address, etc.

3.2 Picture

Touch Picture tab and select a camera to watch the pictures taken manually during monitoring.
These manually-taken pictures are saved in the memory of your mobile device.

3.3 Video

Touch Video tab and select a camera to watch recorded videos.

Local

Videos taken manually during real-time surveillance can be found in Local. These videos are saved in the memory of your mobile device. Click on the download icon  to download the video to the Album/Photos of your mobile device.

Online

Automatically recorded videos can be found in **Online**. There are two types of automatic recording: Alarm Recording and Planned Recording (or Scheduled recording). These videos are saved in the SD card of the camera.

By default, the interface will display all recordings in past 6 hours. User may click on **Search** on top to the right of the interface to find the recordings of a specified period.

Click on the recording to show two options: **Playback** and **Download**. Touch **Playback** to play the video directly; Touch **Download** to download the video to **Local** file.

3.4 About

Version information of the mobile application.

4 Introduction of PC/Mac Software

With PC/Mac software "HiP2P", you're able to connect multiple Ctronics CTIPC series Wifi cameras on the same PC. All software can be downloaded in Support – Download of Ctronics web site.

*****Attention: Mac software has a more simplified interface compared to Windows software. Many functions may only exist in Windows software.**

By default, there's no password for the user "admin" in the software. You may leave password blank and confirm to access the functions on the interface.

Menu Bar

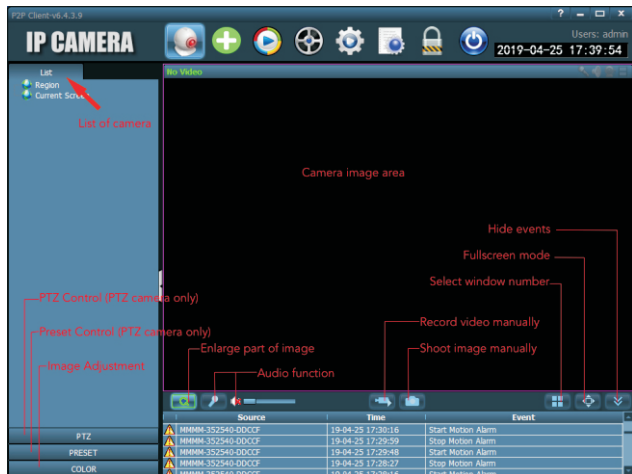
There're 8 function icons in the menu bar. They are (from left to right):

Preview, Auto-Add, Local Playback, Remote Playback, Settings, System Logs, Switch User, Exit.

Preview:

Refer to below image for functions on the interface (Picture 10).

*****Attention: not all functions are available on your camera. Please refer to product description or contact us for available functions of your camera.**



Picture 10

Auto-Add:

One click to add cameras of the same LAN automatically.

Local Playback:

Playback videos which are saved locally in the hard disc of the computer.

Select camera, type of recording, date and time to find the recorded videos in PC hard disc.

Remote Playback:

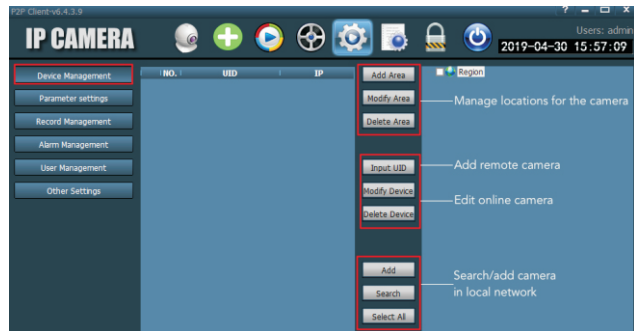
Playback videos which are saved in the SD card of the camera.

Select camera, type of recording, date and time to find the recorded videos in camera SD card.

Settings:

-Device Management (Picture 11)

Manage cameras in the software



Picture 11

-Parameter Settings (Picture 12)

Set parameters of the camera.



Picture 12

-Record Management

Set recording in PC hard disc: enable/disable recording, set recording schedule, path of storage, etc. Attention: It's necessary to keep the software running on PC to be able to record video in the hard disc of PC.

-Alarm Management

Set alarm function on PC: enable/disable alarm on PC, set alarm schedule, set alarm recording in PC hard disc, set sound alarm on PC.

-User Management

Manage users of the software on this PC.

-Other Settings

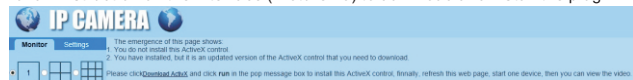
5 Introduction of Web Interface (Internet Explorer)

Attention:

It's recommended to use Internet Explorer to access the camera on web interface. With other browsers, some important features (SD Card, Motion Detection) may not be displayed.

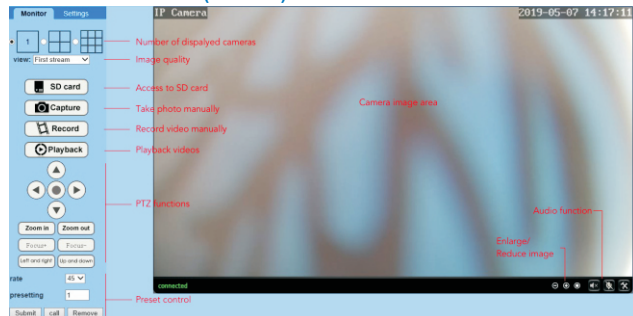
Certain functions displayed on the interface may not be applicable on your camera. Please refer to product description or contact us for the functions supported by your camera.

Image display in Internet Explorer requires the installation of ActiveX. You may follow instruction on the interface (Picture 13) to download and install the plug-in.



Picture 13

5.1 Preview Interface (Monitor)



Picture 14

5.2 Settings Interface

-Media

Video: video parameters are set automatically. It's not necessary to modify the values.

OSD set: select information to be displayed on screen.

Image: image adjustment, flip and mirror image, adjust image mode (only for professional users)

Audio: set audio function

-Network

Network: set IP address and DNS, HTTP/RTSP/RTMP port for the camera (only for professional users).

Wireless: set Wi-Fi network for the camera.

Ddns: set DDNS for the camera (only for professional users).

ONVIF: set ONVIF when the camera is connected to ONVIF NVR.

P2P: camera use P2P technology to realize remote access, please make sure that P2P is set to ON.

-Alarm

Audio alarm: set whether to trigger alarm upon sound.

Motion detection: define up to 4 detection areas and set detection sensitivity of each area.

Alarm: define actions to be taken upon motion detection, including sending alarm email, saving image/video on FTP server, saving image/video in SD card, moving to preset position (PTZ camera only), activating sound alarm.

Schedule: set detailed time table for motion detection. Green means selected.

-Advanced

User: modify user name and password.

Auto snap: take pictures automatically and save to SD card or FTP server, set detailed time table for automatic pictures.

Timer record: enable/disable continuous recording, set recording length, set video quality, set detailed time table for continuous recording. Green means selected.

Email: input email information (necessary when email alarm is enabled).

FTP: input FTP server information (necessary when FTP transmission is enabled).

Terminal: parameters for PTZ cameras (only for professional users)

485Set: parameters for PTZ cameras (only for professional users)

Multiple settings: add cameras of the same LAN to web interface for viewing at the same time.

Video shade: select not to view specific areas (up to 4 areas). Note: it's necessary to input standard RGB code for Color.

Restart timer: set automatic restart of the camera.

-System

Time: set time and time zone for the camera.

Initialize: select language for the web page, reboot camera, reset camera, upgrade camera firmware.

Device information: device information such as IP address, firmware version, etc.

System Log: system log.

6 FAQ

1.How can I turn on the camera?

The camera will power on automatically as soon as it's connected to power supply. There's no power indicator on the camera. You may cover the light detector on the camera to simulate the night and check if the infrared Led can light up. If yes, the camera is well powered on.

2.I cannot find camera network "IPCAM-xxxxxx" and cannot connect my mobile device to the camera.

Please reset the camera to factory default settings and search for the network again on your mobile device.

3.How can I recover the password of the camera if I forget it?

The password cannot be recovered. If you forget the password, you'll have to reset the camera to factory default settings and set up the camera again.

4.How can I reset the camera to factory default settings?

If the camera is connected online, you may find reset option in the mobile application or PC software to reset the camera. If the camera is offline, you may hold the reset button on camera cable for 15-20 seconds to reset the camera.

5.How can I delete the recordings in the SD card?

The camera will erase the oldest recordings in the SD card automatically when the SD card is full. If you hope to delete the recordings manually, you may go to SD card setting and format the SD card.

6.I set Wi-Fi network for the camera. However, the camera is disconnected as soon as I unplug network cable.

The camera does not support special letters (è à ö ...) or symbols (@ # & ...) in Wi-Fi SSID and Wi-Fi password. Please use standard English letters and numbers. At the same time, please check in your router setting and make sure that the encryption of your Wi-Fi is not set to combined algorithm of AES+TKIP, which is not supported by the camera.

7.The time displayed on the recorded video is not correct. There's a difference of several hours with the real time of the recorded event.

By default, the time zone of the camera is set to GMT+8. Please enter Time setting of the camera and select the correct time zone for your camera. If you've got summer time, please enable DST (Daylight Saving Time). After selection of new time zone, please remember to validate the modification. The camera will restart to get the correct time.

8.The alarm recording lasts only 15 seconds. How can I modify the length of the alarm video?

The length of alarm video is fixed at 15 seconds and cannot be modified. At the end of 15 seconds, if the camera continues to detect movement, it will start a new recording. In the end, if the movement lasts more than 15 seconds, there will be multiple recordings.

9.I keep receiving frequent alarm notification and emails, but when I check the image, there's nobody.

The camera calculates the change of pixels on the image to judge if there's movement. Due to this fact, the camera is not able to differentiate moving objects: it may be dogs, trees, insects, sudden change of light, etc. It's highly recommended to define specific detection areas in order to reduce false alarms. By the way, during raining and snowing days, as the pixels on whole image are changing, the motion detection of the camera is not reliable.

10.I don't know how to input email information in email setting.

We have a document about email setting with various email providers. You may find it in Support – Download of our website www.ctronics-tech.com. You may also contact us by email to receive the document.

11.I've enabled alarm notification. However, I still cannot receive notification on my smartphone when there's motion detection.

This may happen on Android phone, because Android system will shut down apps in the background to save battery. When the app is shut down, it won't be able to send notification. You may enter Battery Management/Battery Optimization in the setting of your Android phone and allow the running of the app Ctronics in the background.

12.The camera is working correctly during the day. But I can see nothing at night. The image is totally black.

This may be caused by wrong LED mode. Please open mobile application and enter real-time surveillance interface. Click on Bulb symbol on top and set the mode to Normal.

13. I do not have a router. How can I access the camera directly with my computer?

The camera has a fixed IP address: 192.168.1.88. You may connect the camera to your computer directly by network cable, modify the IP address of your computer to 192.168.1.20. Then you may input 192.168.1.88 in the browser of your computer to access the camera.

14. I've enabled transmission of image and video to FTP server. However, I only receive image in my FTP server. The alarm video is not saved on the server.

The camera has not enough memory to execute the task of video transmission to FTP server. Please install SD card in the camera and the video transmission will be done.

15. I access the SD card and get the recorded video. But I cannot play it on my computer.

Recorded videos are under H264 format which is our proprietary format. You may download the software "HiPlayer" from Support – Download of our website www.ctronics-tech.com to play the video.

You may also download the software "FileConverter" to convert the video from H264 to AVI.

16. My camera has been running normally in past months. However, it has been disconnected since yesterday. How can I reconnect the camera?

Firstly, please make sure that there's no problem with your network. Secondly, please check if the infrared Led can still light up at night. If no, there may be problem with power supply and we recommend to replace the power adapter. If yes, please reset the camera to factory default settings and connect the camera again. If the reset does not solve the problem, please contact us by email and we'll give you a solution.

For any questions about your camera, please contact our service team by email support@ctronics-tech.com. We'll reply to you within 24 hours.



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