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› Ctronics CTIPC-270C5MP 5MP PTZ WiFi Outdoor Security Camera User Manual

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Model: CTIPC-270C5MP | Brand: Ctronics

INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Ctronics CTIPC-270C5MP 5MP PTZ WiFi Outdoor Security Camera. Please read this manual thoroughly before using the product to ensure correct usage and optimal performance. Keep this manual for future reference.

The Ctronics CTIPC-270C5MP is a high-resolution 5-megapixel PTZ (Pan-Tilt-Zoom) camera designed for outdoor surveillance. It features 5X optical zoom, 355° horizontal and 120° vertical rotation, 50-meter night vision, human detection, two-way audio, and an IP66 weatherproof metal casing.

PACKAGE CONTENTS

Verify that all items are present and in good condition upon opening the package. If any items are missing or damaged, contact customer support.

- Ctronics CTIPC-270C5MP PTZ Camera
- Power Adapter
- Mounting Screws and Wall Plugs
- Waterproof Kit for Network Cable
- User Manual
- Screwdriver (for MicroSD card slot)

PRODUCT OVERVIEW

Familiarize yourself with the camera's components.



Figure 1: Front and side view of the Ctronics CTIPC-270C5MP PTZ camera, showing the lens, IR LEDs, microphone, speaker, and antenna.

1. **Lens:** 5MP high-resolution lens with 5X optical zoom.
2. **Infrared (IR) LEDs:** For night vision up to 50 meters.
3. **Microphone:** For audio input during two-way communication.
4. **Speaker:** For audio output during two-way communication.
5. **Antenna:** For Wi-Fi connectivity.
6. **MicroSD Card Slot:** Located under a protective cover, supports up to 128GB.
7. **Reset Button:** Typically located near the MicroSD card slot or cable.
8. **Power Port:** For connecting the power adapter.
9. **Ethernet Port:** For wired network connection (optional).

SETUP GUIDE

1. MicroSD Card Installation (Optional)

If you plan to store recordings locally, install a MicroSD card (up to 128GB, not included) before mounting the camera.

1. Locate the MicroSD card slot cover on the camera body.
2. Use the provided screwdriver to carefully remove the screws and open the cover.
3. Insert the MicroSD card into the slot with the gold contacts facing down, until it clicks into place.
4. Replace the cover and tighten the screws to ensure waterproofing.

2. Physical Installation

Choose a suitable outdoor location with a clear view of the area you wish to monitor and within Wi-Fi range or near an Ethernet connection. Ensure the mounting surface is strong enough to support the camera.

1. Mark the drilling points on the wall or ceiling using the mounting template (if provided) or the camera base.
2. Drill pilot holes and insert the wall plugs.
3. Secure the camera bracket to the surface using the provided mounting screws.
4. Attach the camera to the bracket. Ensure it is firmly secured.



Figure 2: Camera dimensions for installation planning. The camera measures approximately 18 cm in height and 18 cm in width.

3. Power Connection

Connect the power adapter to the camera's power input port and then plug it into a power outlet. The camera will perform a self-test, indicated by its lens rotating.

Important: Ensure the power cable is protected from environmental elements and potential damage.

4. Network Connection

The camera supports both Wi-Fi and wired Ethernet connections.

Wi-Fi Connection:

1. Download the Ctronics app from your smartphone's app store (iOS or Android).
2. Register an account and log in.
3. Tap "Add Device" or the "+" icon in the app.
4. Follow the on-screen instructions to connect the camera to your Wi-Fi network. This usually involves scanning a QR code on the camera or using an audio pairing method.
5. Ensure your phone is connected to a 2.4GHz Wi-Fi network during setup, as the camera may not support 5GHz Wi-Fi.

Wired Ethernet Connection:

1. Connect one end of an Ethernet cable to the camera's Ethernet port and the other end to your router or network switch.
2. Use the waterproof kit to protect the Ethernet connection from moisture.
3. The camera should automatically connect to the network. Follow the app instructions to add the device.

5. Initial Configuration

Once the camera is connected to the network and added to the app, you can perform initial configurations:

- Change the default password for security.
- Set the correct time zone.
- Format the MicroSD card (if installed) through the app settings.
- Adjust video quality settings.

OPERATING INSTRUCTIONS

1. Live View

Open the Ctronics app and select your camera from the device list to access the live video feed. You can view the camera's real-time perspective from anywhere with an internet connection.

2. PTZ Control (Pan, Tilt, Zoom)

Use the controls within the app to adjust the camera's viewing angle and zoom level.

- **Pan:** Rotate the camera horizontally up to 355°.
- **Tilt:** Adjust the camera vertically up to 120°.
- **Optical Zoom:** Use the 5X optical zoom feature to magnify distant objects without losing image quality.



Figure 3: Illustration of the camera's 5X optical zoom capability, showing a magnified view of a cat in a detection zone.

3. Two-Way Audio

The camera features a built-in microphone and speaker for two-way communication.

1. In the live view interface, tap the microphone icon to speak through the camera's speaker.
2. Tap the speaker icon to listen to audio from the camera's vicinity.



Figure 4: Demonstrates the two-way audio function, allowing communication with individuals near the camera, such as a delivery person.

4. Recording and Playback

Recordings can be stored on a MicroSD card or cloud storage (subscription may be required).

- **Manual Recording:** Tap the record button in the app to start/stop recording manually.
- **Event Recording:** Configure the camera to record automatically when motion or human detection is triggered.
- **Scheduled Recording:** Set specific times for continuous recording.
- **Playback:** Access recorded footage through the app's playback section, typically organized by date and time.

5. Human Detection and Alarms

The camera features advanced human detection technology to minimize false alarms.

- **Enable Human Detection:** Activate this feature in the app settings to distinguish human shapes from other moving objects.
- **Alarm Notifications:** Configure the app to send push notifications, email alerts, or FTP uploads when human motion is detected.

- **Alarm Zones:** Define specific areas within the camera's view where detection should be active.

6. Night Vision

The camera automatically switches to infrared night vision in low-light conditions, providing clear black-and-white images up to 50 meters.



Distance of night vision
up to 50 meters

Figure 5: Depicts the camera's night vision capability, showing a clear view of a house at night up to 50 meters.



SONY335 Sensor, Provide clearer and more realistic images

Figure 6: Illustrates the clarity provided by the SONY335 sensor, enhancing image quality even in challenging lighting conditions, such as a person with a flashlight.

MAINTENANCE

1. Cleaning the Camera

Regularly clean the camera lens and housing to ensure optimal image quality and extend product lifespan.

- Use a soft, damp cloth to wipe the camera body.
- For the lens, use a lens cleaning cloth and solution to avoid scratches.
- Do not use harsh chemicals or abrasive cleaners.

2. Firmware Updates

Periodically check for firmware updates through the Ctronics app. Firmware updates can improve performance, add new features, and enhance security.

- Ensure the camera has a stable power supply and network connection during updates.
- Do not power off the camera during a firmware update.

3. Storage Management

If using a MicroSD card, monitor its storage capacity through the app. When the card is full, older recordings will typically be overwritten (loop recording).

- You can format the MicroSD card via the app settings if needed.
- Regularly back up important footage to another storage device.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Camera offline/Cannot connect to Wi-Fi	• Weak Wi-Fi signal. • Incorrect Wi-Fi password. • Camera too far from router. • Router settings (e.g., 5GHz network).	• Move camera closer to router or use a Wi-Fi extender. • Verify Wi-Fi password. • Ensure router is broadcasting a 2.4GHz network. • Reset camera and try setup again.
Poor image quality	• Dirty lens. • Low network bandwidth. • Incorrect resolution settings.	• Clean the camera lens. • Check internet speed; reduce video quality in settings if necessary. • Adjust resolution settings in the app.
No recordings on MicroSD card	• MicroSD card not inserted correctly. • MicroSD card not formatted. • Recording settings not configured. • Faulty MicroSD card.	• Reinsert MicroSD card. • Format MicroSD card via app. • Check recording schedules and event triggers. • Try a different MicroSD card.
False alarms from motion detection	• Sensitivity too high. • Environmental factors (e.g., moving branches, insects). • Human detection not enabled.	• Adjust motion detection sensitivity in the app. • Enable human detection. • Define specific detection zones to exclude irrelevant areas.

SPECIFICATIONS

Feature	Detail
Model Number	CTIPC-270C5MP
Video Resolution	5 Megapixels (2560x1920P)

Feature	Detail
Sensor	SONY335
Lens	2.7-13.5 mm (5X Optical Zoom)
Pan/Tilt Range	Pan: 355°, Tilt: 120°
Night Vision Distance	Up to 50 meters
Weatherproof Rating	IP66
Connectivity	Wi-Fi (2.4GHz), Ethernet
Storage	MicroSD card (up to 128GB)
Audio	Two-way audio (built-in microphone and speaker)
Detection	Human Detection, Motion Detection
Power Supply	DC 12V
Material	Metal
Dimensions (L x W x H)	20 x 15 x 10 cm
Weight	1.44 kg



Figure 7: Comparison illustrating the superior clarity of 5MP resolution compared to 1080P, capturing more detail.



Figure 8: The camera's IP66 rating ensures protection against dust and powerful water jets, making it suitable for various outdoor weather conditions, including rain.

WARRANTY AND SUPPORT

Ctronics products come with a standard warranty. For specific warranty terms and conditions, please refer to the warranty card included in your package or visit the official Ctronics website.

For technical support, troubleshooting assistance, or any product-related inquiries, please contact Ctronics customer service. Contact information can typically be found on the official website or in the product packaging.

- **Online Support:** Visit the Ctronics official website for FAQs, guides, and contact forms.
- **Email Support:** Refer to your product documentation for the support email address.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question