

[Manuals.plus](#) /

› [NGTeco](#) /

› NGTeco Outdoor Security Camera User Manual

NGTeco C400

NGTeco Outdoor Security Camera User Manual

Model: C400
Brand: NGTeco

1. INTRODUCTION

This user manual provides detailed instructions for the installation, operation, and maintenance of your NGTeco C400 Outdoor Security Camera. Please read this manual thoroughly before using the product to ensure proper functionality and safety. The NGTeco C400 is designed to provide reliable outdoor surveillance with features such as 1080P HD video, night vision, two-way audio, and motion detection.



Image: NGTeco C400 Outdoor Security Camera with a smartphone displaying live view of a backyard.

2. PRODUCT OVERVIEW

2.1 Package Contents

Please check the package contents upon opening. If any items are missing or damaged, contact customer support.

- NGTeco C400 Outdoor Security Camera
- Power Adapter
- Mounting Screws and Anchors
- User Manual

2.2 Camera Components

Familiarize yourself with the main components of your security camera:

- **Lens:** Captures 1080P Full HD video.
- **Infrared (IR) Lights:** Provide illumination for night vision.
- **Microphone:** For two-way audio communication.
- **Speaker:** For two-way audio communication.
- **Wi-Fi Antenna:** For wireless connectivity.
- **Mounting Base:** For secure installation.
- **Power Port:** Connects to the power adapter.
- **MicroSD Card Slot:** Supports local storage up to 128GB (card not included).
- **Reset Button:** Used for resetting the camera to factory settings.

2 Storage Ways Optional

Live Streaming, Recording, Replaying and Sharing



SD Card Recording



Cloud Storage

Note: No batteries, Please plug in the power



Support 64G SD Card

Image: Rear view of the NGTeco C400 camera showing the power connection and the MicroSD card slot with a note about power requirement.

3. SETUP AND INSTALLATION

3.1 Mounting the Camera

The NGTeco C400 camera is designed for outdoor use and can be mounted on a wall or ceiling. Choose a location that provides the desired viewing angle and is within range of your Wi-Fi network and a power outlet.

1. Mark the drilling positions using the mounting base as a template.
2. Drill holes and insert the provided anchors.
3. Secure the mounting base to the surface with screws.
4. Attach the camera to the mounting base and adjust the angle as needed.

3.2 Power Connection

Connect the camera to a power source using the provided power adapter. Ensure the connection is secure and protected from the elements if installed outdoors.

3.3 App Download and Account Creation

Download the **NGTeco Home** app from your smartphone's app store (available for Android and iOS). Follow the in-app instructions to create a new account or log in if you already have one.

3.4 Device Pairing (Wi-Fi Connection)

To connect your camera to your Wi-Fi network:

1. Open the NGTeco Home app and tap 'Add Device' or the '+' icon.
2. Select your camera model from the list.
3. Follow the on-screen prompts to connect the camera to your 2.4G Wi-Fi network. You may be required to scan a QR code generated by the app with the camera's lens.
4. Wait for the camera to connect. Once connected, you can name your device and begin live viewing.

4. OPERATION

4.1 Live View

Once connected, open the NGTeco Home app and select your camera to access the live video feed. You can monitor your property in real-time from anywhere.

4.2 Two-Way Audio

The camera features a built-in microphone and speaker, enabling two-way communication. Tap the microphone icon in the app to speak through the camera, and listen to audio from the camera's surroundings.



Two-Way Audio

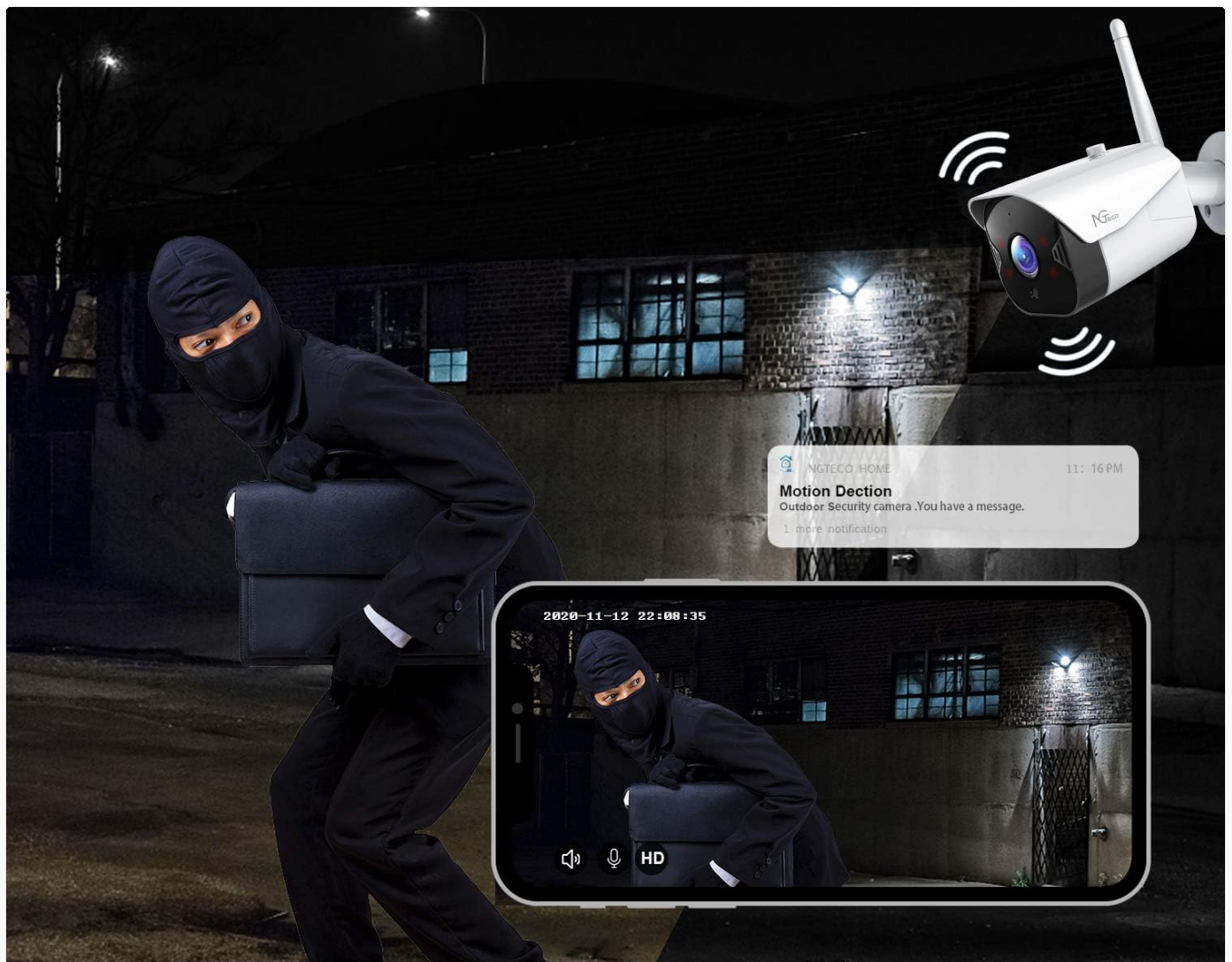
Built-in microphone and speaker,
Talk to your family member anytime and anywhere.

Image: NGTeco C400 camera mounted on a wall, illustrating two-way audio with a person speaking to a courier.

4.3 Motion Detection and Alerts

The camera can detect motion and send instant notifications to your mobile phone. You can adjust the motion sensitivity settings within the app to minimize false alarms.

- **Enable/Disable Motion Detection:** Toggle this feature on or off in the app settings.
- **Sensitivity Adjustment:** Customize the detection sensitivity to suit your environment.
- **Alert Notifications:** Receive push notifications on your phone when motion is detected.



Smart Motion Detection

Wifi Camera will catch any moving object, and proactive deterrence with PIR activated ultra bright floodlights

Image: NGTeco C400 camera detecting a person at night, with a smartphone displaying the motion detection alert.

4.4 Night Vision

The NGTeco C400 is equipped with infrared lights that automatically activate in low-light conditions, providing clear black-and-white video surveillance even in complete darkness.



Advanced Night Vision

Give you 24 hours of protection



Image: Comparison of day and night views captured by the NGTeco C400 camera, demonstrating advanced night vision.

4.5 Video Recording and Storage

The camera supports two primary methods for video recording and storage:

- **MicroSD Card Storage:** Insert a MicroSD card (up to 128GB, not included) into the camera's slot for local storage of recordings.
- **Cloud Storage:** The NGTeco Home App offers a cloud storage service (30-day free trial available) for secure, encrypted storage and remote access to your recordings.

4.6 Multi-User Sharing

You can share access to your camera's live feed and recordings with trusted family members or friends through the NGTeco Home app, allowing multiple users to monitor the property simultaneously.

5. MAINTENANCE

To ensure optimal performance and longevity of your NGTeco C400 Outdoor Security Camera, follow these maintenance guidelines:

- **Cleaning:** Periodically wipe the camera lens and body with a soft, damp cloth to remove dust and dirt. Do not use harsh chemicals or abrasive cleaners.
- **Weather Protection:** The camera has an IP65 waterproof rating, meaning it is protected against dust and low-pressure water jets. While designed for outdoor use, avoid direct exposure to extreme weather conditions if possible, such as prolonged heavy rain or snow, to maximize lifespan.
- **Firmware Updates:** Regularly check the NGTeco Home app for available firmware updates to ensure your camera has the latest features and security enhancements.



Rain



Snow



Shine



Temp



Dust

Image: NGTeco C400 camera shown in various weather conditions (rain, snow, sun, temperature, dust) highlighting its IP65 waterproof rating.

6. TROUBLESHOOTING

If you encounter issues with your NGTeco C400 camera, refer to the following common problems and solutions:

- **Camera not connecting to Wi-Fi / Frequent Wi-Fi drops:**
 - Ensure your Wi-Fi network is 2.4GHz. The camera does not support 5GHz Wi-Fi.
 - Check the Wi-Fi signal strength at the camera's location. Move the camera closer to the router if the signal is weak.
 - Verify that you entered the correct Wi-Fi password.
 - Reboot your Wi-Fi router and the camera.
 - If the camera fails to scan the QR code, ensure sufficient lighting and proper distance between the phone screen and the camera lens.
- **No motion alerts received:**
 - Ensure motion detection is enabled in the app settings.
 - Check the motion sensitivity settings; increase if necessary.
 - Verify that app notifications are enabled on your smartphone.
- **Poor night vision quality:**
 - Ensure the camera lens is clean and free from obstructions.
 - Check for any strong light sources near the camera that might interfere with the IR illumination.
- **Two-way audio issues (no sound or distorted sound):**
 - Ensure the microphone and speaker are not blocked.
 - Check the volume settings in the app and on your smartphone.
 - Verify network stability for clear audio transmission.

If the problem persists, please contact NGTeco customer support for further assistance.

7. SPECIFICATIONS

Feature	Specification
Model Number	C400
Video Capture Resolution	1080p Full HD
Connectivity Technology	Wireless (Wi-Fi 2.4G)
Indoor/Outdoor Usage	Outdoor
International Protection Rating	IP65
Power Source	Corded Electric
Storage Options	MicroSD Card (up to 128GB), Cloud Storage
Special Features	Two-Way Audio, Motion Detection, Night Vision

Feature	Specification
Dimensions (L x W x H)	7.09 x 2.76 x 2.76 inches
Item Weight	1.3 pounds
Compatible Devices	Smartphone (Android, iOS)
Color	White

8. WARRANTY AND CUSTOMER SUPPORT

NGTeco provides a one-year replacement warranty for this product. For any questions, technical assistance, or warranty claims, please contact NGTeco customer support. Our team is dedicated to providing lifetime customer support to ensure your satisfaction.

Please refer to the contact information provided on the NGTeco official website or within the NGTeco Home app for the most up-to-date support channels.

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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

