Ctronics CTIPC-380C-4MP

Ctronics 2K 4MP PTZ Security Camera User Manual

Model: CTIPC-380C-4MP

1. INTRODUCTION

Thank you for choosing the Ctronics 2K 4MP PTZ Security Camera. This manual provides detailed instructions for setting up, operating, and maintaining your camera. Please read this manual thoroughly before use to ensure proper functionality and safety.

2. PRODUCT OVERVIEW

The Ctronics 2K 4MP PTZ Security Camera is designed for outdoor surveillance, offering high-resolution video, pan-tilt-zoom capabilities, human detection, auto-tracking, and two-way audio. It is IP66 rated for weather resistance.

Figure 2.1: Ctronics 2K 4MP PTZ Security Camera (Front View)

This image displays the main unit of the Ctronics 2K 4MP PTZ Security Camera, featuring its white dome-shaped body, dual antennas for enhanced connectivity, and the camera lens surrounded by multiple LED lights for night vision. The Ctronics logo is visible on the front.

3. PACKAGE CONTENTS

Ensure all items are present and in good condition. If any items are missing or damaged, please contact customer support.

- Ctronics 2K 4MP PTZ Security Camera
- Power Adapter
- Mounting Screws and Anchors
- Waterproof Kit for Network Cable
- Quick Start Guide

Figure 3.1: Camera and Packaging

This image shows the Ctronics camera alongside its retail packaging, indicating the product's branding and presentation.

4. SETUP GUIDE

4.1 Powering On the Camera

1. Connect the power adapter to the camera's power input port.
2. Plug the power adapter into a standard electrical outlet.
3. The camera will perform a self-test, indicated by its movement and the status indicator light.
4. Wait for the camera to complete its initialization process. This may take a few minutes.

4.2 App Installation

Download the "Ctronics Pro" app from your mobile device's app store (iOS or Android). Alternatively, you can use the HiP2P Client for desktop operating systems.

Figure 4.1: Broad Compatibility

This image illustrates the broad compatibility of the Ctronics camera with various operating systems and applications, including iOS, Android, Mac OS, Windows, Ctronics Pro app, and HiP2P Client, showcasing the flexibility in accessing and managing the camera.

4.3 Wi-Fi Connection

Follow these steps to connect your camera to your Wi-Fi network using the Ctronics Pro app:

1. Open the Ctronics Pro app and tap "Add Camera".
2. Select "Wireless Installation" or "Search Camera from LAN" if the camera is connected via Ethernet for initial setup.
3. Follow the on-screen prompts to enter your Wi-Fi network details (SSID and password).
4. The camera will confirm successful connection with an audible prompt.

Video 4.1: WIFI Connection Video for 380 2K Security Camera

This video demonstrates the step-by-step process of connecting the Ctronics 380 2K Security Camera to a Wi-Fi network using the mobile application. It covers powering the camera, accessing the app settings, and entering Wi-Fi credentials for a successful connection.

5. OPERATING YOUR CAMERA

5.1 PTZ Control (Pan, Tilt, Zoom)

The camera supports Pan 355° and Tilt 90° for comprehensive coverage. Use the controls within the Ctronics Pro app to remotely adjust the camera's viewing angle.
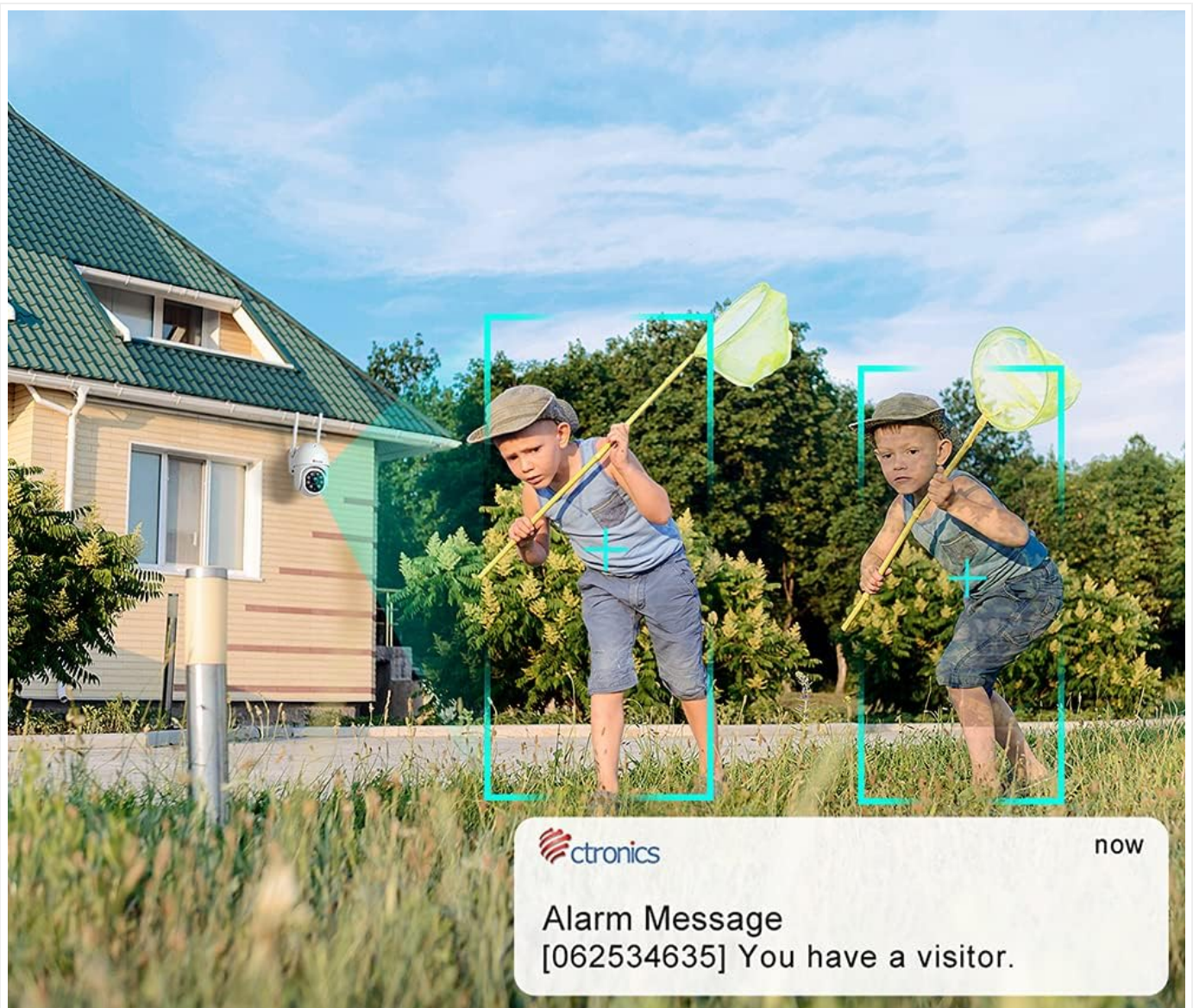
Figure 5.1: Pan 355° & Tilt 90°

This image illustrates the camera's pan and tilt capabilities, showing its wide range of motion (355 degrees horizontally and 90 degrees vertically) to cover a large area.

5.2 Human Detection & Auto Tracking

Enable human detection in the app settings to receive alerts when a human figure is detected. The auto-tracking feature allows the camera to automatically follow detected human movement within its field of view.

Figure 5.2: Human Detection & Auto Tracking

This image demonstrates the camera's human detection and auto-tracking features, showing an on-screen alert for a detected visitor and the camera's ability to follow human movement.

5.3 Two-Way Audio

Utilize the built-in microphone and speaker for two-way communication. This feature allows you to listen to the camera's surroundings and speak through the camera from your mobile device.
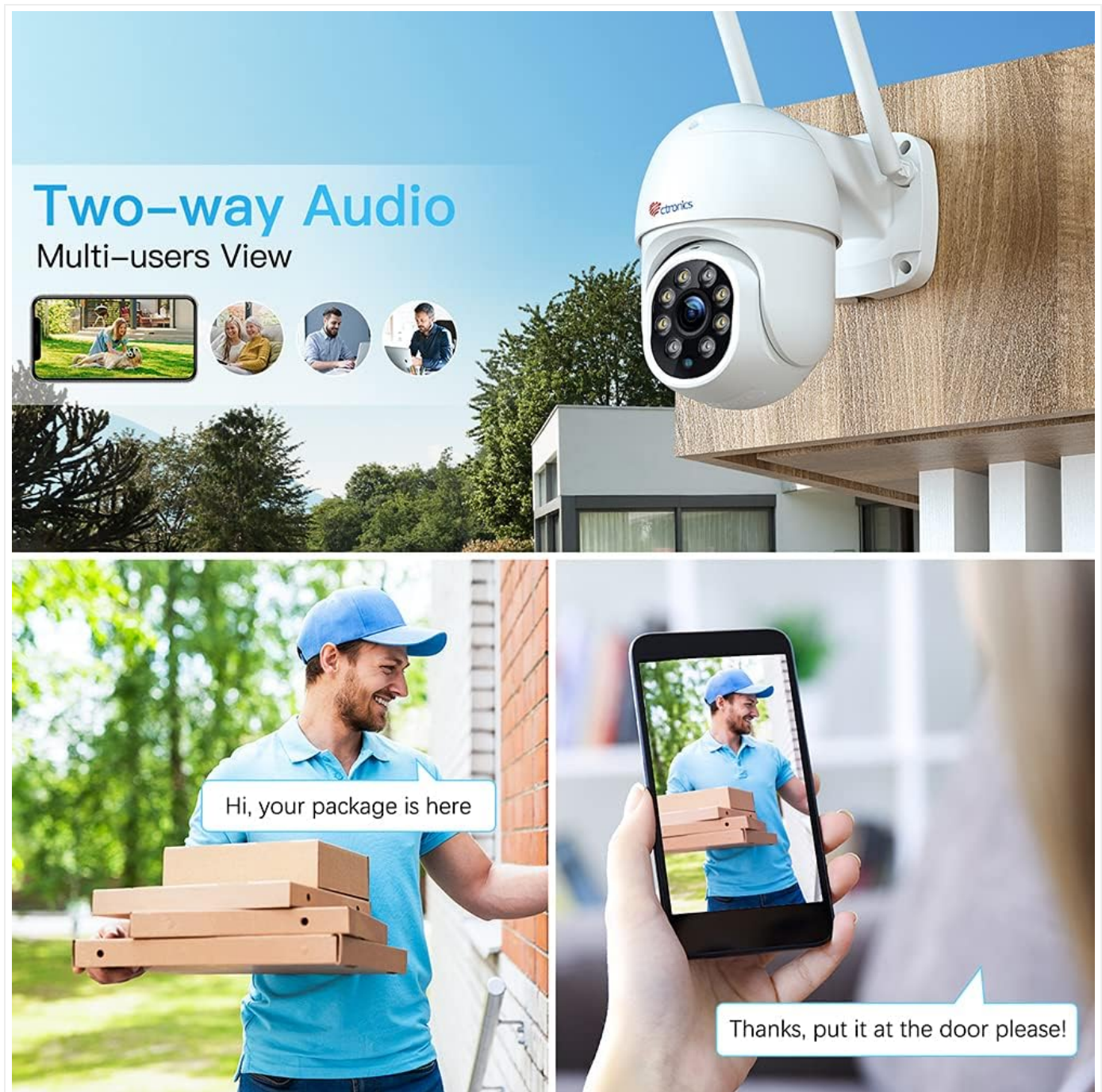
Figure 5.3: Two-Way Audio

This image illustrates the two-way audio functionality, showing a person speaking into their phone and another person receiving the audio through the camera, enabling real-time communication.

5.4 Night Vision

The camera features color night vision for clear surveillance even in low-light conditions. The integrated LEDs provide illumination for enhanced visibility.

Figure 5.4: 2.5K 4MP HD Resolution

This image highlights the camera's 2.5K 4MP HD resolution (2560x1440P), emphasizing the clarity and brightness of the videos and pictures captured by the device, even in varying light conditions.

5.5 Local Storage (SD Card)

The camera supports local storage via a MicroSD card (not included). Insert the card into the designated slot to record video footage directly on the device.

6. INSTALLATION GUIDELINES

The Ctronics PTZ camera is designed for outdoor use with an IP66 weatherproof rating. Choose a mounting location that provides optimal viewing coverage and a stable surface.

1. Mark the drilling points using the provided mounting template.
2. Drill holes and insert wall anchors if necessary.
3. Secure the camera base to the mounting surface using the screws.

4. Ensure all cable connections are properly sealed using the waterproof kit to prevent water ingress.

Figure 6.1: IP66 Weatherproof Rating

This image shows the Ctronics camera mounted outdoors, being exposed to rain, highlighting its IP66 weatherproof rating and suitability for various environmental conditions.

7. MAINTENANCE

- Regularly clean the camera lens with a soft, dry cloth to ensure clear image quality.
- Check cable connections periodically for any signs of wear or damage.
- Ensure the camera's firmware is up to date through the Ctronics Pro app for optimal performance and security.
- Avoid using harsh chemicals or abrasive cleaners on the camera's surface.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
Camera offline	No power; Wi-Fi signal weak/disconnected; Network issues.	Check power supply; Relocate camera closer to router; Restart router and camera.
Poor image quality	Dirty lens; Low network bandwidth; Insufficient lighting.	Clean lens; Check internet speed; Ensure adequate lighting for night vision.
Motion detection not working	Detection settings incorrect; Obstructions in view.	Adjust sensitivity in app; Clear obstructions from camera's field of view.
Cannot connect to Wi-Fi	Incorrect password; Out of range; 5GHz network.	Verify Wi-Fi password; Move camera closer to router; Ensure 2.4GHz network is used.

9. SPECIFICATIONS

Feature	Detail
Model Number	CTIPC-380C-4MP
Video Capture Resolution	2K (2560×1440P), 4MP
Connectivity Technology	Wireless (2.4G WiFi)
Pan/Tilt Range	Pan 355°, Tilt 90°
Special Features	Night Vision, PTZ Technology, Motion Sensor, Human Detection, Auto Tracking, 2-Way Audio, Custom Sound Alarm
Indoor/Outdoor Usage	Outdoor
International Protection Rating	IP66
Power Source	AC/DC (12 Volts, 12 Watt-hours)
Item Dimensions (L x W x H)	3.54 x 5.91 x 11.81 inches
Item Weight	1.54 pounds
Compatible Devices	iOS (and Android, Windows, Mac OS via app/client)

10. WARRANTY AND SUPPORT

Ctronics products typically come with a limited warranty. Please refer to the warranty card included in your package or visit the official Ctronics website for detailed warranty information.

For technical support, troubleshooting assistance, or any inquiries, please contact Ctronics customer service. Contact details can usually be found on the product packaging or the official Ctronics website.