

Tiandy TC-C38WS

Tiandy TC-C38WS 8MP IR Bullet Camera User Manual

Model: TC-C38WS

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of the Tiandy TC-C38WS 8MP IR Bullet Camera. Please read this manual thoroughly before using the product to ensure proper setup and functionality. Retain this manual for future reference.

2. SAFETY INFORMATION

- Ensure the power supply voltage is correct before connecting the camera.
- Do not expose the camera to extreme temperatures, humidity, or corrosive environments.
- Avoid pointing the camera directly at strong light sources, as this may damage the image sensor.
- Handle the camera with care. Do not drop or subject it to strong impact.
- All installation and service should be performed by qualified personnel.
- Disconnect power before cleaning or performing maintenance.

3. PACKAGE CONTENTS

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

- Tiandy TC-C38WS 8MP IR Bullet Camera
- Mounting Hardware (screws, wall plugs)
- Quick Start Guide (refer to this manual for detailed instructions)
- Waterproof Connector for Ethernet Cable

4. PRODUCT OVERVIEW

4.1 Camera Components

The Tiandy TC-C38WS camera features a robust full metal housing designed for outdoor use. Key components

include the lens, IR LEDs, microphone, and mounting bracket.



Figure 4.1: Front-side view of the Tiandy TC-C38WS IR Bullet Camera, showing the lens, IR illuminators, and the Tiandy logo on the white metal housing.



Figure 4.2: Angled view of the Tiandy TC-C38WS IR Bullet Camera, highlighting the adjustable mounting bracket and the camera's robust construction.

4.2 Key Features

- **High Resolution:** Up to 3840x2160 at 20fps (8 Megapixels) for clear imaging.
- **Image Sensor:** 1/2.8" CMOS Sensor for enhanced low-light performance.
- **Wide Dynamic Range (WDR):** 120dB WDR for balanced images in high-contrast scenes.
- **Smart IR:** Infrared illumination with a range of up to 50 meters (164 feet) for night vision.
- **Fixed Lens:** Available in 2.8mm focal length, providing a wide horizontal field of view of 100.1°.
- **On-board Storage:** Built-in MicroSD card slot supporting up to 512 GB for local recording.
- **Built-in Microphone:** For audio monitoring.
- **Power Options:** Supports 12VDC and Power over Ethernet (PoE 802.3af).

- **Video Analytics:** Includes Tripwire and Perimeter detection.
- **Full Metal Housing:** Durable construction suitable for outdoor environments.

5. SETUP

5.1 Physical Installation

The camera is designed for wall or ceiling mounting. Ensure the mounting surface is strong enough to support the camera's weight.

1. **Select a Location:** Choose a location that provides the desired field of view and is within reach of power and network cables.
2. **Mark Drilling Holes:** Use the mounting template (if provided) or the camera base to mark the positions for drilling holes.
3. **Drill Holes:** Drill pilot holes and insert wall plugs if mounting on masonry.
4. **Secure the Camera:** Attach the camera's mounting bracket to the surface using the provided screws.
5. **Adjust Angle:** Loosen the adjustment screws on the bracket to pan (0-360°), tilt (0-75°), and rotate (0-360°) the camera to the desired viewing angle. Tighten the screws once adjusted.

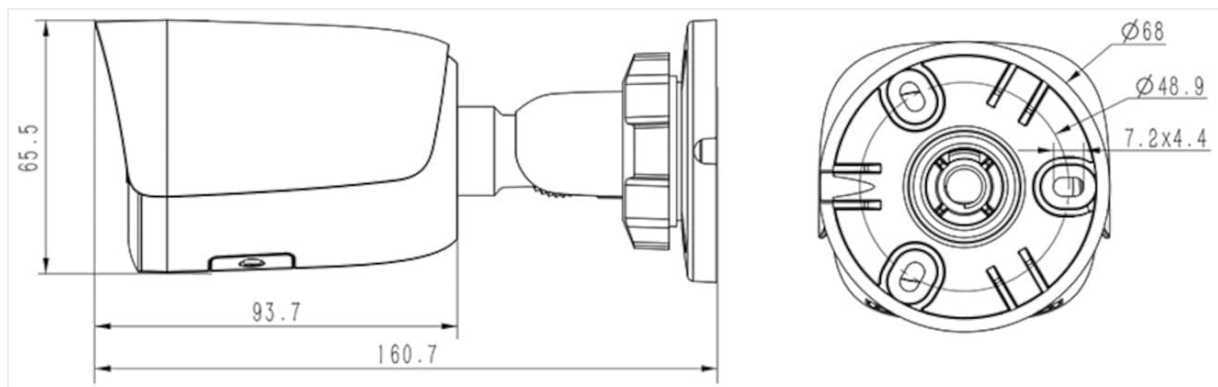


Figure 5.1: Dimensional drawing of the Tiandy TC-C38WS camera, showing measurements in millimeters for installation planning.

5.2 Wiring and Power Connection

The camera supports both 12VDC power and Power over Ethernet (PoE).

- **Ethernet Connection:** Connect a standard RJ45 Ethernet cable to the camera's network port. Use the waterproof connector for outdoor installations to protect against moisture.
- **Power Connection (if not using PoE):** Connect a 12VDC power adapter (not included) to the camera's power input. Ensure the power supply meets the camera's requirements.
- **PoE Connection:** If using a PoE-enabled switch or injector, simply connect the Ethernet cable. Power will be supplied through the network cable, eliminating the need for a separate power adapter.

5.3 Initial Configuration

After physical installation and power-up, the camera can be accessed and configured via a network connection.

1. **Network Connection:** Ensure the camera is connected to your local network.
2. **IP Address Discovery:** Use the manufacturer's IP search tool or a network scanner to find the camera's IP address on your network.
3. **Access Web Interface:** Open a web browser and enter the camera's IP address. You will be prompted to log in. Refer to the camera's default credentials (usually found in the quick start guide or on the camera

label).

4. **Change Default Password:** For security, immediately change the default password upon first login.
5. **Basic Settings:** Configure network settings, date and time, and video stream parameters as needed.

6. OPERATING INSTRUCTIONS

6.1 Live View and Recording

Access the camera's web interface or a compatible Network Video Recorder (NVR) software to view live footage and manage recordings.

- **Live View:** Navigate to the 'Live View' section in the web interface to see real-time video from the camera.
- **Manual Recording:** Most NVRs or software clients allow for manual recording initiation.
- **Scheduled Recording:** Set up recording schedules based on time or events (e.g., motion detection).
- **Playback:** Use the playback function in your NVR or software to review recorded footage from the MicroSD card or network storage.

6.2 Advanced Features

- **Motion Detection:** Configure motion detection zones and sensitivity in the camera's settings. When motion is detected, the camera can trigger recording, send notifications, or activate alarms.
- **Smart IR:** The camera automatically adjusts IR intensity to prevent overexposure of objects close to the camera, ensuring balanced night vision.
- **WDR (Wide Dynamic Range):** Enable WDR in settings to improve image clarity in scenes with both very bright and very dark areas.
- **On-board Storage:** Insert a MicroSD card (up to 512 GB) into the designated slot. Configure recording settings to utilize local storage for continuous or event-based recording.
- **Video Analytics:** The camera supports Tripwire and Perimeter detection. Configure these features in the 'Event' or 'Smart Analysis' section of the web interface to define specific detection rules and actions.
- **Audio:** The built-in microphone allows for audio monitoring. Ensure audio recording is enabled in the settings if desired.

7. MAINTENANCE

- **Cleaning:** Regularly clean the camera lens with a soft, dry cloth. For stubborn dirt, use a mild lens cleaning solution. Do not use harsh chemicals.
- **Firmware Updates:** Periodically check the Tiandy official website for firmware updates. Updating firmware can improve performance, add new features, and enhance security. Follow the provided instructions carefully during the update process.
- **Storage Management:** If using a MicroSD card, regularly check its status and ensure it has sufficient space. Back up important recordings as needed.
- **Cable Inspection:** Periodically inspect all cables and connections for wear, damage, or corrosion, especially in outdoor environments.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
No image on live view	No power; Network connection issue; Incorrect IP address	Check power supply/PoE; Verify Ethernet cable connection; Confirm camera's IP address and network settings.
Image is blurry or unclear	Dirty lens; Condensation; Incorrect focus (less likely with fixed lens)	Clean the lens; Allow camera to acclimate to temperature; Ensure protective film is removed.
Night vision not working	IR LEDs blocked; IR settings disabled	Clear any obstructions; Check IR settings in the web interface.
Cannot access camera via network	IP address conflict; Firewall blocking; Incorrect network settings	Check for IP conflicts; Adjust firewall settings; Verify camera and router network configurations.
Motion detection not triggering	Sensitivity too low; Detection zone not configured; Event actions not set	Increase sensitivity; Redraw detection zones; Configure recording or notification actions for motion events.

9. SPECIFICATIONS

The following table details the technical specifications of the Tiandy TC-C38WS camera:

Feature	Specification
Model	TC-C38WS I5/E/Y/M/2.8mm/V4.0
Image Sensor	1/2.8" CMOS
Max. Resolution	3840x2160 (8MP)
Frame Rate	Up to 20fps (3840x2160), 30fps (1280x720)
Min. Illumination	Color: 0.003Lux@ (F1.6, AGC ON), B/W: 0Lux with IR
Lens Type	Fixed, 2.8mm
Field of View (FOV)	Horizontal: 100.1° (2.8mm)
IR Range	Up to 50m (164 feet) with Smart IR
Wide Dynamic Range (WDR)	120dB
Video Compression	S+265/H.265/H.264/M-JPEG
Audio I/O	Built-in Mic
On-board Storage	MicroSD card slot, up to 512 GB
Network Interface	1 RJ45 10M/100M self-adaptive Ethernet port
Protocols	TCP/IP, HTTP, HTTPS, DHCP, DNS, RTSP, etc.
Power Supply	12VDC, PoE (802.3af)
Power Consumption	Refer to product label for exact consumption

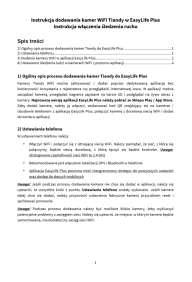
Feature	Specification
Housing Material	Full Metal Housing
Dimensions	6.33 x 2.68 x 2.93 inches (approx. 160.7 x 68 x 74.4 mm)
Weight	1.21 pounds (approx. 0.55 kg)
Operating Temperature	Refer to product datasheet
Ingress Protection	Refer to product datasheet (typically IP66/IP67 for outdoor cameras)

10. WARRANTY AND SUPPORT

For warranty information, please refer to the warranty card included with your product or consult your point of purchase. Tiandy provides technical support for its products. For assistance, please visit the official Tiandy website or contact their customer service department with your product model and serial number.

Note: Specifications and features are subject to change without notice. Always refer to the latest product documentation from the manufacturer.

Related Documents - TC-C38WS

	Tiandy TC-C38WS 3LRA-28 8MP Bullet Camera Specifications and Features Detailed specifications and key features of the Tiandy TC-C38WS 3LRA-28 8MP Fixed Color Maker Bullet Camera, including image sensor, lens, video compression, storage, and environmental ratings.
	Tiandy TC-C32TP 2MP Motorized IR Bullet Camera Specifications Explore the comprehensive specifications of the Tiandy TC-C32TP 2MP Motorized IR Bullet Camera. This document details its advanced features, including high-resolution imaging, smart surveillance capabilities, motorized lens, robust construction, and environmental resilience.
	Instrukcja Dodawania Kamer WiFi Tiandy do EasyLife Plus i Konfiguracja Śledzenia Ruchu Szczegółowy przewodnik krok po kroku dotyczący dodawania kamer WiFi marki Tiandy do aplikacji EasyLife Plus oraz konfiguracji funkcji śledzenia ruchu. Zawiera wskazówki dotyczące ustawień telefonu i kamery.



[pdf] Specifications Catalog

TC C38WS Spec I5 E Y M 2 8mm 4mm V4 0 17 1707127858897 document moglix catalog product documents |||

TC-C38WS Spec: I5/E/Y/M/2.8mm 4mm /V4.0 8MP Fixed Starlight IR Bullet Camera Lite Series KEY FEATURES Full Metal Housing Up to 3840x2160 20fps S 265/H.265/H.264 Min. illumination Color: 0.003Lux F1.6 120dB WDR Smart IR, IR Range: 50m Support tripwire and perimeter Built-in Mic, SD ...
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[pdf] Specifications

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TC-C38WS Spec:I5/E/Y/M/4mm/V4.0 8MP Fixed Starlight IR Bullet Camera Lite Series KEY FEATURES Metal Housing Up to 3840x2160 20fps S 265/H.265/H.264/M-JPEG Min. illumination Color: 0.002Lux F1.6 120dB WDR Smart IR, IR Range: 50m Support tripwire and perimeter Built-in Mic, support max 512G Micro SD...

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[pdf] Specifications

TC C38WS SpecI5EYM2 8mmV4 0 SeeCom delta ps â° products 1706344880 01600a3e4af2820ff4a9 writable |||

TC-C38WS Spec:I5/E/Y/M/2.8mm/V4.0 8MP Fixed Starlight IR Bullet Camera Lite Series KEY FEATURES Metal Housing Up to 3840x2160 20fps S 265/H.265/H.264/M-JPEG Min. illumination Color: 0.002Lux F1.6 120dB WDR Smart IR, IR Range: 50m Support tripwire and perimeter Built-in Mic, support max 512G Micro ...

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Tiandy

TC-C38WS Spec:I5/E/Y/M/H/2.8mm/V4.0

8MP Fixed Starlight IR Bullet Camera

Pro Series



KEY FEATURES

- Metal Housing
- Up to 3840x2160 30fps
- 5-245° H, 2.8mm, 3.6mm, JPEG
- Min. Illumination Color: 0.002Lux@F1.6
- Smart IR, IR Range: 50m

- Support Human/Vehicle Classification
- Built-in Mic, audio I/O 1/1, alarm I/O 1/1
- Plug-in Free
- Operating Conditions: -40°C~45°C, 0~95% RH
- IP67, IP67



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[pdf] Specifications

TC C38WS Spec:I5EYMH2 8mmV4 0 IP CAMERA SPEC I5 E Y M H 2 8MM V4 8 Mpx Cameras with Fixed Focal Lens and Ifra Red Illumina Delta tc c38ws i5 e y m h 8mm v4 kk en mail shopdelta eu |||

TC-C38WS Spec:I5/E/Y/M/H/2.8mm/V4.0 8MP Fixed Starlight IR Bullet Camera Pro Series KEY FEATURES Metal Housing Up to 3840x2160 30fps S 265/H.265/H.264/M-JPEG Min. illumination Color: 0.002Lux F1.6 Smart IR, IR Range: 50m Support Human/Vehicle Classification Built-in Mic, audio I/O 1/1, alarm I/O 1/1...

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Tiandy

TC-C38WS Spec:I5/E/Y/M/H/4mm/V4.0

8MP Fixed Starlight IR Bullet Camera

Pro Series



KEY FEATURES

- Metal Housing
- Up to 3840x2160 30fps
- 5-245° H, 2.8mm, 3.6mm, JPEG
- Min. Illumination Color: 0.002Lux@F1.6
- Smart IR, IR Range: 50m

- Support Human/Vehicle Classification
- Built-in Mic, audio I/O 1/1, alarm I/O 1/1
- Plug-in Free
- Operating Conditions: -40°C~45°C, 0~95% RH
- IP67, IP67



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[pdf] Specifications Datasheet

TC C38WS Spec:I5EYM4mmV4 0 DataSheet 8MP Fixed Starlight IR Bullet Camera Delta 1706348271 bac1af29aa762962b99e delta ps writable products |||

TC-C38WS Spec:I5/E/Y/M/H/4mm/V4.0 8MP Fixed Starlight IR Bullet Camera Pro Series KEY FEATURES Metal Housing Up to 3840x2160 30fps S 265/H.265/H.264/M-JPEG Min. illumination Color: 0.002Lux F1.6 Smart IR, IR Range: 50m Support Human/Vehicle Classification Built-in Mic, audio I/O 1/1, alarm I/O 1/1 ...

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Tiandy

TC-C38WS Spec:I5/E/Y/M/4mm/V4.0

8MP Fixed IR Bullet Camera

Lite Series



KEY FEATURES

- Metal Housing
- Up to 3840x2160 20FPS
- 5-245° H, 2.8mm, 3.6mm, 5.0mm, Motion JPEG
- Color 0.002Lux@F1.6, AGC ON, B/W 0Lux with IR
- IR Range up to 50m
- Built-in Mic

- Support microSD/microSDHC/microSDXC card up to 32GB
- Support human/vehicle classification
- Support smart surveillance
- Operating Conditions: -40°C~45°C, 0~95% RH
- CE, FCC, RoHS, REACH, RoHS, RoHS, RoHS
- IP67



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[pdf] Specifications

TC C38WS I5EYM4mmV4 Descarcati fisa tehnicaCamera IP Tiandy Starlight 8MP 4K IR 50m Microfon Slot card1D 20010 002345 enrovision ro 2025 01 1D en |||

TC-C38WS Spec:I5/E/Y/M/4mm/V4.0 8MP Fixed IR Bullet Camera Lite Series KEY FEATURES Metal housing Up to 8MP,3840x2160 20fps S 265/H.265/H.264B/H.264M/H.264H/Motion JPEG Color:0.002Lux F1.6,AGC ON ,B/W:0Lux with IR IR range up to 50m Built-in Mic Support microSD/microSDHC/microSDXC card,up t...

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[pdf] Specifications Datasheet

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TC-C38WS Spec:I5/E/Y/M/H/4mm/V4.0 8MP Fixed IR Bullet Camera Pro Series KEY

FEATURES Metal housing Up to 8MP,38402160 30fps S

265/H.265/H.264B/H.264M/H.264H/Motion JPEG Color:0.002Lux F1.6,AGC ON

,B/W:0Lux with IR IR range up to 50m Built-in Mic Support

microSD/microSDHC/microSDXC card,up ...

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[pdf] Specifications Datasheet

TC C38WS I5EYM2 8mmV4 0 en Datasheet TIANDY IP 8

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TC-C38WS Spec:I5/E/Y/M/2.8mm/V4.0 8MP Fixed IR Bullet Camera Lite Series KEY

FEATURES Metal housing Up to 8MP,38402160 20fps S

265/H.265/H.264B/H.264M/H.264H/Motion JPEG Color:0.002Lux F1.6,AGC ON

,B/W:0Lux with IR IR range up to 50m Built-in Mic Support

microSD/microSDHC/microSDXC card,up...

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[pdf] Specifications Datasheet

TC C38WS I5EYM2 8mmV4 0 en Datasheet TIANDY IP 8

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TC-C38WS Spec:I5/E/Y/M/H/2.8mm/V4.0 8MP Fixed IR Bullet Camera Pro Series

KEY FEATURES Metal housing Up to 8MP,38402160 30fps S

265/H.265/H.264B/H.264M/H.264H/Motion JPEG Color:0.002Lux F1.6,AGC ON

,B/W:0Lux with IR IR range up to 50m Built-in Mic Support

microSD/microSDHC/microSDXC card,u...

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Lite Series



KEY FEATURES

- Metal housing
- Up to BMP380 x 2160p@20FPS
- S+205/H 265/H 264/H 264/H Motion JPEG
- Color 0.202Lux@F1.6,AGC ON(B/W)SDR with IR
- IR range up to 50m
- 1 x Ear in Mic
- Support microSD/microSDHC/microSDXC card(up to 512GB)
- Support human/vehicle classification
- Operating conditions -35°C~65°C/-31°F~149°F), <95%RH
- DC12V±5%, Max. 6.5W, PoE IEEE 802.3af,Max. 8W
- IP67



2025.02.20



Lite Series



KEY FEATURES

- * Metal housing
- * Up to Max. Resolution
- * +5V/5V/1.26V/1.26V/1.26V/Motion JPEG
- * Color 0.082Lux @ F1.8, AGC ON, B/W @ Lux with IR
- * Range 50m
- * Built-in Mic
- * Support microSD/microSDHC/microSDXC card, up to 512 GB
- * Support Smart surveillance
- * Support Human/Vehicle Classification
- * Operating Conditions -40°C ~+55°C (Humidity turning on the light), Humidity 95% or less (no condensation)
- * DC12V±2%, MAX 6.5W, POE 802.3af/MAX 8W
- * IP67



Detailed specifications and key features of the Tiandy TC-C38WS 3LRA-28 8MP Fixed Color Maker Bullet Camera, including image sensor, lens, video compression, storage, and environmental ratings.

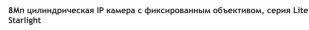
Detailed specifications and key features of the Tiandy TC-C38WS Bullet Camera, including resolution, compression, surveillance capabilities, and environmental ratings. Learn about its advanced features for professional security applications.

Certificat de conformitate pentru TC C32WP C35WS C34WP C34WS a2t ro Sergiu Atutech
conformitateCamera IP Starlight Tiandy 5MP Lentila 2 8mm IR 50m Microfonovision 2025 02
C34WSrovision conformitatelt is possible to use CE marking demonstrate the conformity with this

Certificate of Compliance No. DDT-Z22111802-7S01V1 We hereby certify that the following product has been tested by Tianjin Dongdian Testing Service Co., Ltd., with the listing standards and found in conformity with the EC Council Directive

Certificate of Compliance No. DDT-Z22111802-7S01V1 We hereby certify that the following product has ... : IP Camera Model Number : TC-C32WN, TC-C32WP, TC-C32WS, TC-C33WN, TC-C34WP, TC-C34WS, TC-C35WS, **TC-C38WS**, TC-C35WQ, TC-C38WQ, TC-C32WQ, TC-C32WS, TC-C32KN, TC-C34KN, TC-C35KN, TC-C38KN, TC-C34WN...

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LITE SERIES

Самое интересное в камере:

- 8Мн, 3840х200х20гц
- WDR 120 дБ, цвет: 0.002гн
- S-265, H.265(HP), S-264, H.264(HP, MR, BP), MJPEG
- объектив 2,8мм
- встроенный микрофон
- G.711A, G.711U, ADPCM_D, AAC_LC Втгц, 32кГц, 4Втгц
- кабель, 1-RJ45 (10/100 Base-T)
- DC12в25%: PoE 802.3af
- адаптивная ИК подсветка до 50м
- защита IP66, IP67
- аналитика: пересечение линии, периметр человека/ТС
- без тревожных входов/выходов
- слот для microSD



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Certificate of Compliance 35WS CE LVD 9e3f casmarglobal media akeneo connector files 3 5 |||

Certificate of Compliance No. DDT-B22111802-7S01 We hereby certify that the

following product has ... oduct : IP Camera Model Number : TC-C32WN,TC-C32WP,TC-C32WS,TC-C33WN,TC-C34WP,TC-C34 WS,TC-C35WS,**TC-C35WN**

Trade Name : Tiandy Manufacturer : Tiandy Technologies Co., Ltd Address : No.8,
Haitai...

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Certificat de Conformitate pentru TC C35WS I5 EYMH 28 a2t ro Sergiu Atutech v1a2t source |||

Certificate of Compliance No. DDT-Z22111802-7S01V1 We hereby certify that the

following product has ... : IP Camera Model Number : TC-C32WN, TC-C32WP, TC-C32WS, TC-C33WN, TC-C34WP, TC-C34WS, TC-C35WS, **TC-C38WS**, TC-C35WQ, TC-C38WQ, TC-C32WQ, TC-C32WS, TC-C32KN, TC-C34KN, TC-C35KN, TC-C38KN, TC-C34WN...

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