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Tiandy TC-C38XS

Tiandy TC-C38XS 8MP IR Turret Camera User Manual

Model: TC-C38XS

INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Tiandy TC-C38XS 8MP IR Turret Camera. Please read this manual thoroughly before using the product to ensure correct usage and to prevent damage.

SAFETY INFORMATION

- Ensure the power supply meets the camera's requirements (DC 12V or PoE).
- Do not expose the camera to extreme temperatures, humidity, or corrosive environments.
- Avoid pointing the camera directly at strong light sources for extended periods.
- Handle the camera with care to prevent physical damage.
- Installation should be performed by qualified personnel in accordance with local electrical codes.

PACKAGE CONTENTS

Verify that all components are present in the package:

- Tiandy TC-C38XS IR Turret Camera
- Mounting Screws and Wall Plugs
- Waterproof Connector for Ethernet Cable
- Quick Start Guide (if applicable)
- Drill Template (if applicable)

PRODUCT OVERVIEW

The Tiandy TC-C38XS is an 8MP IR Turret Camera designed for outdoor surveillance, featuring a full metal housing and advanced imaging capabilities.



Figure 1: Front view of the Tiandy TC-C38XS IR Turret Camera, showing the lens and IR illuminators.



Figure 2: Angled view of the Tiandy TC-C38XS IR Turret Camera, highlighting its compact turret design.

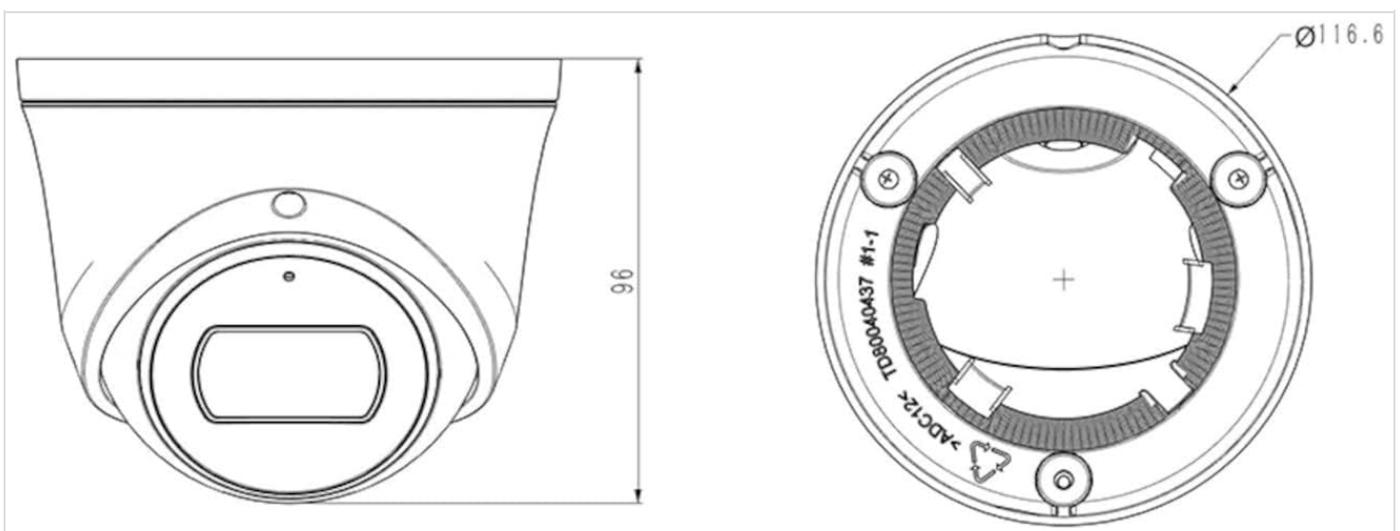


Figure 3: Technical drawing showing the dimensions of the Tiandy TC-C38XS IR Turret Camera (approx. 116.6mm diameter, 96mm height).

Key Features:

- **8 Megapixel Resolution:** Captures video at up to 3840x2160 at 20fps.
- **1/2.8" CMOS Sensor:** Provides clear images even in low-light conditions.
- **Smart IR:** Infrared illumination up to 30 meters (98.42 feet) for night vision.
- **120dB WDR:** Wide Dynamic Range for balanced images in high-contrast scenes.
- **Built-in Microphone:** For audio monitoring.
- **On-board Storage:** Supports MicroSD cards up to 512 GB.
- **Full Metal Housing:** Durable construction for outdoor use.

SETUP

1. Mounting the Camera

The TC-C38XS is designed for wall mounting. Choose a suitable location that provides the desired field of view and is within reach of network and power cables.

1. Use the provided drill template (if included) to mark the screw holes on the mounting surface.
2. Drill pilot holes and insert wall plugs if mounting on masonry or drywall.
3. Secure the camera base to the mounting surface using the provided screws.
4. Adjust the camera's angle: The camera supports pan 0 to 340°, tilt 0 to 75°, and rotate 0 to 360° for optimal positioning. Loosen the adjustment screws, position the camera, and then tighten the screws to secure it.

2. Wiring and Power Connection

The camera supports Power over Ethernet (PoE) or a DC 12V power supply.

- **PoE Connection:** Connect a standard Ethernet cable from a PoE-enabled switch or NVR to the camera's RJ45 port. This provides both power and data connectivity. Ensure the waterproof connector is properly installed to protect the Ethernet port from moisture.
- **DC 12V Connection:** If PoE is not used, connect a DC 12V power adapter (not included) to the camera's power input port. Then, connect a standard Ethernet cable from your network to the camera's RJ45 port for data.

After connecting, the camera will power on and begin its startup sequence.

OPERATING

1. Initial Network Configuration

To access the camera's web interface for configuration, you will need to find its IP address on your network. This can typically be done using a manufacturer-provided IP search tool or by checking your router's connected devices list.

1. Connect your computer to the same network as the camera.
2. Open a web browser and enter the camera's IP address.
3. Log in using the default username and password (refer to the Quick Start Guide or manufacturer's documentation for default credentials). It is highly recommended to change the default password immediately for security.

2. Basic Functions

- **Live View:** Access the live video feed through the web interface or compatible NVR/VMS software.
- **Recording:** Configure recording schedules and methods (continuous, motion-triggered) to the on-board MicroSD card (up to 512 GB) or a connected NVR.
- **Motion Detection:** Set up motion detection zones and sensitivity. The camera can trigger alarms (e.g., email notifications) upon detection.

- **Smart IR:** The camera automatically adjusts IR intensity to prevent overexposure in night vision, ensuring clear images up to 30 meters.
- **Image Settings:** Adjust saturation, brightness, contrast, and sharpness via the client software or web browser to optimize image quality.
- **Audio:** Utilize the built-in microphone for audio monitoring.

MAINTENANCE

1. Cleaning

Regular cleaning helps maintain optimal image quality.

- Gently wipe the camera lens with a soft, clean cloth. If necessary, use a mild lens cleaning solution.
- Do not use harsh chemicals or abrasive materials, as they can damage the lens coating or housing.
- Periodically clean the camera housing to remove dust and debris.

2. Firmware Updates

Periodically check the manufacturer's website for firmware updates. Firmware updates can improve performance, add new features, and enhance security. Follow the instructions provided with the firmware update package carefully.

3. MicroSD Card Management

If using on-board storage, regularly check the status of the MicroSD card. Format the card periodically to maintain performance and prevent data corruption. Back up important recordings before formatting.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No image/No power	Incorrect power supply; Loose cable connection; PoE issue.	Check power adapter (DC 12V) or PoE switch. Ensure all cables are securely connected.
Cannot access camera via network	Incorrect IP address; Network configuration error; Firewall blocking.	Verify IP address. Check network cable. Disable temporary firewall for testing. Ensure camera and computer are on the same subnet.
Poor image quality	Dirty lens; Insufficient lighting; Incorrect image settings.	Clean the lens. Adjust image settings (brightness, contrast, WDR). Ensure IR is functioning correctly at night.
Motion detection not working	Incorrect sensitivity settings; Detection zone not configured; Obstructions.	Review motion detection settings in the web interface. Adjust sensitivity and redraw detection zones. Clear any obstructions in the camera's view.
MicroSD card not recording	Card full; Card not formatted; Card faulty; Recording schedule not set.	Check card capacity. Format the MicroSD card via the camera's interface. Replace card if faulty. Verify recording schedule.

SPECIFICATIONS

Feature	Detail
Model	TC-C38XS

Feature	Detail
Image Sensor	1/2.8" CMOS
Max. Resolution	3840x2160 (8MP)
Frame Rate	Up to 20fps (3840x2160), 30fps (1080p)
Min. Illumination	Color: 0.003Lux@ (F1.6, AGC ON), B/W: 0Lux with IR
Lens	Fixed 2.8mm
Field of View (FOV)	Horizontal: 100.1°
IR Range	Up to 30m (98.42 feet) with Smart IR
Wide Dynamic Range (WDR)	120dB
Video Compression	S+265/H.265/H.264/M-JPEG
Audio	Built-in Microphone
On-board Storage	MicroSD card up to 512 GB
Network Interface	1 RJ45 10M/100M self-adaptive Ethernet port
Power Supply	DC 12V, PoE (802.3af)
Material	Full Metal Housing
Dimensions	Approx. 4.59 x 4.59 x 3.77 inches (116.6mm diameter, 96mm height)
Weight	Approx. 0.88 pounds (0.4 kg)
Operating Conditions	Outdoor usage
Protocols	TCP/IP, HTTP, HTTPS, DHCP, DNS, RTP, RTSP, etc.
Alarm Trigger	Motion Detection, Mask Alarm, Disk Full, etc.
Video Analytics	Tripwire, Perimeter

WARRANTY INFORMATION

Tiandy products typically come with a limited manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Tiandy website. Keep your purchase receipt as proof of purchase for warranty claims.

SUPPORT

If you encounter any issues or have questions regarding your Tiandy TC-C38XS camera that are not covered in this manual, please contact your authorized Tiandy reseller or visit the official Tiandy support website for further assistance. You may also find FAQs and additional resources online.

Manufacturer: Tiandy

Model Number: TC-C38XS

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