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› ZHXINSD Wireless Security Camera System User Manual (Model W-GCPTZ83M-2E-CA)

ZHXINSD W-GCPTZ843M-2E-CA

ZHXINSD Wireless Security Camera System User Manual

Model: W-GCPTZ843M-2E-CA

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your ZHXINSD Wireless Security Camera System. This system includes 2K+2K dual-lens PTZ outdoor cameras and a 10-channel 4K NVR, designed for comprehensive home or business surveillance.

2. PACKAGE CONTENTS

Verify that all items listed below are present in your package. If any components are missing or damaged, please contact customer support.

What in the Box



Power Supply NVR



Power Supply Camera*4



USB Mouse



Screw Pack



Network Cable



User Manual

Image: Components included in the ZHXINSD Wireless Security Camera System package.

- 4 x 2K+2K Dual Lens PTZ Outdoor Cameras
- 1 x 10-Channel 4K NVR (Network Video Recorder)
- 1 x NVR Power Supply
- 4 x Camera Power Supplies
- 1 x USB Mouse
- 1 x Network Cable

- 1 x Screw Pack for installation
- 1 x User Manual (this document)

Note: This system does not include a Hard Disk Drive (HDD). A 3.5-inch HDD or cloud storage must be purchased separately for continuous recording.

3. SETUP INSTRUCTIONS

3.1 Initial Connection

1. **Connect NVR:** Connect the NVR to a power source using the provided NVR power supply. Connect the NVR to a monitor (minimum 1080P resolution recommended) via HDMI or VGA. Connect the USB mouse to the NVR.
2. **Connect Cameras:** Connect each camera to its respective power supply. The cameras are pre-paired with the NVR at the factory, establishing a wireless connection automatically upon power-up.
3. **Network Connection (Optional):** For remote viewing and advanced features, connect the NVR to your router using the provided network cable. The system supports both 5G and 2.4G WiFi networks.

3.2 Hard Drive Installation (Optional)

If you wish to enable 24/7 recording, install a 3.5-inch SATA HDD (up to 6TB, not included) into the NVR. Refer to the NVR's internal diagram for proper installation. Ensure the NVR is powered off before installing the HDD.

3.3 Mobile App Setup

1. Download the EseeCloud mobile application from your device's app store.
2. Register an account and log in.
3. Add your NVR system by scanning the QR code displayed on the NVR's monitor or by manually entering the device ID.
4. Once added, you can view live feeds, playback recordings, and configure settings remotely.

4. OPERATING INSTRUCTIONS

4.1 Dual Lens and 10X Hybrid Zoom

4K

Dual lens



10X

Hybrid Zoom

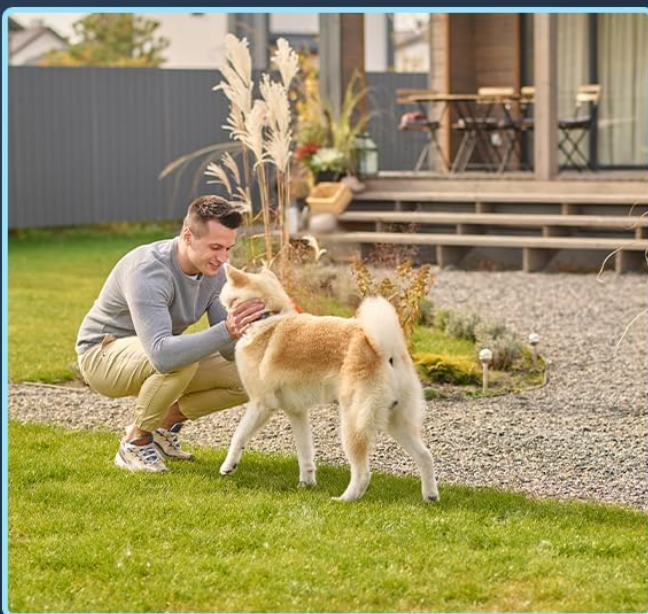


Image: The camera's dual-lens system providing both wide-angle and telephoto views with 10X hybrid zoom.

Each camera features a 2.8mm wide-angle lens and an 8mm telephoto lens. This dual-lens design allows for simultaneous wide-area surveillance and detailed close-ups. Utilize the 10X hybrid zoom feature through the NVR interface or mobile app to magnify specific areas without significant loss of clarity.

4.2 Auto-Tracking PTZ Functionality

Auto Tracking Just Like Your Own Eyes



Pan355° Tilt120°



Auto Dual Tracking

Image: The camera's auto-tracking feature following movement within its 360-degree pan and 140-degree tilt range.

The PTZ (Pan-Tilt-Zoom) cameras offer 355° pan and 140° tilt capabilities, providing 360° surveillance coverage. The auto-tracking feature automatically detects and follows people, vehicles, or animals, ensuring continuous monitoring of moving objects. After tracking, the camera returns to its preset home point.

4.3 Recording and Storage

Support 24/7 Recording

Multiple Recording Options, No Monthly Fees



Image: The system supports 24/7 recording with options for hard drive or cloud storage, and is expandable to 10 channels.

The system supports 24/7 continuous recording when an HDD is installed. Recording options include motion-triggered and scheduled recording. Storage can be managed via a local hard drive (up to 6TB) or cloud services (subscription may apply). The NVR utilizes H.265+ compression for efficient storage.

4.4 Smart Detection and Alarms

Every Moment Captured with Smart Detection

Person/Vehicle/Animal Detection



Image: Smart detection capabilities including person, vehicle, and animal detection, triggering various alerts.

The system features intelligent detection for people, vehicles, and animals, reducing false alarms. Upon detection, you will receive instant mobile push notifications and email alerts. Customizable sound and light alarms can be triggered to deter intruders.

4.5 Two-Way Audio

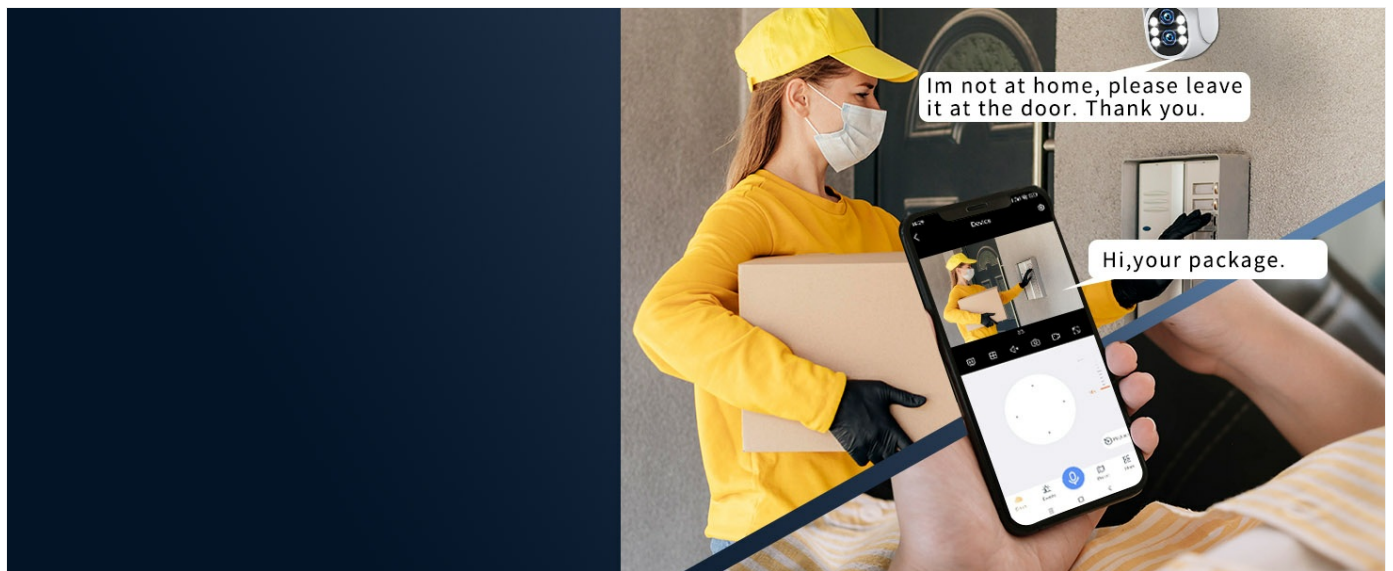


Image: The two-way audio feature allows communication with visitors or deterrence of unwanted guests.

Engage in real-time two-way communication through the camera's built-in microphone and speaker via the mobile app. This allows you to speak with visitors, instruct delivery personnel, or activate a siren to deter suspicious activity.

4.6 Remote Access and Monitoring

All in Control Anywhere & Anytime

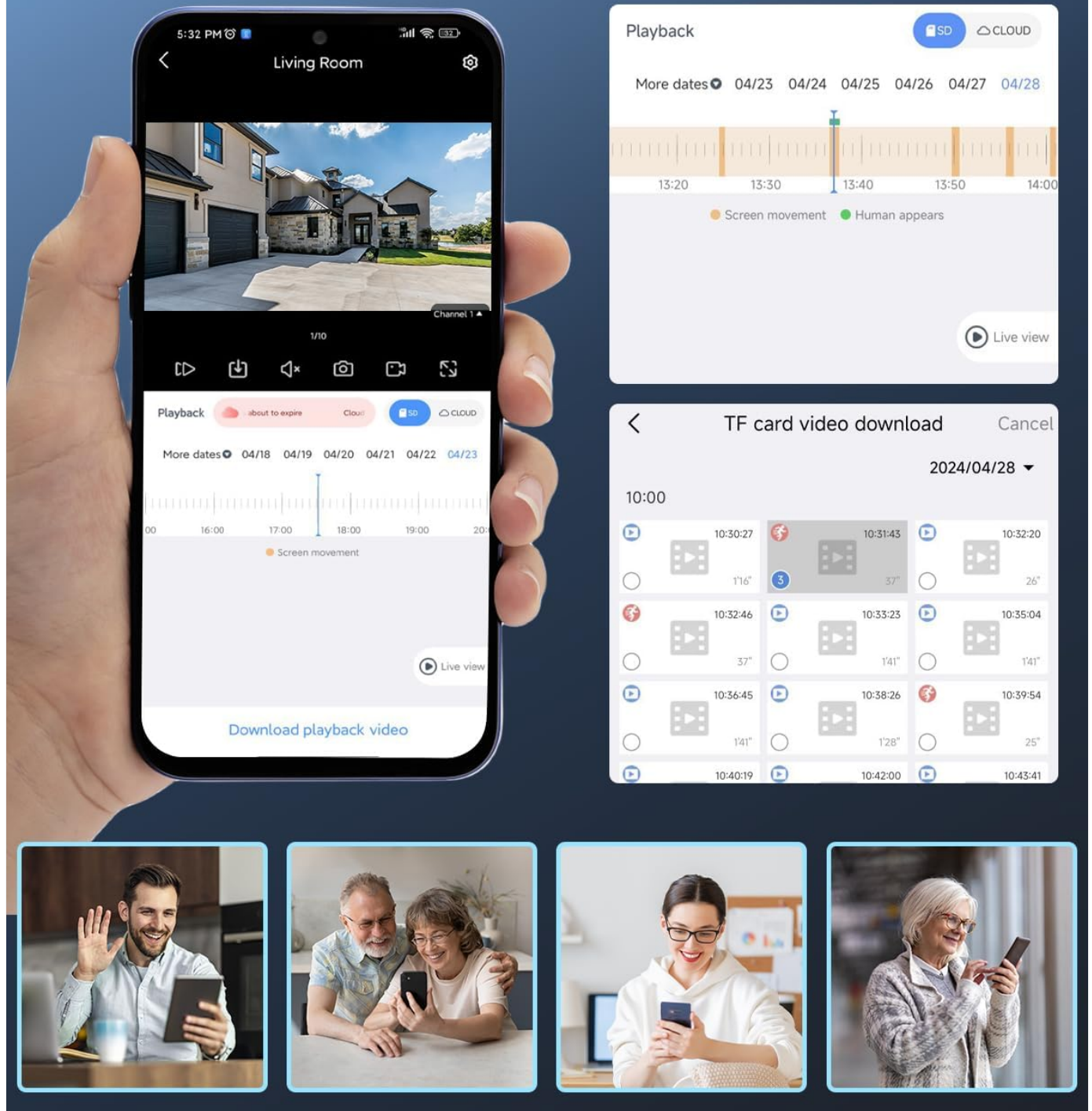


Image: The mobile app provides full control and access to live view, playback, and settings from anywhere.

Access your camera feeds and NVR settings from anywhere using the EseeCloud mobile app or desktop client. Monitor your property, review recordings, and receive alerts on your smartphone, tablet, or computer.

4.7 Night Vision Modes

Image: Different night vision modes available for enhanced clarity in low-light conditions.

The cameras offer multiple night vision modes: full-color, black and white (infrared), and intelligent color night vision.

Select the mode that best suits your surveillance needs for clear visibility up to 15 meters in low-light conditions.

4.8 Privacy Area Customization



Image: Configure specific privacy zones to exclude certain areas from surveillance recording.

Configure privacy zones within the camera's field of view to exclude sensitive areas from recording, ensuring privacy where needed.

5. MAINTENANCE

- **Regular Cleaning:** Periodically clean the camera lenses with a soft, dry cloth to ensure clear image quality. Avoid abrasive cleaners.
- **Check Connections:** Ensure all power and network cables are securely connected and free from damage.
- **Firmware Updates:** Check for and install any available firmware updates for the NVR and cameras through the mobile app or NVR interface to ensure optimal performance and security.
- **Storage Management:** If using an HDD, regularly back up important recordings and manage storage space to prevent the drive from becoming full.

6. TROUBLESHOOTING

Issue	Possible Cause	Solution
No image on monitor	NVR not powered, monitor not connected, incorrect input source.	Check NVR power, ensure monitor cable is secure, select correct input on monitor.
Cameras not connecting to NVR	Camera not powered, out of range, interference.	Ensure cameras are powered. Relocate cameras closer to NVR or reduce obstructions. Cameras are pre-paired; if issues persist, re-pair manually (refer to NVR settings).
No recording/storage	No HDD installed, HDD full, recording settings incorrect.	Install a 3.5-inch HDD. Check HDD status and format if necessary. Verify recording schedules and motion detection settings.

Issue	Possible Cause	Solution
Poor wireless reception/spotty video	Distance from NVR, physical obstructions (walls, trees), signal interference.	Ensure cameras are within optimal range (typically 30-40 feet for reliable connection). Minimize obstructions between cameras and NVR. Consider using a WiFi extender if necessary.
Mobile app issues (e.g., ads, limited playback)	App design limitations, network connectivity.	Ensure stable internet connection. For app-specific issues, contact ZHXINSD customer support.
Two-way audio delay	Network latency, app processing.	Ensure strong and stable network connection for both NVR and mobile device. This feature may have inherent delays due to network conditions.

7. SPECIFICATIONS

Feature	Detail
Brand	ZHXINSD
Model Number	W-GCPTZ843M-2E-CA
Connectivity Technology	Wireless (5G/2.4G WiFi 6)
Video Capture Resolution	4K
Special Features	PTZ Technology, Dual Lens, 10X Hybrid Zoom, Color Night Vision, Two-Way Audio, Smart Detection
Number of Channels	10
Memory Storage Capacity	Supports up to 6 TB (HDD not included)
Power Source	Corded Electric
Item Dimensions (L x W x H)	37.1 x 19.3 x 29.5 Centimetres
Recommended Uses	Indoor, Outdoor
Compatible Devices	Laptops, Personal Computers, Smartphones, TV
Night Vision Range	15 Meters
Frame Rate	24, 30 FPS
Recording Mode	24/7, Event (Motion-triggered, Scheduled)
Total USB Ports	1
Hardware Interface	802.11 ac/b/g/n
Lens Type	Varifocal (2.8mm wide-angle, 8mm telephoto)

Feature	Detail
Viewing Angle	360 Degrees (PTZ capability)
Signal Format	Digital
Optical Sensor Technology	CMOS
IP Rating	IP67 Waterproof

8. WARRANTY AND SUPPORT

8.1 Warranty Information

This ZHXINSD Wireless Security Camera System comes with a **1-Year Manufacturer's Warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

8.2 Customer Support

For technical assistance, troubleshooting, or warranty inquiries, please contact our customer support team:

Email: Emmaforyou2023@hotmail.com

Please include your model number (W-GCPTZ843M-2E-CA) and a detailed description of your issue for faster service.

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