

Volteck CTV-21W

Volteck CTV-21W WiFi Bullet Camera User Manual

Model: CTV-21W

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Volteck CTV-21W WiFi Bullet Camera. Please read this manual thoroughly before using the product to ensure proper function and safety. The Volteck CTV-21W is a 2 MP WiFi camera designed for both indoor and outdoor security monitoring, featuring motion detection, two-way audio, and night vision capabilities.



Image 1.1: Volteck CTV-21W WiFi Bullet Camera.

2. PACKAGE CONTENTS

Please check the package for the following items:

- 1 x Volteck CTV-21W WiFi Bullet Camera
- 1 x AC Power Adapter
- 4 x Wall Mounting Plates
- 4 x Wall Anchors
- 4 x Mounting Screws



Image 2.1: The included AC power adapter for the camera.

3. PRODUCT OVERVIEW

The Volteck CTV-21W camera is equipped with several features for effective surveillance:

- **2 MP Resolution:** Provides clear image quality.
- **Night Vision:** Black and white night vision for monitoring in low-light conditions.
- **Two-Way Audio:** Built-in microphone and speaker for communication.
- **Motion Detection:** Sends notifications to your mobile device upon detecting movement.
- **MicroSD Card Slot:** Supports local storage up to 128 GB (MicroSD card not included).
- **WiFi Connectivity:** Connects to your home network for remote access.



Image 3.1: Diagram illustrating key features of the Volteck CTV-21W camera.



Image 3.2: Dimensions of the Volteck CTV-21W camera.

4. SETUP INSTRUCTIONS

4.1 Mounting the Camera

1. Choose a suitable location for installation, ensuring good WiFi signal strength and a clear view of the area to be monitored. The camera is designed for both indoor and outdoor use.
2. Use the included mounting plates, anchors, and screws to securely attach the camera to a wall or ceiling.
3. Adjust the camera angle as needed after mounting.



Image 4.1: Volteck CTV-21W camera mounted on an exterior wall.

4.2 Power Connection

1. Connect the AC power adapter to the camera's power input port.
2. Plug the adapter into a standard electrical outlet (100-240V AC, 50/60 Hz).
3. The camera will power on, and an indicator light will show its status.

4.3 App Installation and Pairing

1. Download the **Tuya Smart** application from the App Store (for iOS devices) or Google Play Store (for Android devices).
2. Register or log in to your Tuya Smart account.
3. Follow the in-app instructions to add your Volteck CTV-21W camera. This typically involves selecting 'Add Device', choosing the camera type, and following the prompts to connect it to your WiFi network.
4. Ensure your mobile device is connected to the same 2.4 GHz WiFi network as the camera during the pairing process.



Image 4.2: Control the camera using the Tuya Smart mobile application.

5. OPERATING INSTRUCTIONS

5.1 Live View

Once the camera is successfully paired with the Tuya Smart app, you can access the live video feed from your mobile device. Open the app and select your camera from the device list.

5.2 Motion Detection

The camera features motion detection. To enable or adjust settings:

- In the Tuya Smart app, navigate to your camera's settings.
- Locate the 'Motion Detection' or 'Alarm Settings' option.
- Enable motion detection and configure sensitivity levels, detection zones, and notification preferences.
- You will receive notifications on your mobile device when motion is detected.

5.3 Two-Way Audio

To use the two-way audio feature:

- While viewing the live feed in the app, tap the microphone icon to speak through the camera's speaker.
- Tap the speaker icon to listen to audio from the camera's microphone.

5.4 Night Vision

The camera automatically switches to black and white night vision mode in low-light conditions. No manual configuration is typically required for this feature.

5.5 Recording and Storage

The camera supports local storage via a MicroSD card (up to 128 GB). Insert a formatted MicroSD card into

the designated slot on the camera. You can configure recording settings (e.g., continuous recording, event-triggered recording) within the Tuya Smart app. Recorded footage can be accessed and reviewed through the app.

6. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the camera lens and body. Do not use harsh chemicals or abrasive cleaners.
- **Firmware Updates:** Periodically check the Tuya Smart app for available firmware updates. Keeping the firmware updated ensures optimal performance and security.
- **Environmental Conditions:** Ensure the camera is not exposed to extreme temperatures or direct water immersion, despite its outdoor rating.

7. TROUBLESHOOTING

7.1 Camera Not Powering On

- Check if the power adapter is securely connected to both the camera and the electrical outlet.
- Verify that the electrical outlet is functioning correctly by plugging in another device.

7.2 Unable to Connect to WiFi

- Ensure your WiFi network is 2.4 GHz. The camera may not support 5 GHz networks.
- Check that the WiFi password entered in the app is correct.
- Move the camera closer to your WiFi router to improve signal strength.
- Restart your router and the camera, then attempt the pairing process again.

7.3 Poor Image Quality

- Clean the camera lens with a soft cloth.
- Ensure there is adequate lighting in the monitored area, especially during the day.
- Check your internet connection speed, as a slow connection can affect streaming quality.

7.4 Motion Detection Not Working

- Verify that motion detection is enabled in the Tuya Smart app settings.
- Adjust the motion detection sensitivity.
- Check the notification settings on your mobile device to ensure app notifications are allowed.

8. SPECIFICATIONS

Feature	Specification
Model Name	CTV-21W
Manufacturer Model Number	49559
Resolution	2 MP
Camera Voltage	12 V DC

Feature	Specification
Camera Current	1 A
Adapter Voltage	100 V AC - 240 V AC
Adapter Current	200 mA - 150 mA
Adapter Frequency	50 Hz / 60 Hz
Connectivity Protocol	Wi-Fi (2.4 GHz)
Special Feature	Night Vision
Usage Environment	Outdoor, Indoor
Mounting Type	Wall Mount
Storage	MicroSD card up to 128 GB (not included)
Dimensions (L x W x H)	10.74 x 21.49 x 10.11 cm
Weight	370 g
Color	White

9. WARRANTY AND SUPPORT

The Volteck CTV-21W camera typically comes with a **1-year warranty** from the date of purchase, as indicated on the product packaging. Please retain your proof of purchase for warranty claims.

For technical support, troubleshooting assistance, or warranty inquiries, please refer to the contact information provided on the product packaging or visit the official Volteck website. Ensure you have your product model number (CTV-21W) and proof of purchase ready when contacting support.

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Image 9.1: Product packaging indicating a 1-year warranty.

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