SV3C HX13

SV3C 4K PTZ POE Wired & WiFi Security Camera

Model: HX13
Brand: SV3C

INTRODUCTION

This user manual provides detailed instructions for the installation, operation, and maintenance of your SV3C 4K PTZ POE Wired & WiFi Security Camera. This advanced security camera offers dual network connectivity (PoE and Wi-Fi), 4K Ultra HD resolution, intelligent night vision, pan-tilt-zoom capabilities with auto-tracking, two-way audio, and robust waterproofing for reliable outdoor surveillance.
Please read this manual thoroughly before using the camera to ensure proper setup and optimal performance.

WHAT'S IN THE BOX

- 1x SV3C 4K PTZ IP Camera (Model: HX13)
- 1x Instruction Manual
- 1x Mounting Screw Kit
- 1x Power Adapter (3m cable)
- 1x Ethernet Cable (1m, for testing)

Figure 1: Components and labeled parts of the SV3C 4K PTZ Security Camera.

PRODUCT FEATURES

Dual Network Support: PoE & Wi-Fi

The camera offers versatile connectivity options, supporting both Power over Ethernet (PoE) for stable wired connections and Wi-Fi for flexible wireless deployment. PoE allows power and data transmission through a single Ethernet cable, simplifying installation. Wi-Fi connectivity (2.4GHz/5GHz) provides convenience for areas without easy access to network cabling (requires DC power).

Figure 2: Dual connection support for PoE and Wi-Fi modes.

4K Ultra HD Resolution & Enhanced Night Vision

Experience crystal-clear surveillance with true 4K Ultra HD (3840*2160) resolution, providing four times the clarity of 1080p. The camera features a 3.6mm lens and 10fps video for precise footage. It includes three intelligent night vision modes (Color Night Vision, Infrared Night Vision, and Smart Night Vision) to ensure clear images in various low-light conditions or complete darkness.

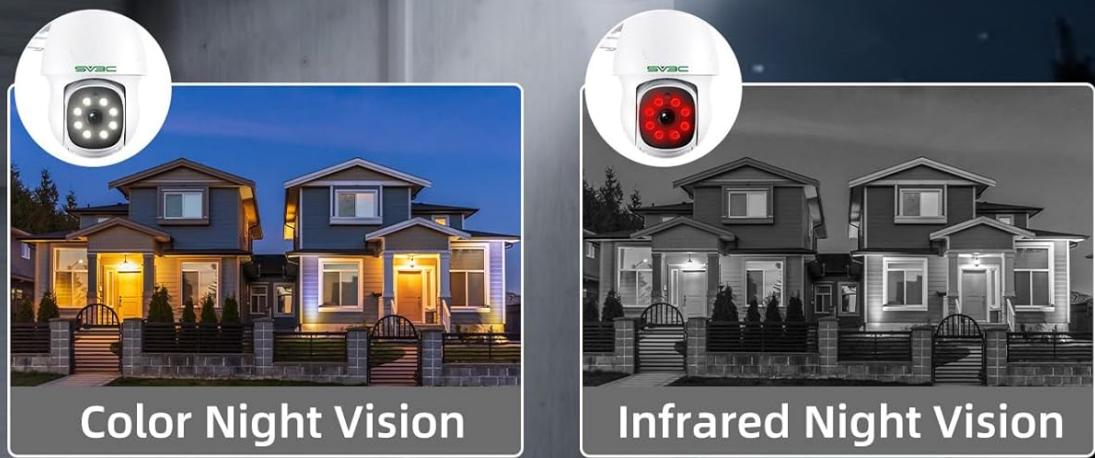Figure 3: Visual comparison of 4K resolution clarity.

Figure 4: Different night vision modes for optimal visibility.

Pan-Tilt-Zoom (PTZ) with Auto Tracking

The camera offers extensive pan (320°) and tilt (90°) rotation, providing a wide field of view for comprehensive area monitoring. It supports up to 8 preset positions, allowing quick focus on specific areas of interest. The intelligent auto human tracking feature ensures that no movement goes unnoticed by automatically following detected subjects.

Figure 5: Pan-Tilt capabilities and auto human tracking.

Smart Motion Detection & Multi-Layered Alerts

Equipped with advanced AI, the camera distinguishes between humans, vehicles, and pets, significantly reducing false alarms. Real-time alerts can be sent via the app, email, or FTP. Multiple alarm options, including voice and light alerts, can be configured to deter intruders effectively.

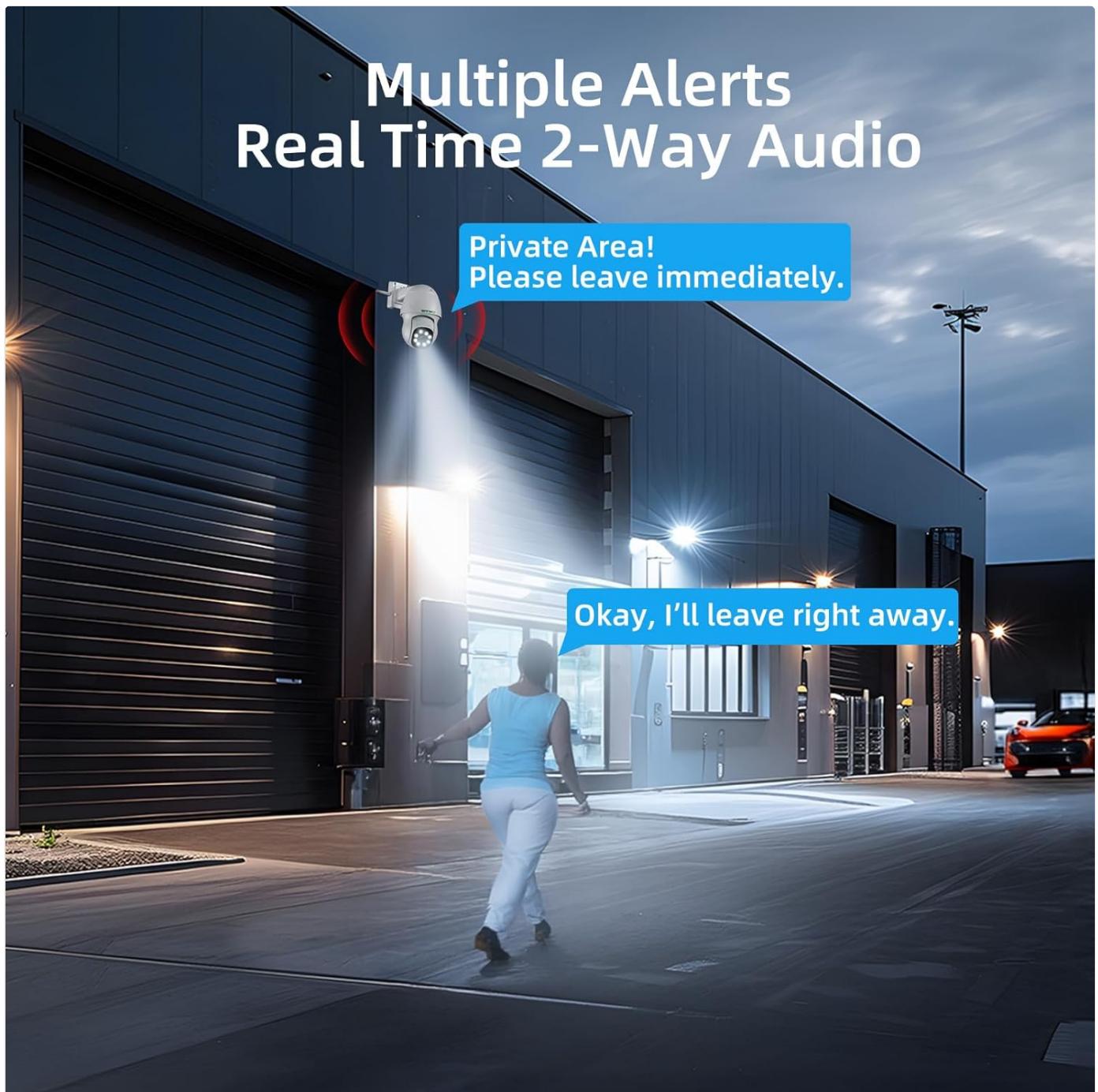Figure 6: AI intelligent motion detection and alert methods.

Figure 7: Real-time two-way audio and multiple alert options.

IP66 Waterproof & Two-Way Audio

Designed for both indoor and outdoor use, the camera boasts an IP66 waterproof rating, ensuring reliable operation in all weather conditions. Its weatherproof casing and waterproof Ethernet port gasket provide year-round durability. The integrated two-way audio feature allows you to listen and speak through the camera, enhancing communication and security.

Flexible Storage Options

The camera supports various storage methods, including a Micro SD card (up to 128GB, not included), paid cloud storage, and ONVIF-compatible NVRs. This flexibility allows for 24/7 continuous recording or motion-triggered recording, ensuring your footage is securely stored and easily accessible.

Figure 8: Overview of flexible storage options.

SETUP GUIDE

1. Physical Installation

The SV3C HX13 camera is designed for wall mounting. Choose a suitable location that provides the desired viewing angle and is within range of your network connection (PoE or Wi-Fi) and power source if using Wi-Fi mode.

1. **Prepare the Mounting Surface:** Use the included mounting template (if provided) or the camera's base to mark the drill holes on the wall.
2. **Drill Holes:** Drill pilot holes at the marked positions. Insert wall anchors if mounting on drywall or masonry.
3. **Secure the Mounting Base:** Attach the camera's mounting base to the wall using the provided screws.
4. **Attach the Camera:** Securely attach the camera to the mounting base. Adjust the camera's angle as needed.

Figure 9: SV3C camera mounted, illustrating its rotational movement.

2. Network Connection

Choose between PoE or Wi-Fi connection based on your installation environment.

PoE (Power over Ethernet) Connection:

- Connect one end of an Ethernet cable (Cat5e or Cat6 recommended) to the camera's LAN port.

- Connect the other end of the Ethernet cable to a PoE switch or PoE injector.
- Ensure your PoE device is connected to your network router.

Wi-Fi Connection:

- Connect the included power adapter to the camera's power port and plug it into a power outlet.
- Ensure the camera is within range of your 2.4GHz or 5GHz Wi-Fi network.
- Proceed to the "Initial App Setup" section to configure Wi-Fi settings.

3. Initial App Setup (CamHiPro)

The CamHiPro app is required for initial setup and remote access.

1. **Download the App:** Search for "CamHiPro" in your mobile app store (Google Play for Android or App Store for iOS) and install it.
2. **Register Account:** Open the CamHiPro app and register a new account or log in if you already have one.
3. **Add Camera:** Tap the "+" icon to add a new device. Follow the on-screen prompts to scan the QR code on the camera or manually enter the device ID.
4. **Network Configuration:**

   - **For Wi-Fi:** Select Wi-Fi connection, enter your Wi-Fi network name (SSID) and password when prompted. The app will guide you through connecting the camera to your Wi-Fi.
   - **For PoE:** The camera should automatically connect to the network once powered via PoE. The app will detect it on your local network.

5. **Set Password:** Create a strong password for your camera for security purposes.
6. **Live View:** Once successfully added, you can access the live view of your camera.

OPERATING INSTRUCTIONS

1. Live View and PTZ Control

- Open the CamHiPro app and select your camera from the device list to enter the live view interface.
- Use the on-screen joystick or swipe gestures to control the camera's pan (horizontal) and tilt (vertical) movements.
- Tap the digital zoom icon to zoom in or out on the live feed.
- **Preset Positions:** Access the preset settings to save and recall up to 8 specific viewing angles.

2. Recording and Playback

- Tap the record icon in the live view to start/stop manual recording to your phone.
- **Scheduled/Motion Recording:** Configure recording schedules or motion-triggered recording via the camera settings in the app. Recordings will be saved to the inserted Micro SD card or NVR.
- **Playback:** Access the "Playback" section in the app to view recorded footage from the SD card or cloud storage.

3. Alerts and Notifications

- **Motion Detection Settings:** In the camera settings, navigate to "Alarm Settings" to enable motion detection, adjust sensitivity, and define detection zones.
- **Human/Vehicle/Pet Detection:** Enable intelligent detection to filter alerts and reduce false alarms.
- **Notification Methods:** Configure push notifications to your phone, email alerts, or FTP upload for alarm events.
- **Sound & Light Alarm:** Activate the camera's built-in siren and spotlights to deter intruders upon detection.

4. Two-Way Audio

- In the live view interface, tap the microphone icon to enable two-way audio.

- Speak into your phone's microphone to transmit your voice through the camera's speaker.

- Ensure the speaker icon is enabled to hear audio from the camera's microphone.

MAINTENANCE

- **Cleaning:** Regularly wipe the camera lens and housing with a soft, damp cloth to remove dust and dirt. Do not use harsh chemicals or abrasive cleaners.

- **Firmware Updates:** Check the CamHiPro app periodically for firmware updates. Keeping the firmware updated ensures optimal performance and security.

- **Cable Inspection:** Periodically inspect all cables (power, Ethernet) for any signs of wear or damage, especially for outdoor installations.

- **Network Stability:** Ensure your Wi-Fi signal or PoE connection remains stable for uninterrupted surveillance.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Camera offline/No image	No power; Network disconnection; Incorrect Wi-Fi password.	Check power supply; Verify Ethernet cable connection (for PoE) or Wi-Fi signal strength; Re-enter Wi-Fi password in app; Reset camera.
Frequent false alarms	High motion sensitivity; Environmental factors (e.g., moving branches, shadows).	Reduce motion detection sensitivity; Define specific detection zones; Enable human/vehicle detection.
No audio/Poor audio quality	Microphone/speaker disabled in app; Network bandwidth issues.	Ensure microphone/speaker icons are enabled in live view; Check network connection stability.
SD card not recording	SD card full or faulty; Incorrect recording settings.	Format SD card in app; Replace SD card if faulty; Verify recording schedule/motion detection settings.
PTZ control unresponsive	Network lag; Camera motor issue.	Check network connection; Restart camera; Contact support if issue persists.

SPECIFICATIONS

Model Name	HX13
Resolution	4K Ultra HD (3840*2160), 8MP
Lens	3.6mm
Frame Rate	10 frames per second
Connectivity	PoE (Power over Ethernet), Wi-Fi (2.4GHz/5GHz), ONVIF, RTSP, Ethernet
Pan/Tilt Range	Pan: 320°, Tilt: 90°
Night Vision	Color Night Vision, Infrared Night Vision, Smart Night Vision (Infrared + LED)

Audio	Two-Way Audio (Built-in Speaker & Microphone)
Storage Options	Micro SD Card (Max 128GB), Cloud Storage (Paid), ONVIF NVR, FTP
Water Resistance	IP66 Waterproof
Power Source	Corded Electric (DC 12V) or PoE
Material	Aluminum, Plastic
Dimensions (L x W x H)	6.59 x 4.53 x 7.77 inches
Weight	2.2 pounds

WARRANTY AND SUPPORT

SV3C products typically come with a manufacturer's warranty. Please refer to the warranty card included with your product or visit the official SV3C website for detailed warranty terms and conditions.

For technical support, troubleshooting assistance, or any inquiries regarding your SV3C camera, please contact SV3C customer service through their official website or the contact information provided in the product packaging.