Ctronics 980-4KD

Ctronics 4K Dual-Lens Outdoor Security Camera 980-4KD User Manual

Model: 980-4KD (CTIPC-980)

1. INTRODUCTION

This manual provides comprehensive instructions for the Ctronics 4K Dual-Lens Outdoor Security Camera, model 980-4KD. It covers product features, setup, operation, maintenance, and troubleshooting to ensure optimal performance and security for your property. Please read this manual thoroughly before installation and use.

2. PRODUCT OVERVIEW

2.1 Key Features

- **4K Ultra HD Dual-Lens:** Captures crisp 3840x2160 resolution video with a wide field of view and detailed close-ups.
- **10x Hybrid Zoom:** Combines 6x optical zoom and 4x digital zoom for clear magnification without loss of quality.
- **360° PTZ Coverage & Auto Tracking:** Pan 355° and Tilt 90° for full area surveillance, with automatic tracking of detected subjects.
- **Advanced AI Detection:** Accurately identifies humans, vehicles, and pets, reducing false alarms.
- **Smart Night Vision:** Three modes (Infrared, Full-Color, Smart) provide clear visibility up to 30 meters in low-light conditions.
- **Two-Way Audio:** Built-in microphone and speaker for real-time communication.
- **Multiple Connectivity Options:** Supports 2.4/5GHz Wi-Fi, Bluetooth, and wired Ethernet connections.
- **Diverse Storage:** Options include up to 256GB TF card (loop recording), 30-day cloud storage trial, and FTP.
- **Durable & Weatherproof:** Robust metal construction with IP66 rating for outdoor use in various weather conditions.

2.2 Package Contents

Please check the package for the following items:

- Ctronics 4K Dual-Lens Security Camera
- Power Adapter (corded electric)
- Mounting Stand/Bracket
- Mounting Screws and Wall Plugs
- Waterproof Kit for Ethernet Cable (if applicable)

- User Manual (this document)

Note: A Micro SD card is not included and must be purchased separately for local storage.

2.3 Camera Diagram

Familiarize yourself with the camera's components:

Image 1: Ctronics 4K Dual-Lens Outdoor Security Camera. The image displays the camera unit with its dual lenses, LED lights, and two external antennas. To the right, a smartphone screen shows live footage from the camera, demonstrating its monitoring capabilities and 10x zoom feature.

1. **Antennas:** For Wi-Fi connectivity.
2. **Mounting Bracket:** For wall or ceiling installation.

3. **Camera Body:** Houses the PTZ mechanism and main electronics.

4. **Dual Lenses:** Provide wide-angle and zoomed views.

5. **Infrared LEDs:** For black and white night vision.

6. **White Light LEDs:** For full-color night vision and deterrence.

7. **Microphone:** For audio input.

8. **Speaker:** For two-way audio output and alarm sounds.

9. **Power Port:** Connects to the power adapter.

10. **Ethernet Port:** For wired network connection.

11. **Reset Button:** Used for factory reset (often located near the SD card slot or under a cover).

12. **Micro SD Card Slot:** For local video storage.

3. SETUP

3.1 Before You Begin

- Ensure your Wi-Fi network is 2.4GHz or 5GHz.

- Have your Wi-Fi password ready.

- A smartphone (Android or iOS) is required for initial setup.

- Install a Micro SD card (up to 256GB, not included) if you plan to use local storage.

- Choose a suitable mounting location with good Wi-Fi signal and power access.

3.2 App Installation

Download the "Ctronics Pro" app from your smartphone's app store (Google Play Store for Android or Apple App Store for iOS). Alternatively, scan the QR code provided in the quick start guide or on the product packaging to download the app.

3.3 Initial Camera Connection

1. Power on the camera by connecting it to the provided power adapter.

2. Wait for the camera to initialize. You may hear a voice prompt indicating it's ready for setup.

3. Open the "Ctronics Pro" app and create an account or log in.

4. Tap the "+" icon to add a new device.

5. Select your camera model or choose "Scan QR code" and scan the QR code on the camera.

6. Follow the on-screen instructions to connect the camera to your Wi-Fi network. This typically involves entering your Wi-Fi password and presenting a QR code generated by the app to the camera's lens.

7. Once connected, you can name your camera and begin live viewing.

For wired connection: Connect an Ethernet cable from your router to the camera's Ethernet port. The camera should automatically connect to the network. Then proceed with app setup.

3.4 Physical Installation

The camera can be wall-mounted or ceiling-mounted. Ensure the mounting surface is sturdy enough to support the camera's weight.

1. Mark the drilling positions using the mounting template (if provided) or the camera's base.

2. Drill holes and insert wall plugs.

3. Secure the mounting bracket to the wall/ceiling using the provided screws.

4. Attach the camera to the mounting bracket.

5. Adjust the camera angle as needed.

6. Ensure all cable connections (power, Ethernet) are properly sealed with the waterproof kit for outdoor use.

4. OPERATING INSTRUCTIONS

4.1 Live View and PTZ Control

- Open the Ctronics Pro app and select your camera to access the live view.
- Use the on-screen joystick or swipe gestures to pan (horizontal 355°) and tilt (vertical 90°) the camera.
- Pinch to zoom in/out to utilize the 10x hybrid zoom feature.
- Set up preset positions for quick navigation to specific areas. The camera supports 1-8 preset monitoring positions.

4.2 Night Vision Modes

The camera offers three night vision modes:

- **Infrared Mode:** Uses IR LEDs for black and white video in complete darkness.
- **Full-Color Mode:** Activates white light LEDs to provide color video at night.
- **Smart Mode:** The camera operates in infrared mode normally and switches to full-color mode with white light activation upon detecting motion, serving as a deterrent.

You can switch between these modes in the app settings.

4.3 AI Detection and Alarms

- **Motion Detection:** Configure sensitivity levels and detection zones in the app.
- **AI Human/Vehicle/Pet Detection:** Enable specific AI detection types to receive more accurate alerts and reduce false alarms from irrelevant movements.
- **Auto Tracking:** When a human, vehicle, or pet is detected, the camera will automatically pan and tilt to follow the subject, zooming in as necessary.
- **Smart Sound and Light Deterrence:** In Smart Night Vision mode, upon detection, the camera can activate its white lights and a customizable alarm sound to deter intruders.
- **Notifications:** Receive real-time push notifications and email alerts with snapshots when motion or AI events are triggered.

4.4 Two-Way Audio

From the live view interface in the app, tap the microphone icon to speak through the camera's speaker and the speaker icon to listen to audio from the camera's location.

4.5 Video Recording and Storage

The camera supports continuous 24/7 recording and event-triggered recording.

- **Micro SD Card:** Insert a Micro SD card (up to 256GB) into the designated slot. The camera supports automatic loop recording, overwriting the oldest footage when the card is full.
- **Cloud Storage:** A 30-day free trial is typically offered. After the trial, a subscription may be required for cloud services.
- **FTP Storage:** Configure FTP settings in the app to upload recordings to an FTP server.
- **NVR/RTSP:** The camera is compatible with NVR systems and supports RTSP protocol for integration with third-party surveillance software.

4.6 Multi-Terminal Access and Sharing

- Access live view and recordings from smartphones (Android/iOS), PCs (Windows/Mac), or web browsers.
- Share camera access with up to 6 family members or friends, with tiered permission management.
- The app supports viewing up to 4 camera feeds simultaneously on a smartphone and up to 32 on a PC.

5. MAINTENANCE

5.1 Cleaning

- Regularly clean the camera lens with a soft, dry cloth to ensure clear image quality.
- Wipe the camera body with a damp cloth if necessary. Do not use harsh chemicals or abrasive cleaners.

5.2 Firmware Updates

Periodically check the Ctronics Pro app for available firmware updates. Keeping your camera's firmware up-to-date ensures optimal performance, security, and access to new features. Follow the in-app instructions for firmware updates.

5.3 Environmental Considerations

The camera is IP66 weatherproof, designed to withstand rain, dust, and extreme temperatures. However, avoid direct exposure to high-pressure water jets or prolonged submersion.

6. TROUBLESHOOTING

Problem	Possible Cause	Solution
Camera fails to connect to Wi-Fi.	Incorrect Wi-Fi password, weak signal, camera too far from router, incorrect Wi-Fi band (only 2.4/5GHz supported).	- Verify Wi-Fi password. - Move camera closer to the router or use a Wi-Fi extender. - Ensure your router is broadcasting on 2.4GHz or 5GHz. - Try a wired Ethernet connection for initial setup. - Reset the camera and try setup again.
No image or black screen in live view.	Camera offline, power issue, network problem.	- Check if the camera is powered on. - Verify network connection (Wi-Fi or Ethernet). - Restart the camera and your router. - Check app permissions for camera access.

Problem	Possible Cause	Solution
Frequent disconnections or lag.	Weak Wi-Fi signal, network congestion, insufficient internet bandwidth.	- Improve Wi-Fi signal strength (move camera, use extender). - Reduce network traffic. - Ensure adequate internet upload speed. - Consider using a wired Ethernet connection for stability.
False alarms from motion detection.	High sensitivity, environmental factors (e.g., moving branches, shadows, insects).	- Adjust motion detection sensitivity in the app. - Define specific detection zones to exclude irrelevant areas. - Enable AI Human/Vehicle/Pet Detection to filter out non-relevant motion.
SD card not recording or recognized.	SD card full, corrupted, incompatible, or incorrectly inserted.	- Ensure the SD card is correctly inserted. - Format the SD card via the app (this will erase all data). - Try a different, high-quality Micro SD card (Class 10 or higher, up to 256GB). - Check recording settings in the app.

7. SPECIFICATIONS

Model	980-4KD (CTIPC-980)
Video Resolution	4K (3840 x 2160 pixels)
Zoom	10x Hybrid Zoom (6x Optical + 4x Digital)
Pan/Tilt Range	Pan: 355°, Tilt: 90°
Field of View	90° (wide angle)
Night Vision Range	Up to 30 meters (with IR and White LEDs)
Night Vision Modes	Infrared, Full-Color, Smart
Connectivity	Wi-Fi (2.4GHz/5GHz), Bluetooth, Wired Ethernet
Storage Options	Micro SD Card (up to 256GB), Cloud Storage, FTP, NVR/RTSP
Audio	Two-Way Audio (Built-in Mic & Speaker)

AI Features	Human, Vehicle, Pet Detection; Auto Tracking
Power Supply	DC 12V / 1A (Corded Electric)
Power Consumption	12W
Material	Durable Metal Construction (with some ABS components)
Weather Resistance	IP66 Waterproof
Certifications	TELEC, PSE Certified

Note: Specifications are subject to change without prior notice.

8. WARRANTY AND SUPPORT

8.1 Warranty Information

Ctronics products typically come with a limited warranty covering manufacturing defects. Please refer to the warranty card included with your product or visit the official Ctronics website for detailed warranty terms and conditions specific to your region.
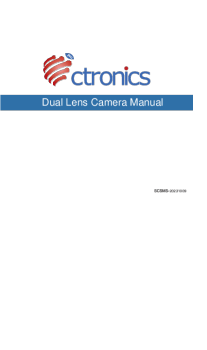
8.2 Customer Support

If you encounter any issues or have questions regarding your Ctronics 4K Dual-Lens Outdoor Security Camera, please contact Ctronics customer support through one of the following channels:

- **Official Website:** Visit www.ctronics.com for FAQs, support resources, and contact forms.
- **Email Support:** Refer to your product packaging or the Ctronics website for the appropriate support email address.
- **In-App Support:** The Ctronics Pro app may offer a support section for direct assistance.

When contacting support, please have your product model (980-4KD or CTIPC-980) and purchase information ready.

Related Documents - 980-4KD

	[Ctronics Dual Lens Camera Manual: Setup, App, and PC Software Guide](#) Comprehensive guide for the Ctronics Dual Lens Camera, covering setup, Wi-Fi connection, the Ctronics pro mobile app, HiP2P PC software, and troubleshooting FAQs. Learn to install, configure, and manage your security camera.

	[Ctronics CTIPC-285C Indoor Wi-Fi Camera User Manual](#) User manual for the Ctronics CTIPC-285C indoor Wi-Fi camera, detailing its features, installation, and operation. This 4MP camera supports dual-band Wi-Fi, color night vision, 360° coverage, and human motion detection with tracking.
Ctronics Dual Lens Camera Manual	[Manuale della Telecamera Dual Lens Ctronics](#) Guida completa al manuale della telecamera dual lens Ctronics, con istruzioni dettagliate per l'installazione, la configurazione, l'uso dell'app e la risoluzione dei problemi.
Ctronics 3G/4G-Doppelobjektiv-Überwachungskamera – Benutzerhandbuch	[Ctronics 3G/4G Dual-Lens Surveillance Camera User Manual](#) Comprehensive user manual for the Ctronics 3G/4G Dual-Lens Surveillance Camera, covering setup, app usage, PC/Mac client software, and troubleshooting.
Ctronics DUAL LENS LINKAGE CAMERA USER MANUAL	[Ctronics Dual Lens Linkage Camera User Manual: Setup, Features, and Troubleshooting](#) Comprehensive user manual for the Ctronics Dual Lens Linkage Camera (WF QQTY5 L-20250106). Learn how to install, connect via WiFi or Bluetooth, use the Ctronics Pro app, configure with HIP2P software, and troubleshoot common issues. Includes detailed guides on camera settings, recording, and playback.
Ctronics Dual Lens Camera Manual	[Ctronics Dual Lens Camera Manual](#) A comprehensive guide to setting up, configuring, and troubleshooting Ctronics Dual Lens Cameras, covering mobile app installation, network connection methods (Wi-Fi and wired), PC software usage, and frequently asked questions.