3G / 4G LTE CAMERA USER MANUAL

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Thank you for choosing Ctronics products.
We are committed to providing the best service to all our customer.
If anything has happened to your product, please contact us for a lifetime warranty.

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E-mail: support@ctronics.com
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Service Hotline: +1 833 880 2117(US)
Working Hours: Mon-Fri 9am-12am,1pm-6pm(EST)
Kind reminder: Phone service only support **English**.
For other languages, please send us email or chat to us online.

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1. Product overview

Ctronics CTIPC security cameras are indoor or outdoor cameras of different shapes and functions. They support both Android and iOS smart phones, and Windows PC and Mac. User can install multiple Ctronics CTIPC security cameras on single equipment.

2. Setting

After power-on, the camera will begin to work. It can be used as an independent video recorder. It is suggested to connect the System to your mobile device or PC for easy access to it.
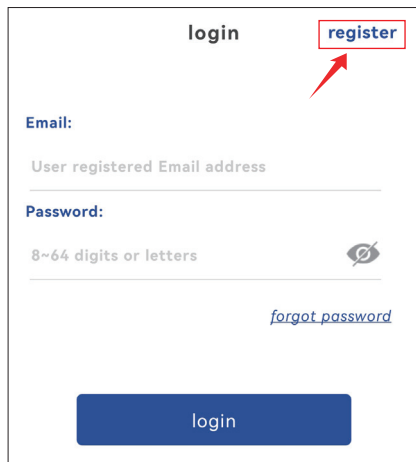
3. Downloading and installation of APP on a mobile phone

Please search for the app "Ctronics pro" in the App Store or Google Play, download and install it on your smartphone.
Note: A prompt reading "Grand mobile phone use permissions for APP?" will appear in connection to the camera. Please Choose "Yes" to enable all functions of the APP.
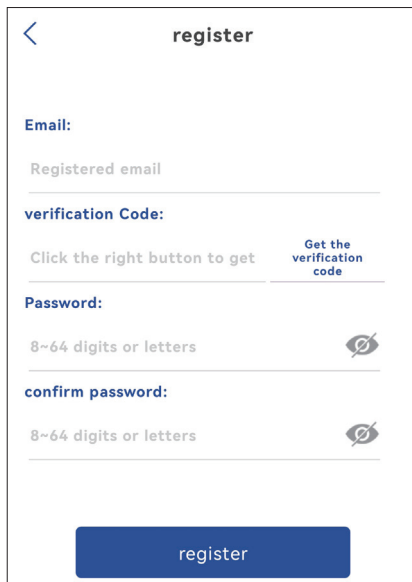
3.1 Registration of login ID

A personal APP account can protect your privacy security. Only you can view it.

① Open the APP and choose "Register" to enter the registration interface (Fig. 1).

② Enter the e-mail address for use in the registration and click "Get verification code". After receiving the verification code, enter it in the corresponding position, set the password, confirm it and click "Register" to finish the registration (Fig. 2).

login	register

Email:

User registered Email address

Password:

8~64 digits or letters

forgot password

login

Fig. 1

< register

Email:

Registered email

verification Code:

Click the right button to get | Get the verification code

Password:

8~64 digits or letters

confirm password:

8~64 digits or letters

register

Fig. 2

4. Connect the camera to a 4G network

Video: Please scan the QR code below or click the link below.

https://youtu.be/8MjiZIXAado

Step 1: Prepare

1. Insert the TF card and the SIM card into the camera and connect the camera to a proper power supply.

2.After power-on and self-testing, long press "Reset" for 8s and release it upon a prompt tone that suggests successful reset. (Note: Conduct step 2 two minutes after the reset.)

Step 2: Connect the camera to a 4G network.

1. Open mobile application "Ctronics pro" on your mobile phone, click symbol "+" (Fig. 3) and choose "4G camera" (Fig. 4) to enter the device adding (through QR code scanning) interface .

2. Scan the QR code on the label on the camera (Fig. 5).

3.After successful identification of the QR code, click "Confirm add" to confirm the adding operation (Fig. 6).

4.On the camera name setting interface, you can modify name of the camera and click "confirm". The camera will be added automatically (Fig. 7).

Fig. 3

Fig. 4

Camera (WIFI/Wired)

4G camera

Battery WIFI camera

Add a sharing device

Please scan the QR code on the body

Fig. 5

Add device

Fill in your device information

UID: SSAC-346026-FADCB

Username: •••••

Password: •••••

Confirm add

Fig. 6

Name setting

The device has been added successfully! Give it a name.

name: Camera

quick selection:

| Living ro... | Bedroom | Doorway | Baby room |

| Store | Corridor | Hall | Office |

confirm
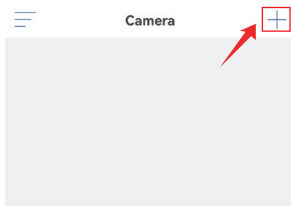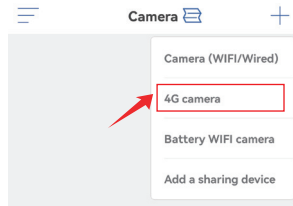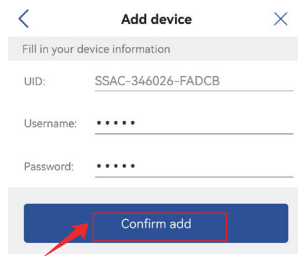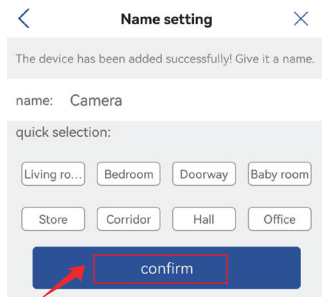
Fig. 7

5. APP overview

On the main interface of the APP, user can view the videos saved in the MicroSD card of the mobile device, and the local screenshots and videos on the camera, visit the camera and set parameters (Fig. 8).
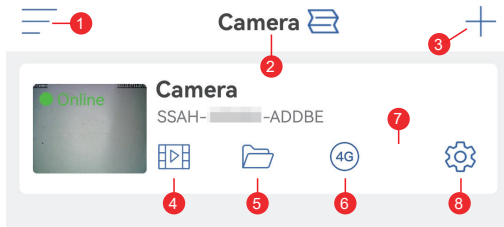

Fig. 8

1. **Sidebar:** It is for viewing your account information and the local files and entering the store to view and purchase products. For any question about the product, please click the online customer service sign to contact us.

2. **Four-screen setting:** In the four-screen setting interface, click "Add four-screen group". Enter the group name and choose the cameras to add.
Click "OK" to view the real-time images of the four cameras at the same time.

3. **Add camera:** Click "+" to choose the device to connect according to model of the camera.

4. **Playback of videos in MicroSD card:** Click the icon to view the videos and files under "Time playback", "File playback" and "Image playback".
Time playback: Click it to choose from "All Videos" and "Alarm Videos". After that, choose the wanted date and time to view the corresponding videos. (Fig. 9)

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File playback: Click it to search the video of a time accurately, play it and download it to your mobile phone. (Fig. 10)
Image playback: Click to view the alarm snapshots of the camera. (Fig. 11)
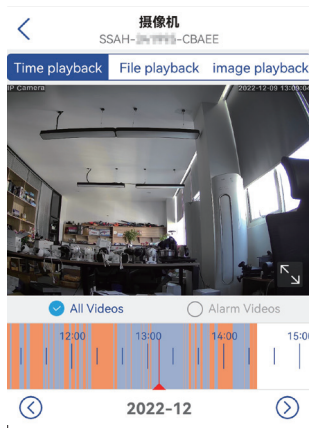
Fig. 9
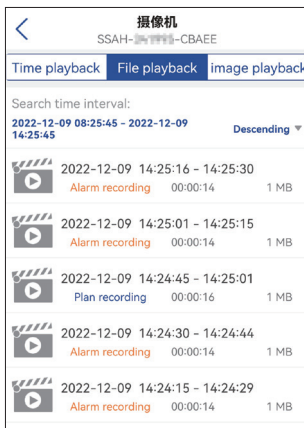
Fig. 10
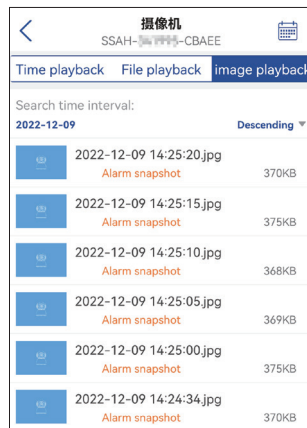
Fig. 11

5. **Local files:** After the snapshot and video buttons on the real-time image interface are clicked, the manually snapshotted images and videos will be saved on this interface and viewed and downloaded to the photo albums in your mobile phone.

6. **4G network fee top-up:** If the SIM card given by us is used, click this icon to enter the SIM card traffic package top-up interface to buy a traffic package for the SIM card. This interface supports query of current traffic use information of the SIM card.
(Note: This function is not supported if you do not use the SIM card that comes with us.)

7. **Camera viewing:** Click the camera image to enter the real-time monitoring interface (Fig. 12).

Fig. 12

(1) **Setting:** For entering the camera's parameter setting interface to adjust the parameters
(2) **Image quality mode:** For choosing between "HD" and "SD" for the previewed images

(3) **Sound monitoring:** For monitoring the sounds close to the camera

(4) **Manual recording:** For recording the current video and save it as a local file on the APP

(5) **Screen image saving:** For getting a screenshot of the current screen image and saving it as a local image on the APP
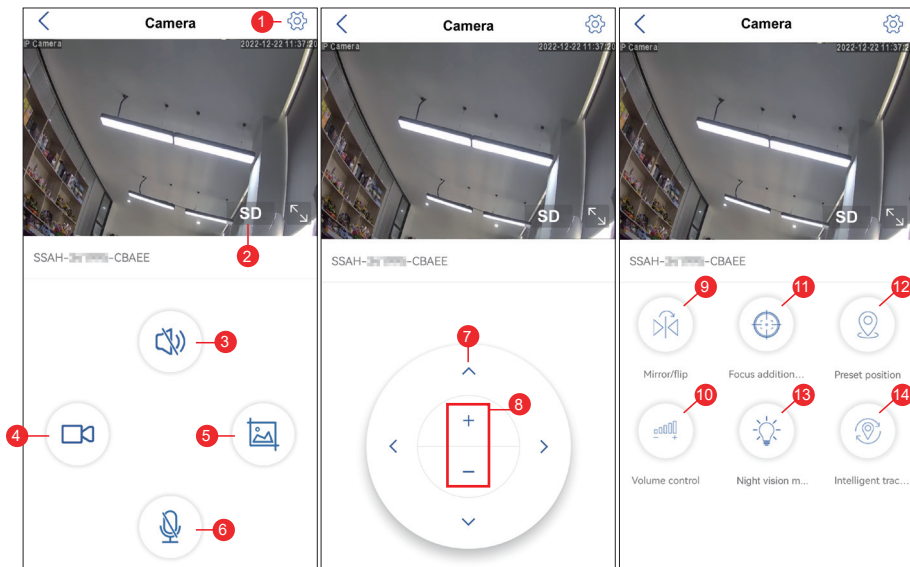
(6) **Voice intercom:** For voice intercoms (by long pressing this icon)

(7) **PTZ operation button:** For operating the PTZ for upward, downward, leftward and rightward rotation through the four directional buttons

(8) **Digital zooming:** For zooming in images through symbol "+" or zooming out images through symbol "-" (Note: It only amplifies sizes of the camera images and does not change the lens' focal length or the image definition.)

(9) **Mirror/flip:** For realizing flipping and left-right mirroring for the camera images

(10) **Volume control:** For setting the camera's input volume and output volume

(11) **Optical zooming:** For zooming in or out near and far objects and adjusting the focus

(12) **Preset position:** Move the camera to a position, enter "1" and click "Set". This position will be recorded as position "1". Move the camera to the second position, enter "2" and click "Set". This position will be recorded as position "2". Set any other needed position by repeating the steps above. When it is necessary to move the camera to a preset position, just enter the corresponding number and click "Call". The camera will then move to the preset position automatically.

(13)**Night vision mode:**

Infrared light mode: For enabling the infrared light for taking black-and-white pictures

Full-color mode: For turning on the white-light light to get full-color screen images

Intelligent mode: When no human is detected, the infrared light will be turned on to take black-and-white pictures; when any human has been detected, the white-light light will be turned on to take color pictures. If the camera has no longer been triggered by any human, the pictures will become black-and-white ones again 30s later.

(14)**Intelligent tracking:** The PTZ rotates to track the detected any motion or human-shaped object detected till its disappearance. The camera will then back to its original position automatically.

8. **Camera setting:** For entering the camera's setting interface (Fig. 13)

Camera	SSAH-■■■-ADDBE	
🛜 4G Setting		⟩
🔒 Change password		⟩
Alarm Settings		
⊚ Alarm management and notification		⟩
⓪ Alarm linkage		⟩
Audio and video management		
🞱 Video settings		⟩
🔊 Audio settings		⟩

SD card recording and capacity

▢ SD card plan recording ⟩

▢ SD card settings ⟩

System settings

⊚ Time setting ⟩

○ Default setting ⟩

🛆 Device information ⟩
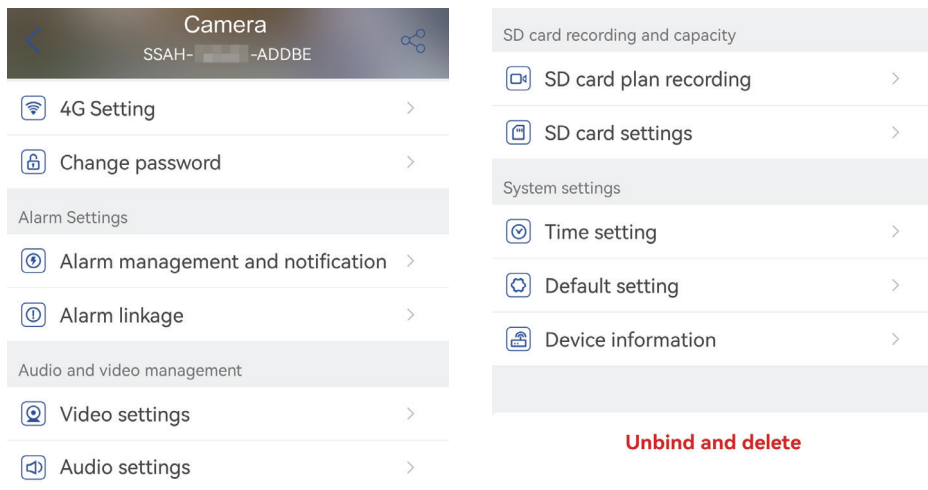
Unbind and delete

Fig. 13

(1) **4G Setting**

You can view the camera's signal intensity and the network operator, modify the APN, etc.

(2) **Change password**

The default password is "admin". After connection to the WiFi network, you'd better change the default password to protect the camera.

(3) **Alarm management and notification**

① **Alarm push**：For pushing alarms to your mobile phone after detecting moving objects

Note: If your mobile phone does not receive any alarm after the camera has detected any moving object to record a video for it, you can scan the following QR code or click the following link to view "Make APP run videos on mobile phone's background" and conduct the reference operation (Android mobile phone only).

https://youtube.com/shorts/Z3Bu7SPGAyc?feature=share

② **Equipment alarm**

Motion detection and alarming:

After detecting any moving object, the camera will alarm. The motion detection sensitivity can be set.

AI alarming:

For enabling/disabling the camera to track the identified objects

Alarm trigger: The default mode is interlinked trigger, in which the camera detects moving human-shaped objects only to avoid excessive false alarms.

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In separate trigger, the camera alarms after detecting any moving or human-shaped object.

Set alarm plan: Including simple setting and advanced setting

Simple setting: Around-the-clock detection and alarming from Monday to Sunday by default

Advanced setting: For setting a user-defined period for detection and alarming

(4) **Alarm linkage**

Enable/disable saving of videos or snapshot in TF card: For saving the videos or snapshots recorded or taken into the TF card

Set alarm linkage: For enabling the camera to sound an alarm through its speaker after detecting any moving object. Sound type and duration of the alarm can be chosen.

(5) **Video settings**

Code rates and frame rates of the video images can be viewed. (* Note: The video parameters are adjusted by the camera automatically and do not need to be modified.)

(6) **Audio settings**

Audio output type: Line input/ microphone input. Input/output volume: 1-100 (adjustable)

(7) **SD card plan recording**

Enable/disable the camera to record videos around the clock

Set camera's bit stream: The first bit stream or the second bit stream

Set duration of around-the-clock video file: 15s ~ 900s

Set recording period: Simple setting, and advanced setting

Simple setting: Around-the-clock detection and alarming from Monday to Sunday by default Advanced setting: For setting a user-defined period for detection and alarming

(8) **SD card settings**

For viewing the total storage space and remaining storage space of the MicroSD card (* Note: a 1080P camera supports a TF card of 64G at most; a camera above 1080P supports a TF card of 128G at most.)

(9) **Time setting**

For setting the camera's time and time zone

(10) **Default setting**

For restarting and resetting the camera

(11) **Device information**

For viewing the camera's information including software version, IP address, network type, etc.

(12) **Share camera**

You can click the share icon to enter the sharing interface, enter the account email address of the person to be shared in the sharing interface, click the share button, and a QR code will be automatically generated, and the person to be shared will select the "Add sharing device" button on the adding interface and scan the QR code to share success.(Fig. 14)
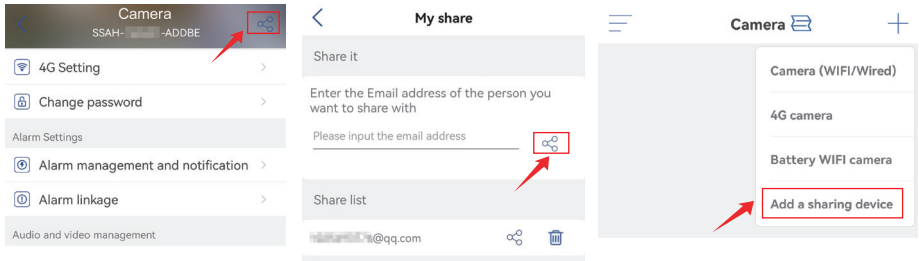

Fig. 14

6. PC/Mac Client Software Introduction

Through the PC/Mac software "HiP2P", you can connect multiple Ctronics 4G cameras on the same PC. HiP2P software can be downloaded from Support-Download on the Ctronics website.

*Note: Compared with the Windows software, the interface of the Mac software is more simplified. Many functions may only exist in the Windows software.

The password of the default login account "admin" is blank. You can leave the password blank and confirm that you can access the functions on the interface.

There are 8 function icons in the menu bar. They are preview, auto add camera, local playback, remote playback, settings, system log, switch user, and exit (from left to right).

6.1 Preview

This is used to view the real-time picture of the camera, operate the camera PTZ and image picture, set the preset position, use the voice intercom, take pictures and video, and perform split-screen viewing (Fig.15).

*Note: Not all functions are applicable to your camera. Please refer to the product description or contact us to get the available functions for your camera.
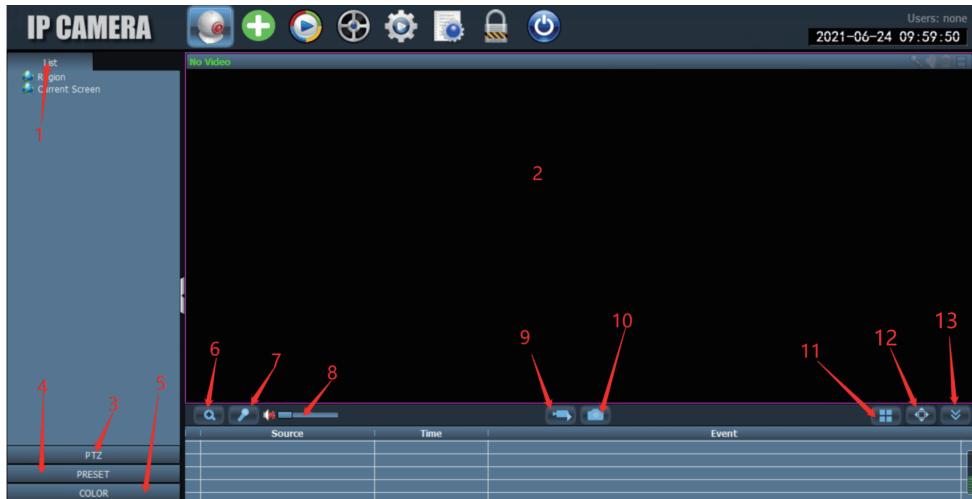
Fig. 15

1. Camera list: Display the name information of the camera.

2. Camera real-time image: View the real-time image of the camera.

3. PTZ control: Operate the camera to rotate up and down, as well as use the camera lens optical zoom (fixed focus cameras do not support the zoom function).

4. Preset position setting: Move the camera to a position, enter 1, and click "Set". This position will be recorded as position 1. Move the camera to the second position, enter 2, and click "Set". The second position will be recorded as position 2. When you
need to move the camera to the preset position, just enter the number and click "call". The camera will automatically move to the corresponding position (only applicable to PTZ cameras).

5. Color: Set image brightness, color and other parameters.

6. Electronic zoom: After clicking, drag the mouse to zoom in on the camera screen.

7. Intercom function: Click the button to speak to the person who is on the other side of the camera.

8. Volume adjustment: Adjust the volume.

9. Manual recording: Click to record the real-time picture and save it to the computer disk.

10. Save the picture: Click to take a screenshot of the real-time picture and save it to the computer disk.

11. Number of split screens: Choose single screen or multiple screens to view the camera screen.

12. Full screen mode: Display full screen picture.

13. Hide event: Click to hide the event box below

6.2 One-click Add Camera

Click to automatically add cameras in the same LAN (4G cameras do not support this function).

6.3 Local Playback

For local playback, click on the recording on the real-time interface, and after the recording is completed, save the video in your computer hard disk. When you want to play the local video, please select the camera, recording type, date, and time to find the recorded video to play and view it (Fig.16).
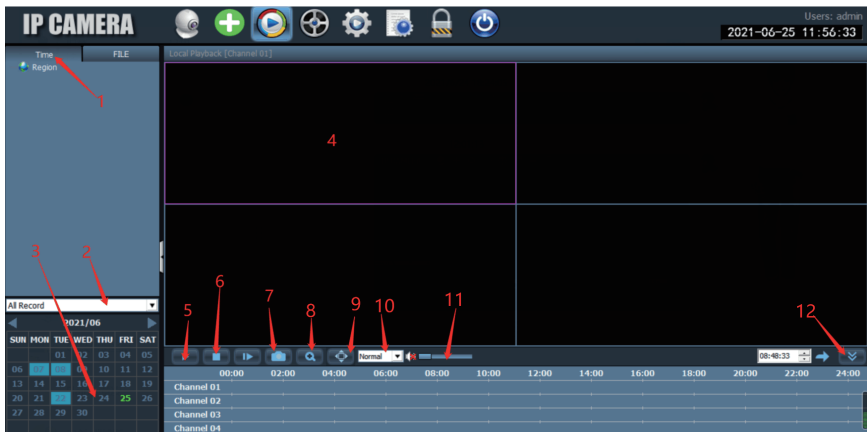
Fig. 16

1. Camera list: Display the name information of the camera.

2. Video type: Choose different video types to filter the video.

3. Recording time: Play the recordings from different time periods according to the year, month, and day.

4. Camera video image: View the video image of the camera.

5. Play button: Click to start playing the video.

6. Pause playback: Click to pause the video.

7. Save the picture: Click to take a screenshot of the playback screen and save it to the computer disk.

8. Electronic zoom: Zoom in on part of the image.

9. Full screen mode: Display full screen.

10. Playback speed: Choose the speed of the video playback.

11. Volume adjustment: Adjust the volume.

12. Hide event: Click to hide the following event box.

6.4 Remote Playback

Remote playback means that after the customer inserts the SD card, the device automatically saves the video to the SD card. When you want to play the recorded video on the SD card, please select the camera, recording type, date, and time to find the recorded video for viewing. (Fig.17)
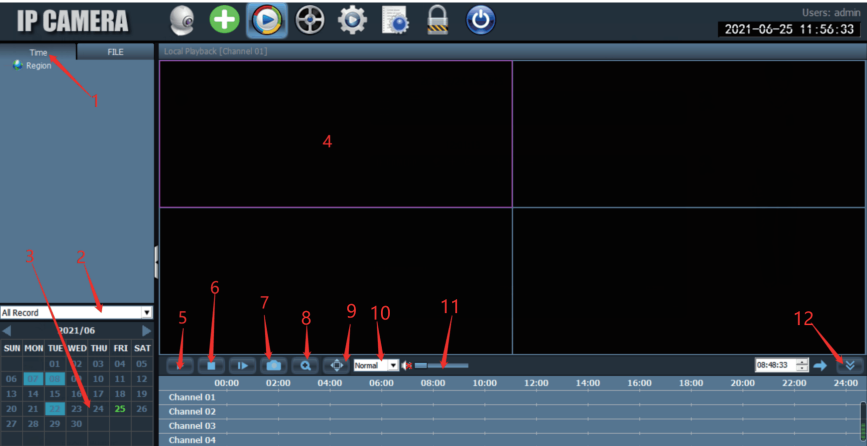

Fig. 17

1. Video file list: Displays the name and time information of the video files in the card.

2. Video type: Choose different video types to filter the video.

3. Select channel: Select different cameras to view the video.

4. Recording time: Play the recordings of different time periods according to the year, month, day, and time.

5. Camera video image: View the video image of the camera.

6. Play button: Click to start playing the video.

7. Pause playback: Click to pause video playback.

8. Save the picture: Click to take a screenshot of the playback screen and save it to the computer disk.

9. Electronic zoom: Zoom in on part of the image.

10. Full screen mode: Display full screen picture.

11. Volume adjustment: Adjust the volume.

12. Video progress bar: Move the progress of the video for repeated viewing.

6.5 Settings

4.5.1 Device management to manage the camera in the software (Fig.18).

1. Area management: Set up areas; add, delete, and modify.

2. Add camera: Enter the device UID, name, and password to add (the default password is admin. If the password is modified, you need to enter the modified password to add).

3. Camera management: Modify and delete the added camera.
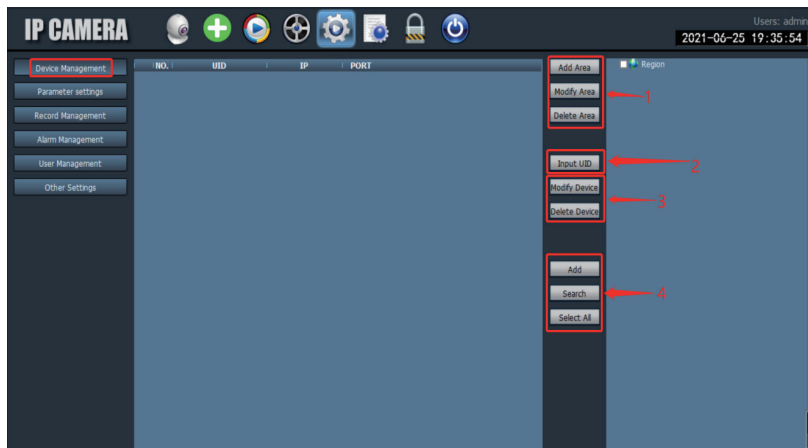
4. Search and add a local camera.

Fig. 18
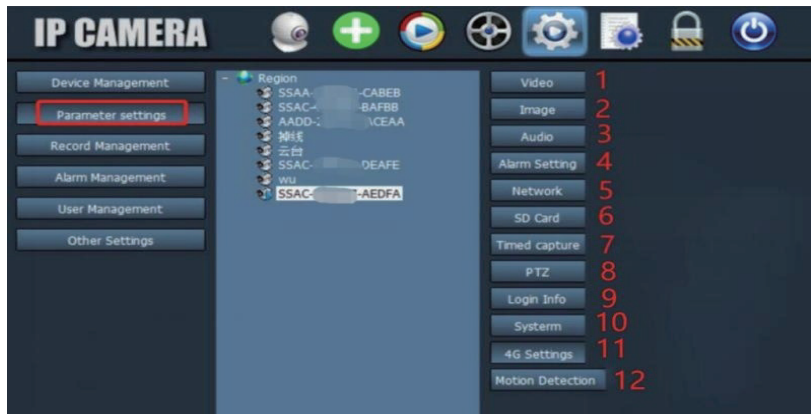
4.5.2 Parameter setting (Fig.19): Set camera parameters

Fig. 19

1.Video: View video parameters and set OSD and video frequency.

(***Note**: The video parameters do not support manual modification and the camera adapts according to the level of movement of the screen)

2. Image settings: View image parameters and turn smart tracking on or off.

3. Audio: Set the input and output volume to control the volume.

4. Alarm settings: Set motion detection and humanoid detection, mailbox alarm, and ftp alarm. The alarm is triggered when an object is detected and pictures or videos are sent to the mailbox and ftp server. You can also set the alarm time and customize the alarm time segment.

5. Network settings: View some information such as IP address, HTTP port, HTSP port, and onvif protocol.

6. SD card: Set the type of video stream to be recorded and the duration of the video file, check the remaining space of the SD card, and format the SD card. You can also set the time of the video to customize the video.

7. Timed capture: Set the image to be saved to the SD card and ftp server.

8. PTZ: Set the camera PTZ parameters.

9. Login information: Modify the password of the camera.

10. System: Set the time zone of the device and view device information parameters.

11. 4G settings: Look at the signal strength of the SIM card, view the operator, modify the APN mode, etc.

12. Motion detection: Set multiple detection areas and detection sensitivity.

4.5.3 Recording management: Set PC hard disk recording, enable/disable recording, set recording schedule, customize recording settings, customize select computer disk to change storage path, etc.

(***Note:** Please keep the software running on the PC to record video on the hard disk of the PC).

4.5.4 Alarm management: Set the alarm function on the PC side, enable/disable the alarm on the PC side, set the alarm schedule, set the alarm to record on the PC hard disk, and set the sound alarm on the PC.

4.5.5 User Management: Set the user account and password of HIP2P on the PC.

4.5.6 Other settings: Please set the saving path of the picture after taking a local photo, the number of split screens for the real-time interface, the default password after adding a camera, etc.

1. How do you turn on the camera?

The camera will automatically turn on and self-check the gimbals when it is powered on. There is no power indicator on the camera. You can cover the light detector to simulate night mode and check whether the infrared LED is on. If it is, the camera is well powered.

2. I accessed the SD card and got the recorded video, but I cannot play the recorded video on the computer.

You can download the software "HiPlayer" from our website www.ctronics.com to play videos.

3. If I forget the password of the camera, how can I recover it?

Please note that the password cannot be recovered.
If you forget the password, you need to press and hold the reset button on the camera connection line for 10 seconds after the camera has been powered on for three minutes. The camera will make a sound when resetting, indicating that the reset was successful. The account and password are restored to the default "admin".

4. How do you reset the camera to factory default settings?

If the camera is connected online, you can find the reset option in the phone application or PC software to reset the camera. If the camera is offline, you can press and hold the reset button on the camera connection line for 15-20 seconds to reset the camera.

5. How to delete the recording on the SD card?

When the SD card is full, the camera will automatically overwrite the original recordings in the SD card. It does not support the single deletion of files to avoid the loss of other files. If you want to delete all videos manually, you can enter the SD card settings and format the SD card.

6. The time displayed on the recorded video is incorrect. How many hours is the difference between the actual recorded time?

By default, the time zone on the camera is GMT+8. Please enter the camera's time setting and select the correct time zone for your camera. If you are in summer time, please enable daylight saving time. After selecting the new time zone, remember to verify the changes. The camera will restart to get the correct time.

7. Alarm recording only lasts 15 seconds. How can I modify the length of the alarm video?

The length of the alarm video is fixed at 15 seconds and cannot be modified. At the end of these 15 seconds, if the camera continues to detect motion, it will start a new recording. If the action lasts more than 15 seconds, there will be multiple recordings.

8. How do I enter e-mail information in e-mail settings?

We have a document about e-mail settings and various e-mail providers. You can find it in Support-Download of our website www.ctronics.com for reference.

9. The alarm notification is turned on, but when there is motion detected,my smartphone still doesn't receive the notification.

This may happen on Android phones, because the Android system closes apps in the background to save battery. When the application is closed, it will not be able to receive notifications. You can enter battery management/battery optimization in your Android phone settings to allow the application Ctronics to run in the background.

10. I have enabled the transmission of images and videos to the FTP server, but only images are received in my FTP server; the alarm video is not saved on the server.

If you want the camera to transfer the alarm video to the FTP server, you must first install an SD card in the camera.