Ctronics pro

Contents

Claim Your Lifetime Warranty

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.

Online support   ctronics   CTRONICS_TECH   ctronics   ctronics support

E-mail: support@ctronics.com
Website: www.ctronics.com

Table of Contents

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. The camera can be added and managed in any way below: APP on a mobile phone, software on a PC, or browser on a PC.

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.
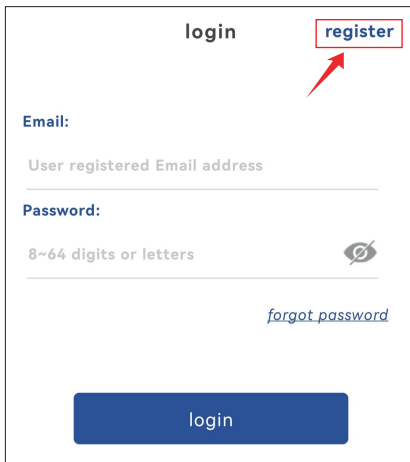**Note:** A prompt reading "Grand mobile phone use permissions for APP?" will appear in connection to the camera. Please Choose "Yes" to enable all functions of the APP.

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).

Fig. 1

Fig. 2

4. Connection to a WiFi network

4.1 Method A: Configure the network through the personal hotspot on your mobile phone.

Video for network configuration through personal hotspot: Please scan the QR code below or click the link below.

https://youtu.be/P28GGqEzZl8

Step 1: Preparations

1. Connect the camera to a proper power supply and put it in a place close to your mobile device and router.
2. After power-on and self-check, long press "Reset" for 8s and release it upon a prompt tone that suggests successful reset.
(**Note:** After completing this step, you need to wait for 1 minute before proceeding to the next step)
3.Enter the WLAN setting interface of your mobile device, find the WiFi network of your family in the WiFi network list and connect to it.

Step 2: Connect the camera to your WiFi network.

1. Open mobile application "Ctronics pro" on your mobile phone, click symbol "+" (Fig. 3) and choose "Camera (WIFI/Wired)" (Fig. 4) to enter the device adding interface (Fig. 5).

2. Click "New device" and check whether the camera has been powered on (Fig. 6). If it has, click "Power is on. Next step" to enter the network cable connection confirmation interface. If the network cable is not connected, click "Not connected to the network cable" (Fig. 7) to choose the network configuration interface.

3. Choose "AP distribution network equipment" as the adding way (Fig. 8) and click "Go add" to scan the QR code on the camera (Fig. 9). After successful scanning, there will be automatic connection to the camera hotspot. Click "CONNECT" (Fig. 10) to enter the wireless configuration interface.

4. Choose the WiFi network of your family, enter its password, confirm it and click "Configure wireless and add" (Fig. 11) for configuration. The camera will connect to the WiFi network automatically. Click "confirm" to add the camera (Fig. 12).

(***Note**: Make sure the password of the WiFi network of your family contains 31 characters at most and no special character like "?!" or "&,.". It is suggested to make the password contain both digits and letters.)

Fig. 3　　　　　　Fig. 4　　　　　　Fig. 5

Power on the device and wait for about 30 seconds to confirm that the device is working.

Power is on. Next step

Fig. 6

Connected network cable

Not connected to the network cable

Fig. 7

AP distribution network equipment

Go add

Fig. 8

Please point the phone camera at the QR code on the device and put the QR code in the box
If you can't find the QR code, click "Skip"

Please scan the QR code on the body

Fig. 9

Device to use with Ctronics Pro

IPCAM-▨▨▨▨
Encrypted

CANCEL | CONNECT

Fig. 10

WIFI name: QSG

WiFi password: ‥‥‥‥‥

What are the requirements for wireless devices?

Configure wireless and add

Fig. 11

confirm

Fig. 12

4.2 Method B: Configure the network through a network cable.

Video for network configuration through a QR code: Please scan the QR code below or click the link below.

https://youtu.be/HAn3F3TvoEo

Step 1: Preparations

1. Connect the camera to a proper power supply and put it in a place close to your mobile device and router.

2. Take out the network cable given in the package, connect one end of it to the LAN port of the router and the other end of it to the network cable interface of the camera. (If the indicator on the network cable interface is flashing, it suggests successful network connection.)

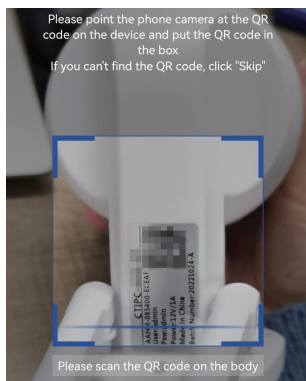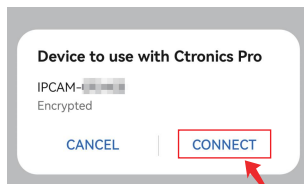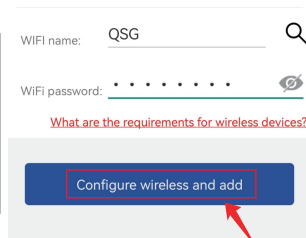3. Enter the WLAN setting interface of your mobile device, find the WiFi network of your family in the WiFi network list and connect to it.

(**Note:** Make sure the WiFi network connected to your mobile phone and the network cable connected to the camera share the same router.)

Step 2: Add the camera to APP "Ctronics pro" and connect it to the WiFi network.

1. Open mobile application "Ctronics pro" on your mobile phone, click symbol "+" (Fig. 13) and choose "Camera (WIFI/Wired)" (Fig. 14) to enter the device adding interface (Fig. 15).

2. Click "New device" and check whether the camera has been powered on

(Fig. 16). If it has, click "Power is on. Next step" to enter the network cable connection confirmation interface. If the network cable is connected, click "Connected network cable" to enter the device list interface.(Fig. 17)

3. On the device list interface, choose the device's UID (Fig. 18) searched. The APP will skip to the device information interface automatically.

4. After device information confirmation, click "ADD TO"(Fig. 19),Choose the WiFi network of your family, enter its password, confirm it and click "Configure wireless and add" (Fig. 20) for configuration. The camera will connect to the WiFi network automatically. Click "confirm" to add the camera (Fig. 21).

(**Note:** *Note: Make sure the password of the WiFi network of your family contains 31 characters at most and no special character like "?!" or "&,.". It is suggested to make the password contain both digits and letters.)
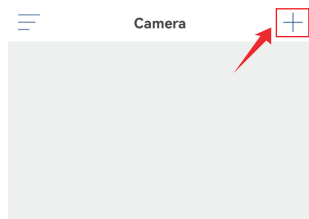
Fig. 13
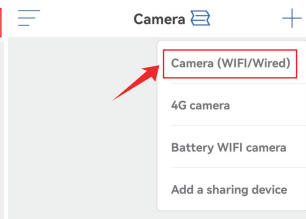
Fig. 14

Fig. 15
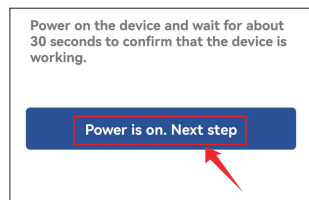
Fig. 16
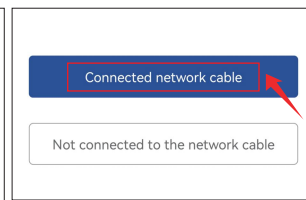
Fig. 17
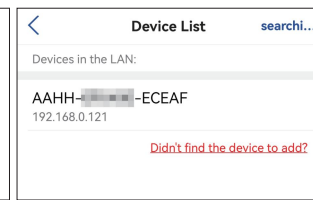
Fig. 18
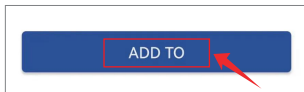
Fig. 19
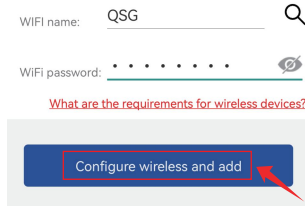
Fig. 20
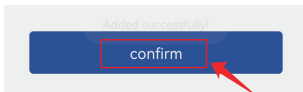
Fig. 21

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. 22).

Camera

cam
AAHH-▮▮▮▮-BABAC
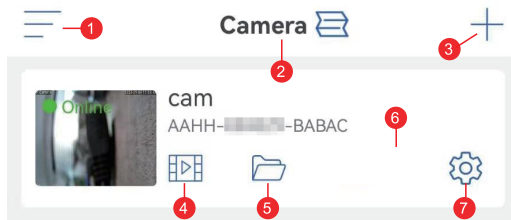
Fig. 22

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. 23)

File playback: Click it to search the video of a time accurately, play it and download it to your mobile phone. (Fig. 24)

Image playback: Click to view the alarm snapshots of the camera. (Fig. 25)
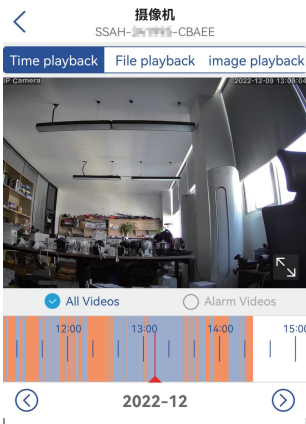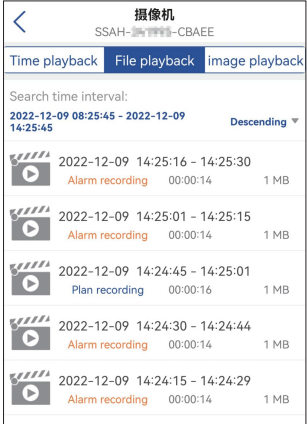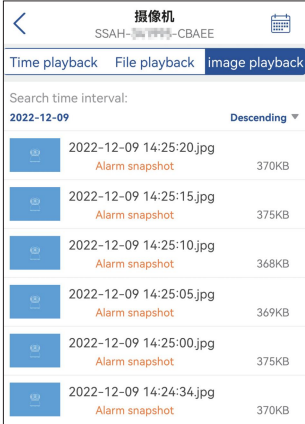
Fig. 23   Fig. 24   Fig. 25

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. **Camera viewing:** Click the camera image to enter the real-time monitoring interface (Fig. 26).
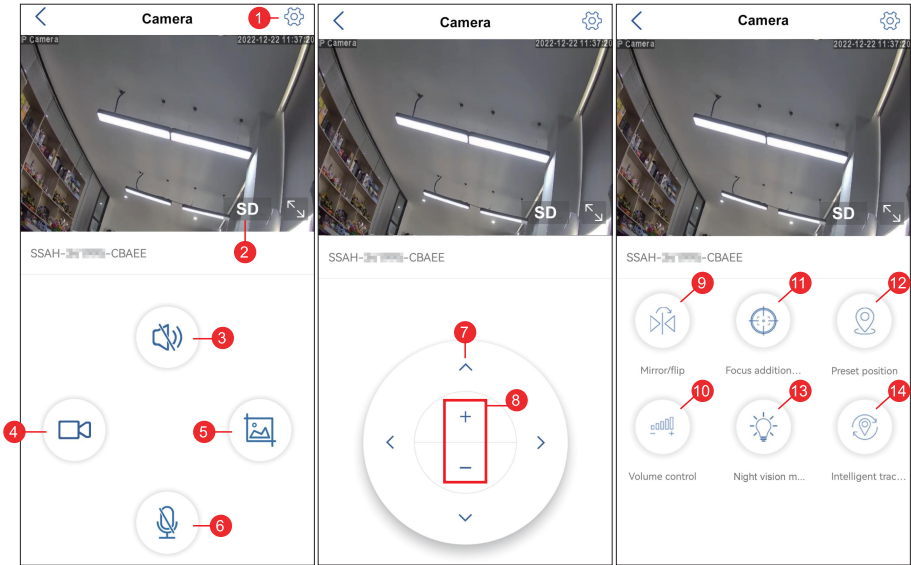
Fig. 26

(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.

7. **Camera setting:** For entering the camera's setting interface (Fig. 27)
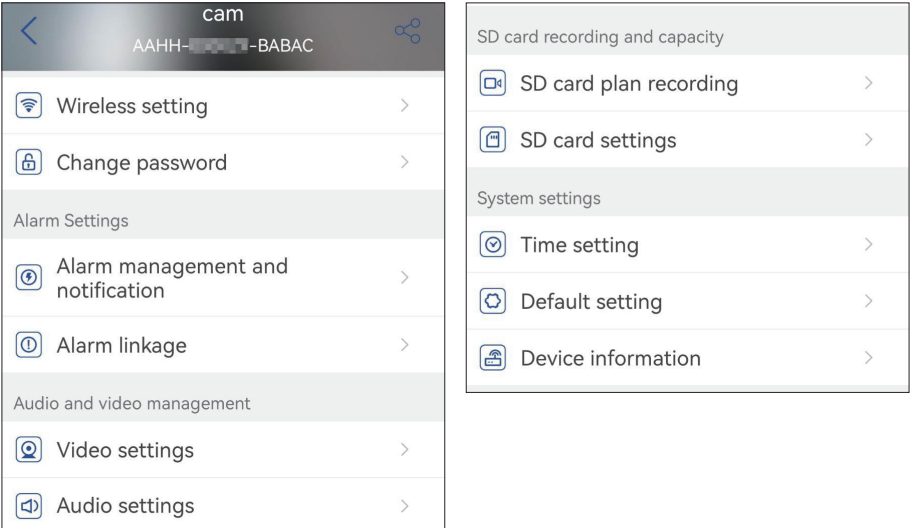
Fig. 27

(1) **Wireless setting**

You can click "Acquire wireless network cable close to device" to search the WiFi network in your family and enter its password to connect to it.

(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.

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. 28)
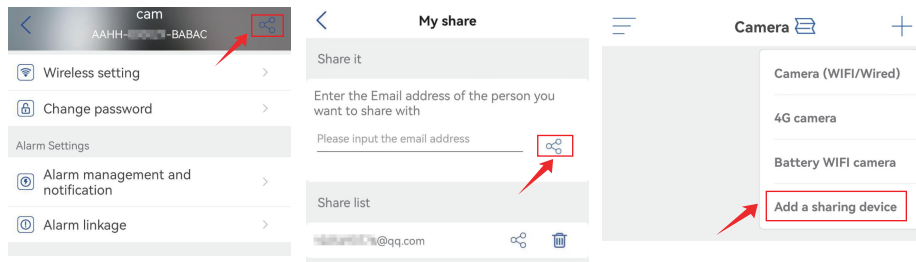
Fig. 28

6. Use HIP2P client software to set up the camera

6.1 Use the HiP2P software to connect to the camera

Step 1: Preparation

1. Download and install the PC/MAC software "HiP2P" from the Ctronics website www.ctronics.com.
2. Connect the camera to the power supply.
3. Connect the camera to the mobile phone through network configuration, or connect the camera to the router with a network cable for networking.

Step 2: Connect the camera in HiP2P software

1. Run the "HiP2P" software on the computer. There is no password by default, and the password is blank.
2. Click the setting icon on the menu bar and select the input device UID button (Fig.29-1).
3. Enter the UID and name of the camera. The default password is admin. (The UID is on the label of the camera.)(Fig.29-2)
4. Click the preview interface, select the device, click the right mouse button, and drag the camera into the screen window.
5. After a few seconds, the camera will display the status "Online" on the interface (Fig.30).
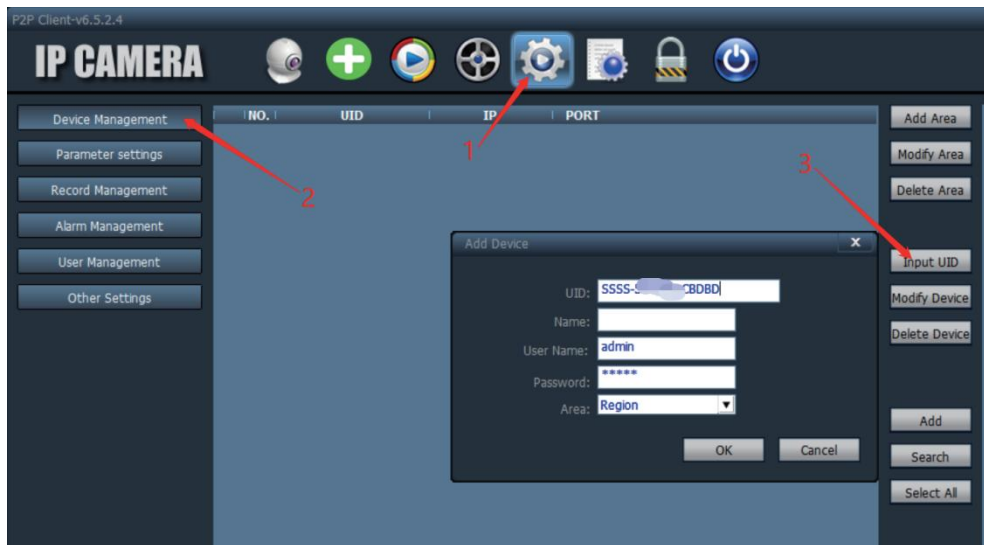
Fig. 29--1

Fig. 29--2
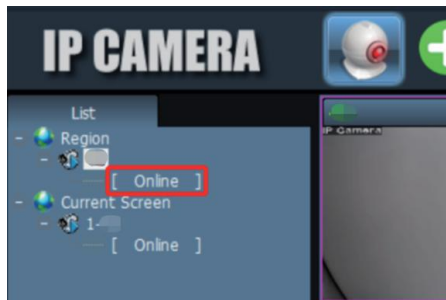
Fig. 30

6.2 PC/Mac client software introduction

You can connect multiple Ctronics security cameras on the same PC though PC/Mac software "HiP2P", which can be downloaded from Support-Download on the Ctronics website.

*Note:
1. Compared with the Windows software, the interface of the Mac software is more simplified. Many functions may only exist in the Windows software.
2. 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: Preview, Auto add, Local playback, Remote playback, Settings, System log, Switch user, and Exit (from left to right).

6.3 Preview interface

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.31).

(***Note**: All functions may not be applicable to your camera. Please refer to the product description or contact us to get the available functions for your camera.)
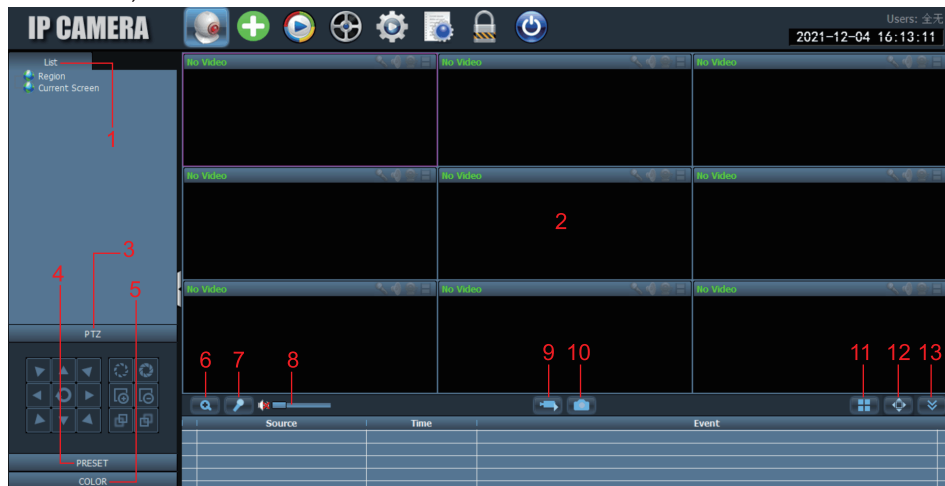
Fig. 31

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. Image settings: Adjust the color balance, brightness, etc. of the image.

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

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.

6.4 One-click add interface

Click it to automatically add cameras in the same LAN.

6.5 Remote playback

Remote playback means that after the customer inserts the TF card, the camera will automatically save the video to the TF card. When you want to play the recorded video on the TF card, please select the camera, recording type, date and time to find the recorded video for viewing (Fig.32).

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

6.6 Settings

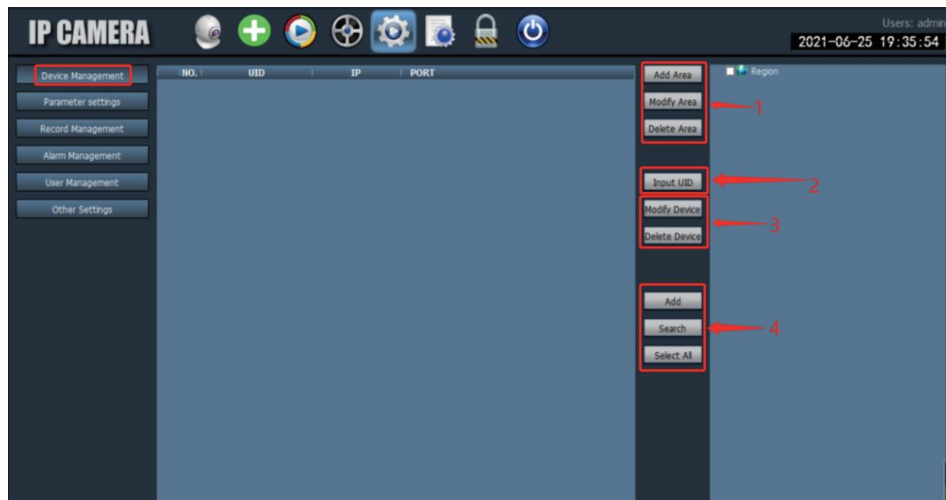Device management to manage the camera in the software (Fig.33).

Fig. 33

1. Area management: You can add area, modify area, or delete area.
2. Add camera: Input the camera's UID, name, and password to add (the default password is "admin", or if the password is modified, you need to enter the modified password).
3. Camera management: Modify or delete the added camera.
4. Search and add the local camera.

Parameter setting: Set camera parameters (Fig.34)

Fig. 34

1. Video: View the video parameters, set OSD and video frequency.
(***Note**: Video parameters do not support manual modification; they are adaptive by the system)
2. Image settings: View image parameters and turn on or off the smart tracking.
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. When an object is detected, it will alarm and send pictures or videos to the mailbox and FTP server. You can also set the alarm time and customize the alarm time period.
5. Network settings: View some information such as IP address, HTTP port, HTSP port, and onvif protocol.

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

7. Timed capture: Set the image to be saved to the TF 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. Wifi settings: Set the WiFi network of the device and check whether the connected WiFi network is normal.

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

Recording management: Set PC hard disk recording, enable/disable recording, set recording schedule, make custom settings for recording, and you can also select the computer disk to change the storage path, etc. (***Note**: Please keep the software running on the PC to record video on the hard disk of the PC.)

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.

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

Other settings: 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.

7. Use PC browser to set up the camera

Step 1: Preparation

1. Connect the camera to power supply.
2. Connect the camera to the router with a network cable, and make sure

that your computer and camera are in the same local area network (if you have already connected the network on the mobile APP, you don't need to connect the network cable).

Step 2: Connect the camera in the PC browser

1. In the mobile phone APP settings, find the camera information interface and check the IP address of the camera (Fig.35).
2. Open the IE browser on the computer, enter the IP address of the camera in the browser and search.
3. Input the default user name "admin" and the default password "admin" to enter the camera welcome interface.
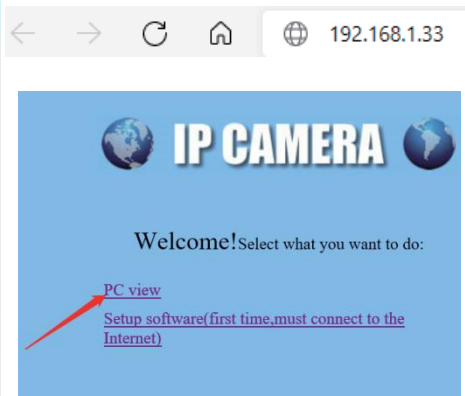4. Select the language and click PC View to enter the camera (Fig.36).

Fig. 35

Fig. 36

8. FAQ

1. How do i turn the camera on?
Once the camera is powered on, it will automatically turn on and self-check the gimbals. 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. What if the camera network "IPCAM-xxxxxx" cannot be found and the mobile device cannot be connected to the camera?
Please reset the camera to factory settings, then search the internet again on your mobile device. (Do not connect the network cable when looking for the camera network on the mobile device)

3. How can I recover the password of the camera?
If you forget the password, you have to reset the camera to factory default settings and reset the camera.

4. How do I 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 do I delete the videos on the TF card?
When the TF card is full, the camera will automatically clear the original records in the TF card. If you want to delete the video manually, you can enter Ctronics pro' APP TF card settings and format the TF card.

6. I set up the camera WiFi network. But when I unplug the network cable, the camera is disconnected.
The camera does not support special letters (è ào…) or symbols (@#& .) in WiFi SSID and Wi-Fi password. Please use standard English letters and numbers. At the same time, please check your router settings and make sure that your Wi-Fi encryption is not set to aes + TKIP combined algorithm, which is not supported.

7. The time displayed on the recorded video is incorrect. What is the difference in the actual recorded time?
By default, the time zone of the camera is GMT+8. Please enter the camera's time setting and select the correct time zone for your camera. If you have 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.

8. The alarm recording only lasts 15 seconds. How do 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 15 seconds, if the camera continues to detect motion, it will start a new recording. Finally, if the action lasts more than 15 seconds, there will be multiple recordings.

9. I don't know how to enter the mail information in the mail settings.
We have a document about email settings and various email providers. You can find it in Support-Download of our website www.ctronics.com for reference settings.

10. The alarm notification is turned on, but when there is motion detection, my smartphone still cannot receive the notification.
This may happen on Android phones, because the Android system closes apps in the background to save battery life. When the application is closed, it will not be able to send notifications. You can modify battery management/ battery optimization in your Android phone settings to allow the application Ctronics to run in the background.

11. I have enabled the transmission of images and videos to the FTP server, but only images are received in my FTP server; but the alarm video is not saved on the server.
The camera's memory is insufficient to perform the task of transferring the video to the FTP server. Please install a TF card in the camera to complete the video transmission.

12. I access the TF card and get the recorded video, but I cannot play the recorded video on the computer.
The recorded video is in H264 format, which is our proprietary format. You can download the software "HiPlayer" from our website www.ctronics.com to play the video. You can also download the "FileConverter" software to convert the video from H264 to AVI, or directly use the HIP2P client to view the video.