ALPTOP

AT-800B(Z)

AT-800D(Z)

AT-500PE(20)

AT-4K30P

POE Camera Series

User's Manual

www.alptopsecurity.com

support@alptopsecurity.com

Table of Content   Page

Due to the printing reasons, this manual may not be clear. Please go to our website to download the electronic file manual. Thank you for your understanding.
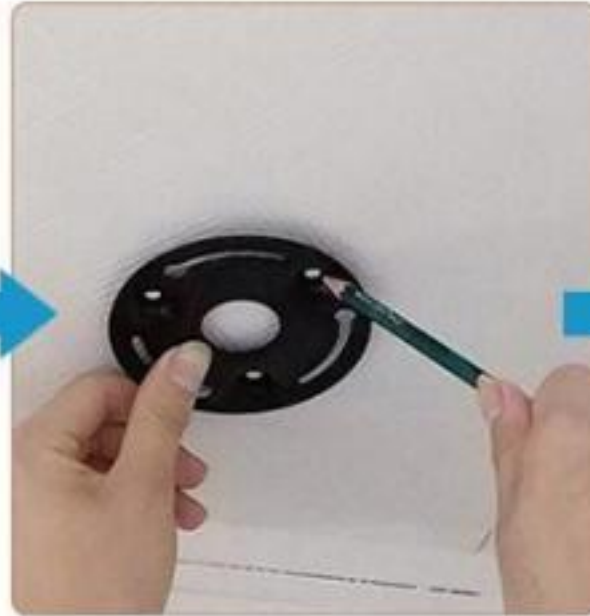
If you need more details about Danale APP,LMS Software Client ,Please download from our website.Thank you for your interest in our products.
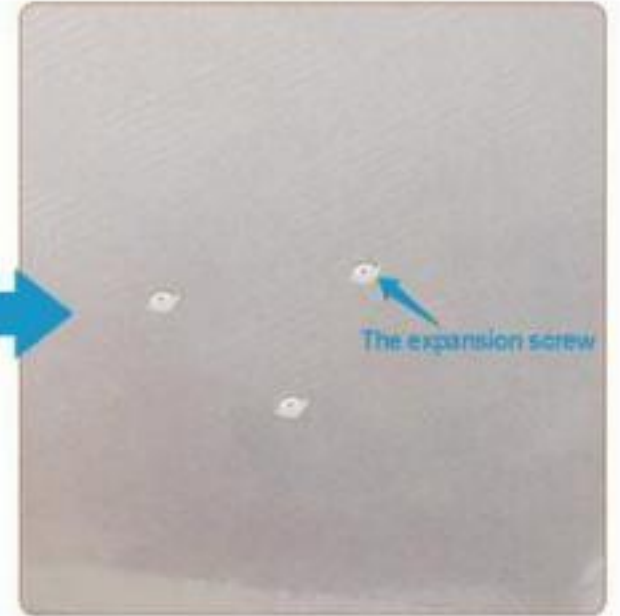
1.Installation

Rotate the base to the position of
the arrow and remove it from the tail line

01

Determine the location of the
mounting screw holes on the ceiling

02

Drill holes in the determined position
and drive the expansion screw into it

The expansion screw

03

Insert the base into the tail line and lift it with the camera,
then insert the screw into the expansion screw

05

Place the three rounds at the bottom of the
PTZ camera at 1 , 2 , 3 , and then turn left to the far left.
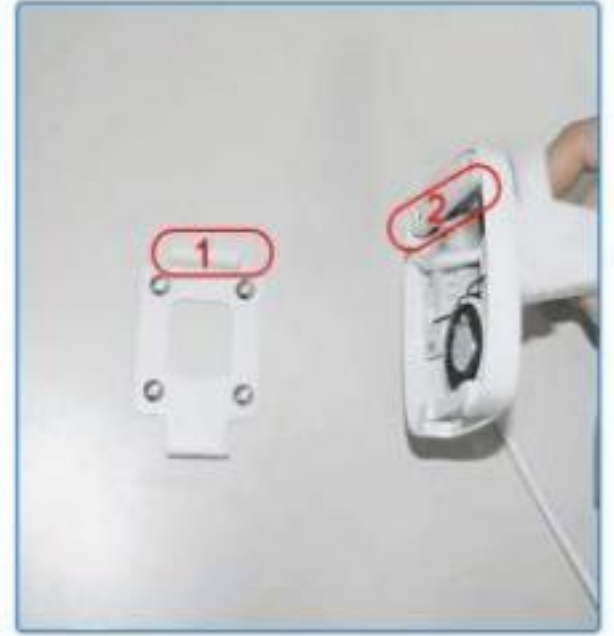
04

the image is only a reference

1.Installation

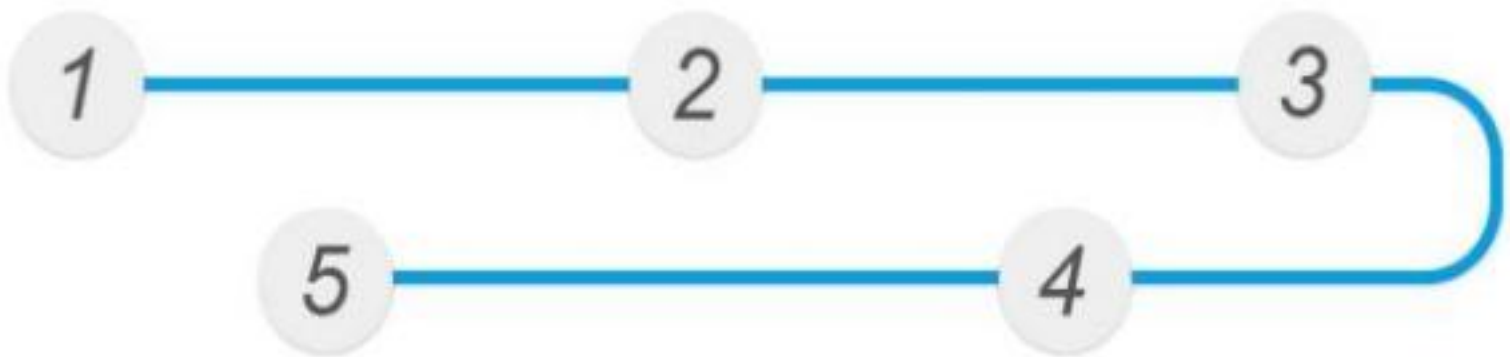Unscrew the screw to remove
the camera base

Drilling at a determined location
Then fix the base with screws

Hang the camera bottom 2 on
the base 1

1 ——— **2** ——— **3**

5 ——— **4**
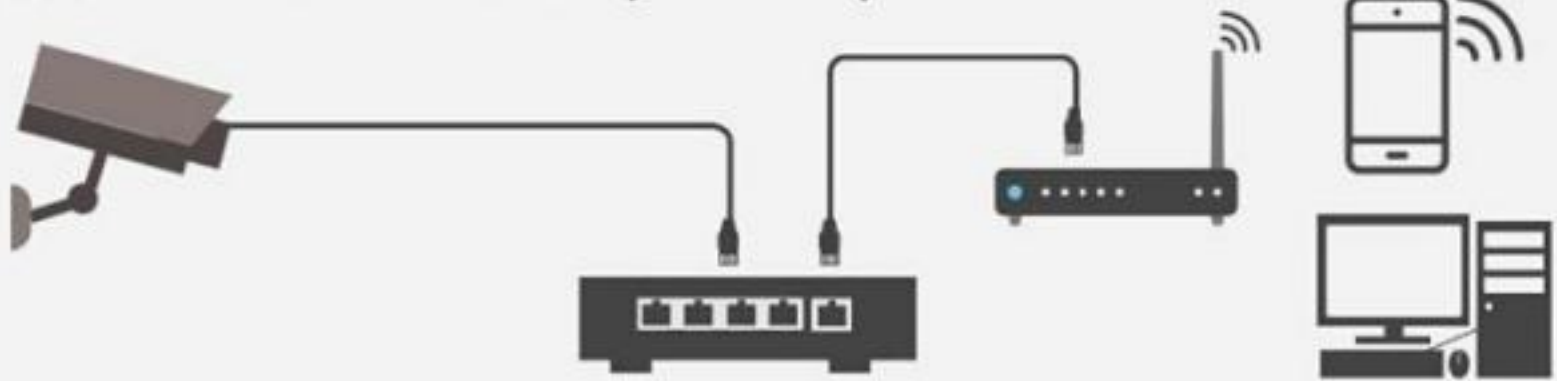
Camera installation is complete
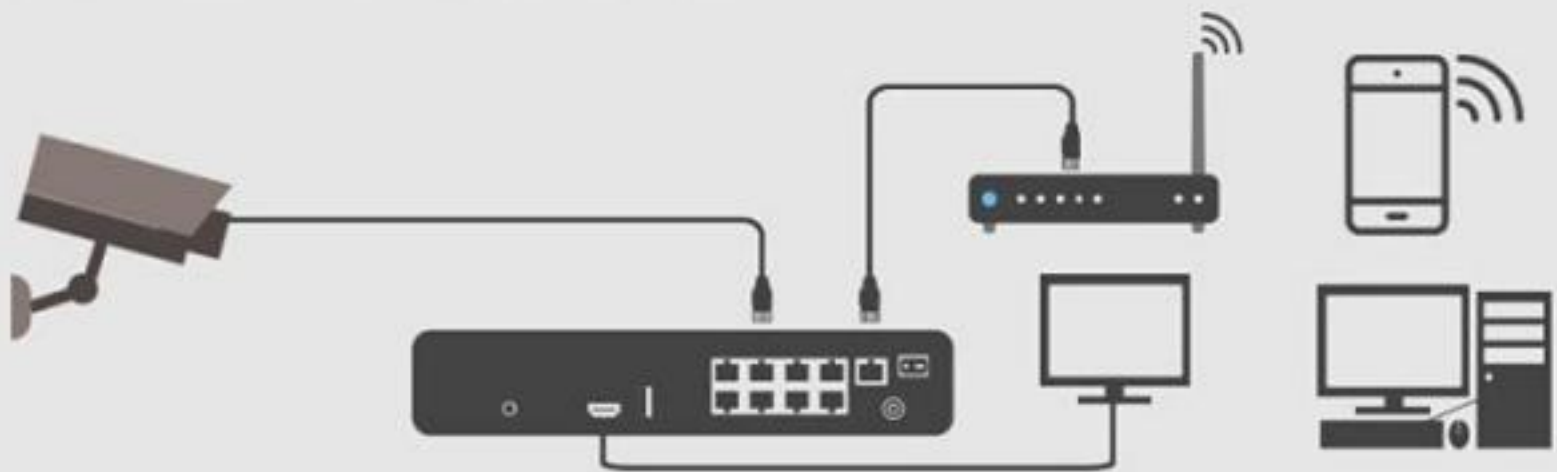
Reattach the base screw

the image is only a reference

2.Connecting the camera to system

1 Work with PoE Switch (48-54V)

2 Work with PoE NVR (48-54V)

3 Work with Router

Note:

1. This camera works with ONVIF standard PoE NVR or PoE Switch with 48V-54V power supply. We also suggest use a POE Switch which support IEEE 802.3af/at.(Max30W/port)

2. The camera should be connected to an optional DC 12V/2A power supply if you do not use PoE (Power over Ethernet).

3. A windows computer and IE browser is more convenient for setup and troubleshooting.

4. Please choose a power supply method for the camera.

3.Download Search Tool and change IP address

Most cameras come with DHCP reservations.You can also set cameras with static IP address via search tool.

Note: Some model (AT-800DZ) has the same default IP address after leaving the factory.

Default IP address: 192.168.0.123, Username: admin, Password: 123456

3.1 Download Search Tool and get camera ip address

Visit our website **www.alptopsecurity.com**

Click "SUPPORT" > "AT-200D/800D(Z),AT-200PE/500PE-POE Series" > "Software", download the search tool.

There are two versions of the search tool, one for Windows and the other for Mac. Please select the correct version to download.
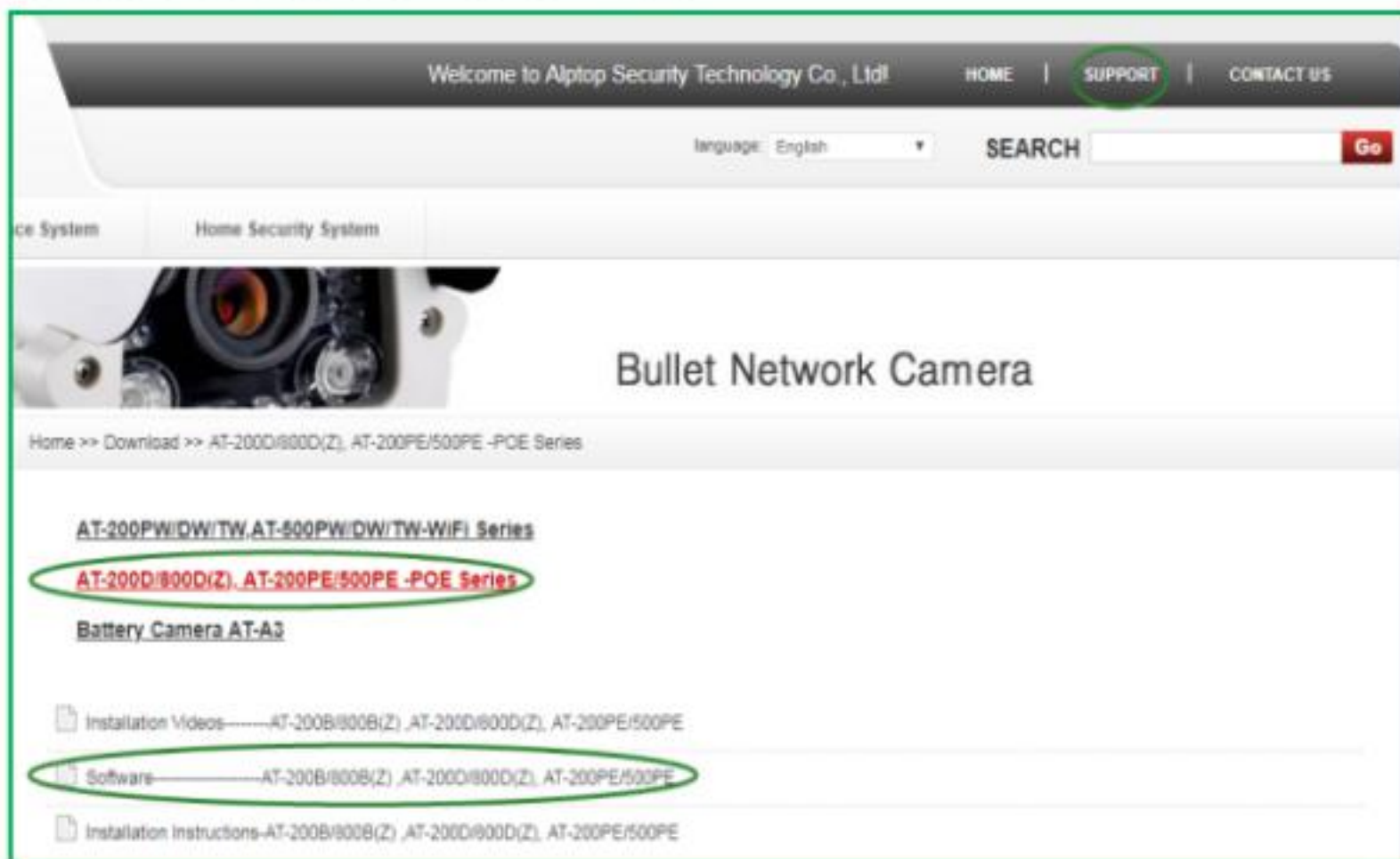
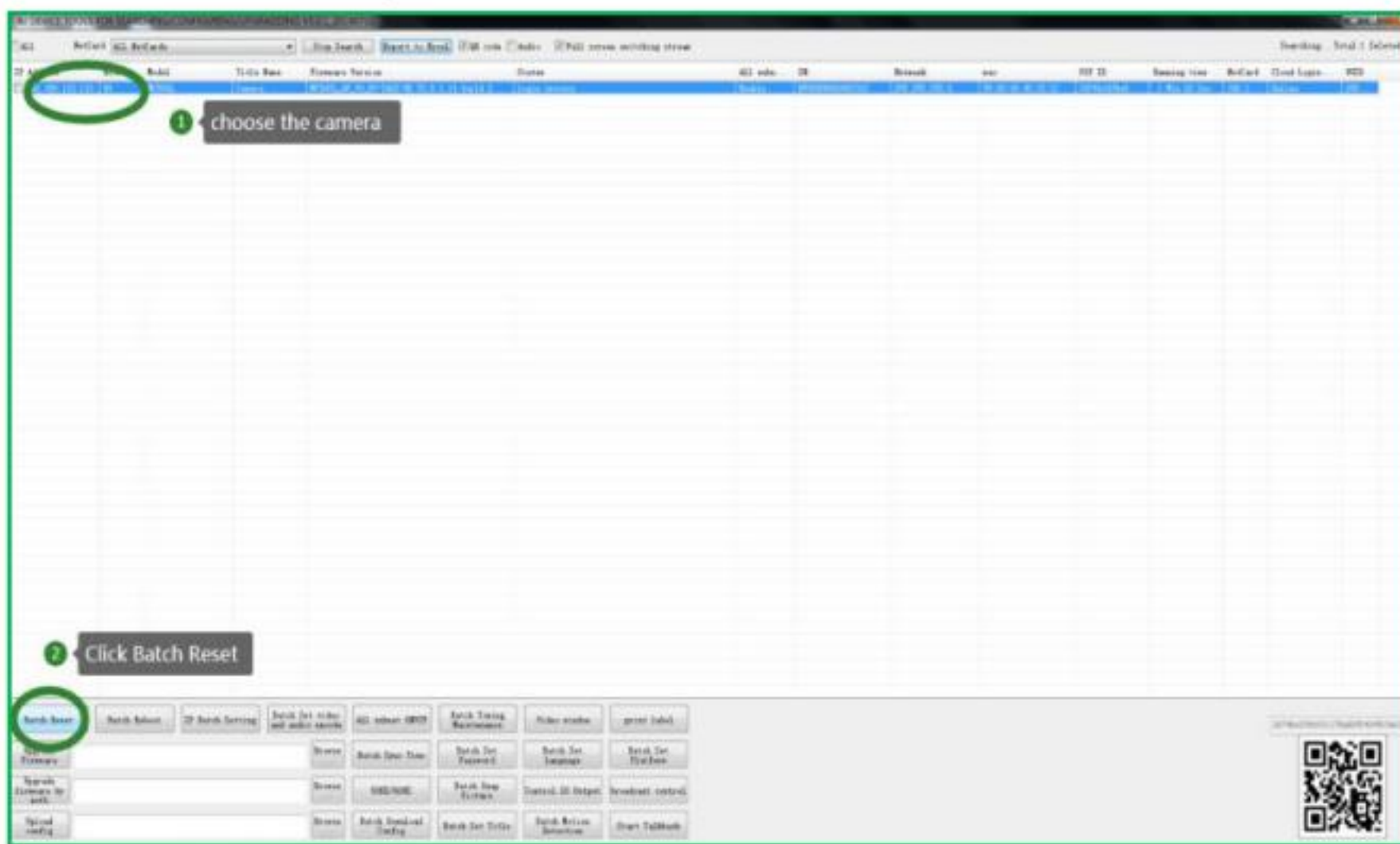Installation language can be selected in the drop-down menu.

Open the search tool,then it will search out your camera IP address automatically.

3.2 Restore to Factory Setting

Please tick the camera you need and click "Batch Reset"

3.3 Revise camera IP address

Please tick the camera you need, click "IP Batch Setting", You can enable the camera DHCP function if there is a DHCP server available in the LAN. IP address in DHCP setting may change after device restart. We don't recommend leaving the IP camera on DHCP. You can also revise camera ip address directly.

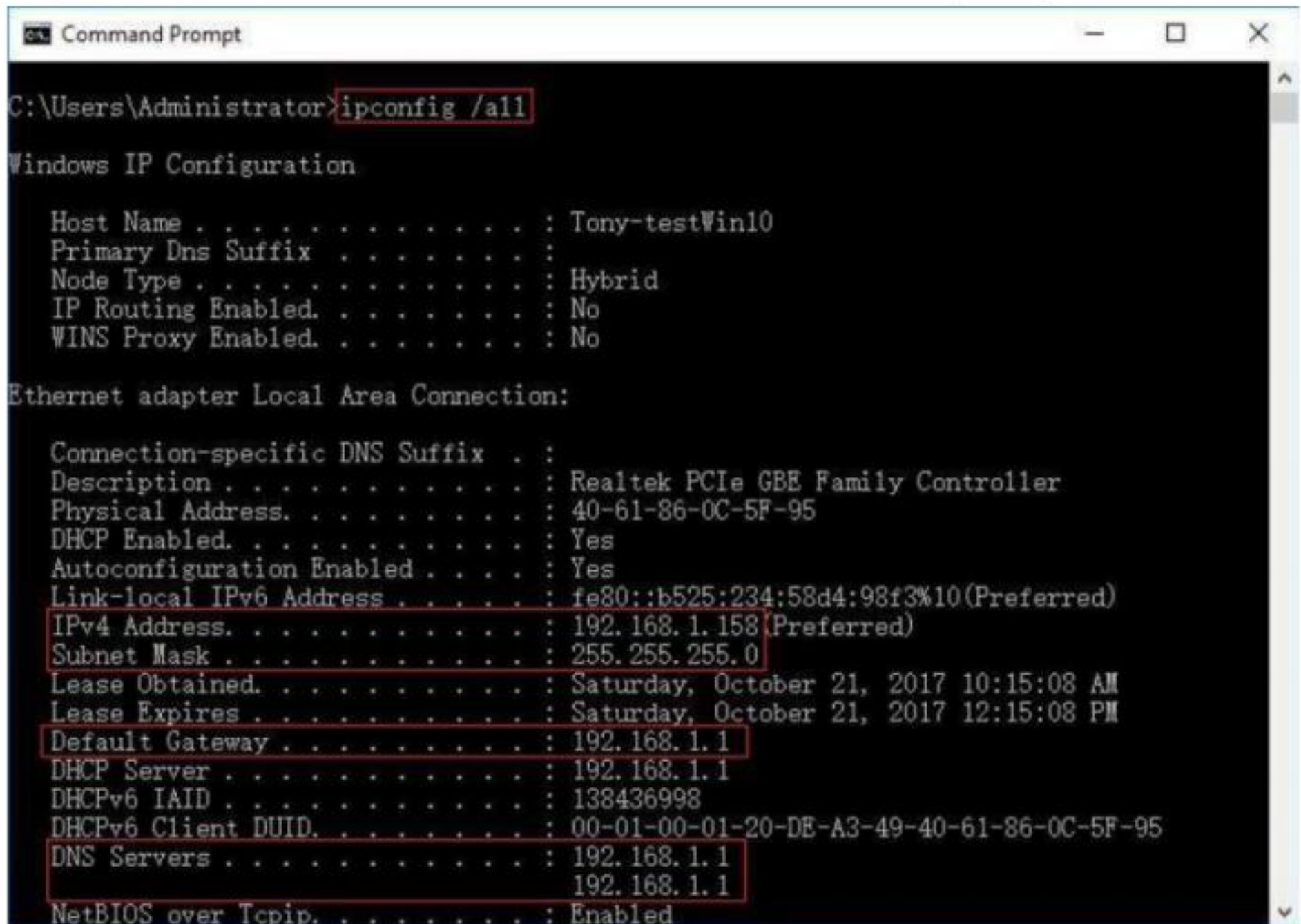Please click "check" to confirm whether the address is OK after modify the IP address.

Tips:You can also use Hikvision SADP search tool to find or change camera ip address.

3.Download Search Tool and change IP address

Note: Please make sure that the camera and computer address are in the same network segment. Before modifying the IP address you'd better confirm the IP network planning and avoid IP address conflict.

Steps on Local Area Windows 10 PC : Search Windows -> cmd -> ipconfig /all

Now you can get all the local network information.

IPv4 Address: 192.168.1.1   Subnet Mask: 255.255.255.0

Default gateway: 192.168.1.1   DNS Servers: 192.168.1.1

You can also find out the LAN configuration via Windows GUI .
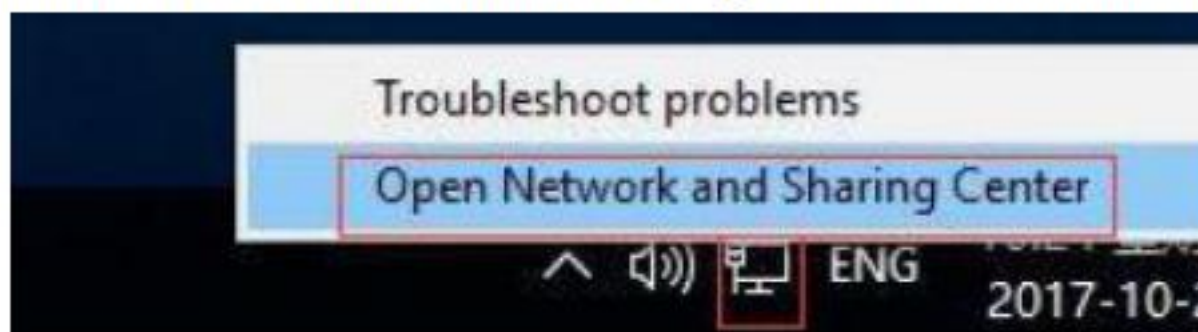
Right-click on the Network icon and select open Network and Sharing Center.

3.Download Search Tool and change IP address
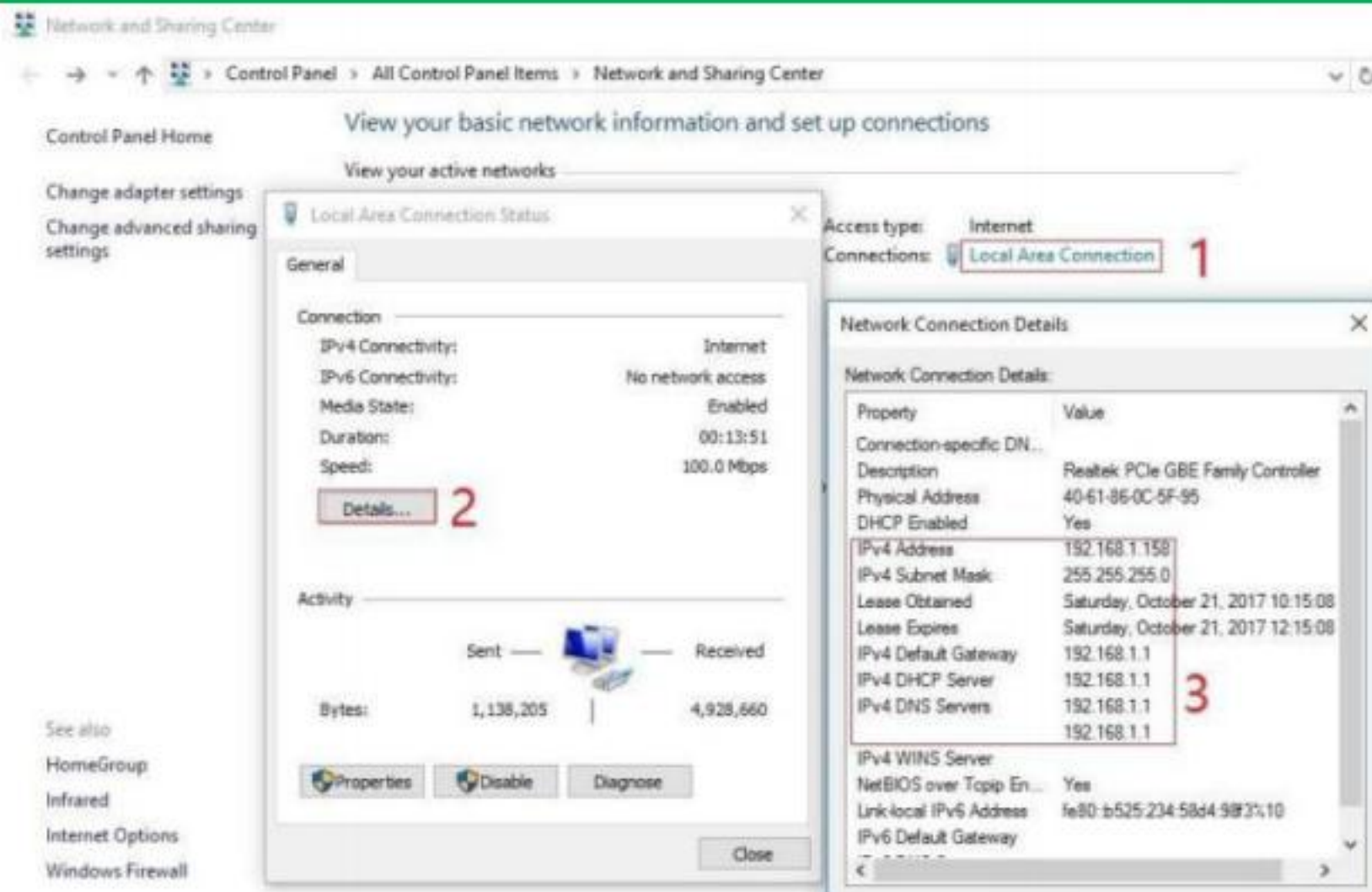
If the camera is installed to work with the local switch or router directly, the camera IP range should be 192.168.1.x (x=2-254). To void IP conflict, you should test and select an unoccupied IP as follows: Command Prompt ping test

Only when reply unreachable that means the IP address is no conflict and available, otherwise when you see time reply do not use this IP address.

4.Accessing via Web Browser

4.1 The camera support IE, Firefox ,Google Chrome and Safari.(Recommend IE)

1.Open the IE browser,In the browser address bar, input the IP address of the network camera, and press the Enter key to enter the login interface.

2. Input the user name: **admin** and password: **123456**

3. Select the English language from the drop down menu, Click Login

4. Install Web Plug-in when red line characters prompted. You may have to download WEBConfig.exe and run it as administrator. You can also install the WEBConfig.zip from our website.

6. After installation, restart or refresh your web browser and access the IP again. The live video will start automatically after login successfully.

Note: Only the Motorized Auto Focus cameras can Zoom In and Zoom Out.

4.Accessing via Web Browser

If there is a delay in video response when accessing remotely, please switch to Sub Stream instead. To learn the function of each button, just put the mouse on, it will show screen tips.
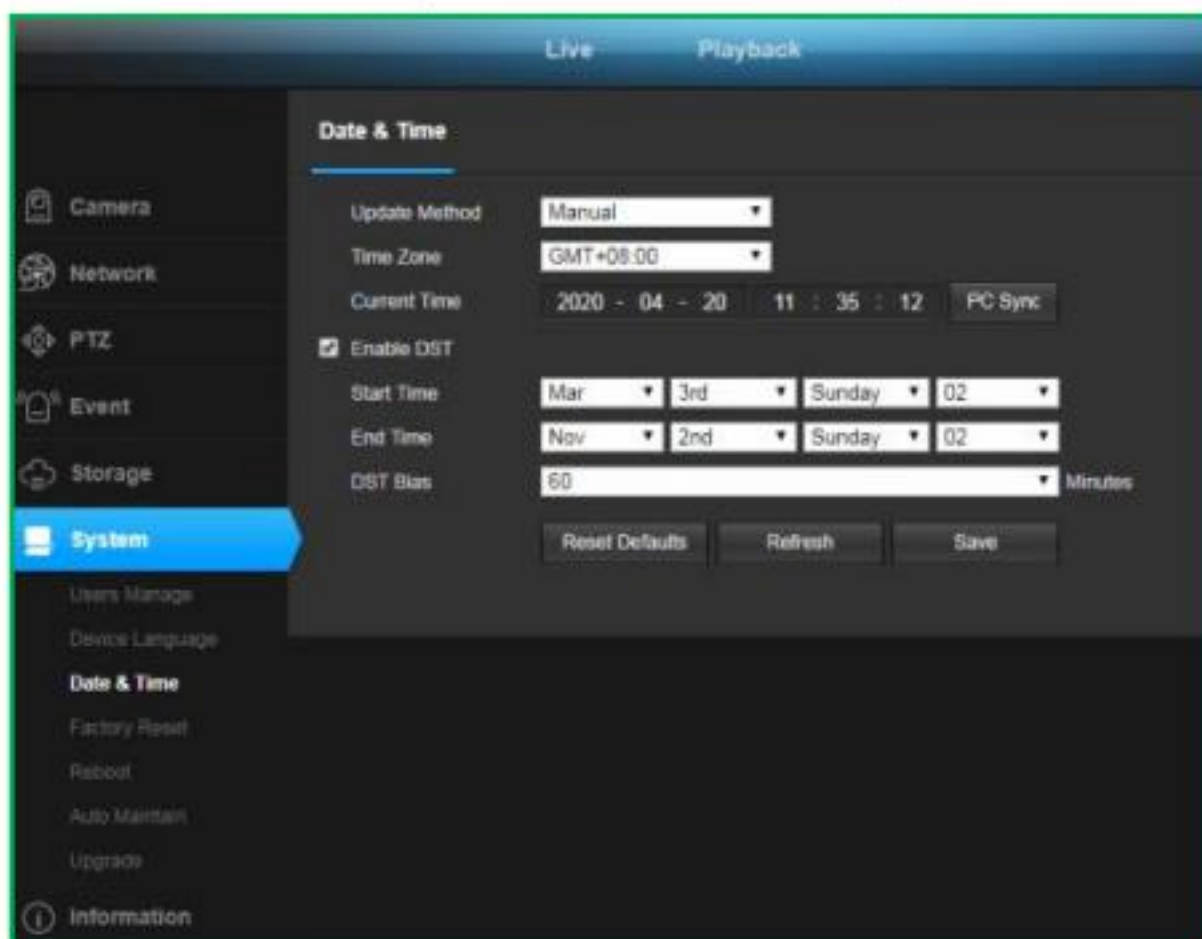
4.2 General Configurations

1) To modify the camera Title name and Time & Date

Configuration > Camera > Image > OSD > Title Message
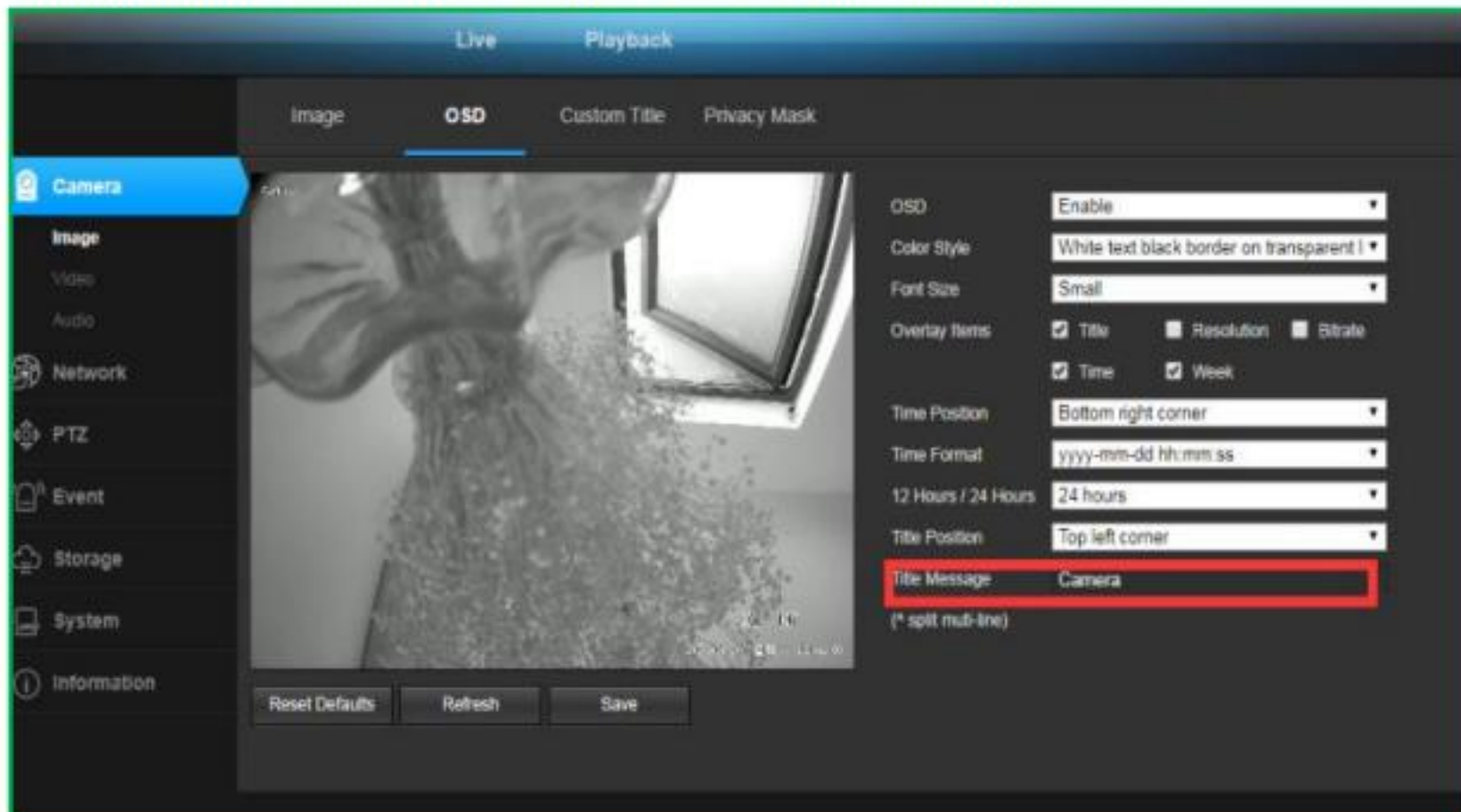
Configuration > System > Time setup

There are two time update modes available, Manual and NTP.

4.Accessing via Web Browser

a. Select your Time Zone, and click PC Sync. Set up your DST (Daylight Savings Time) if needed , click Save. (Time and date will reset to 2000-01-01 if camera restarts)

b. If the camera is connected to the Internet, you can set up a NTP server for the camera to sync the time and date automatically. We suggest you use NTP; if you choose Manual, the time will be reset to the default one once you reboot camera

2) To enable Motion Detection Alarm

Configuration > Event > Motion Detection
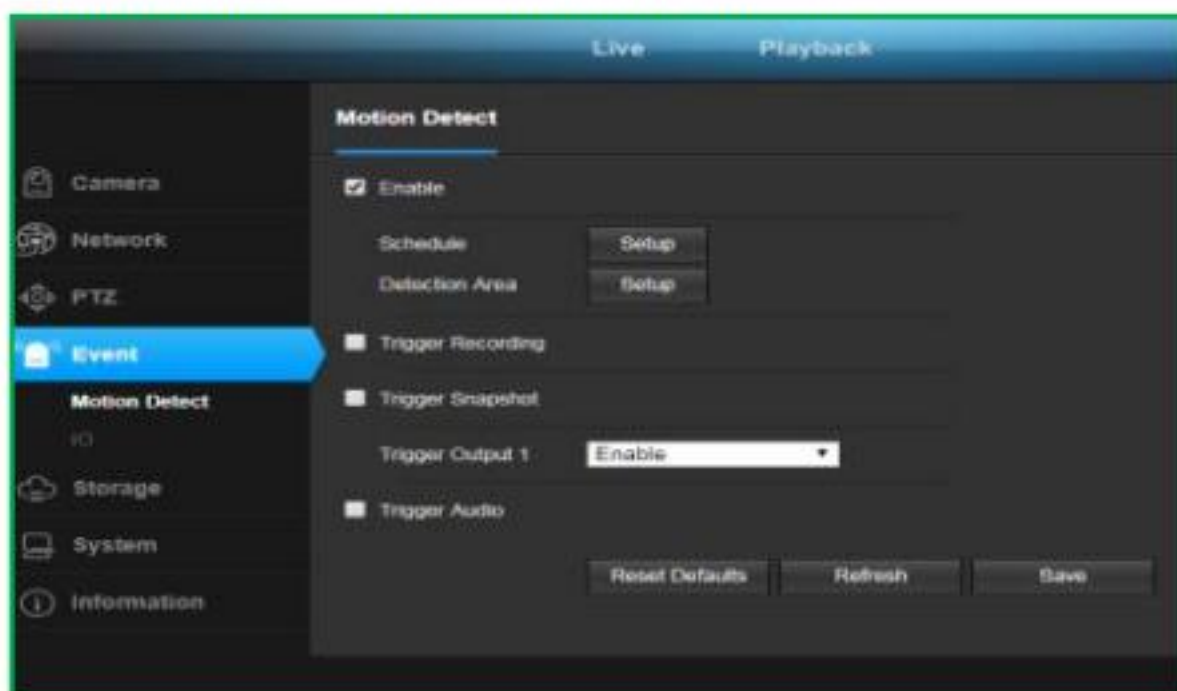
When Motion is detected , there is a small alarm light pup up beside the Alarm menu.

3) Power System frequency configuration (50Hz/60Hz)

Configuration > Camera > Image > Power Frequency

To avoid the video flicker, the camera should be set to right working frequency to suit the country electric system. The countries that use 60Hz have USA, Canada,Japan, Korea, Taiwan, Brazil, Philippines, Mexico. Other countries apply 50Hz
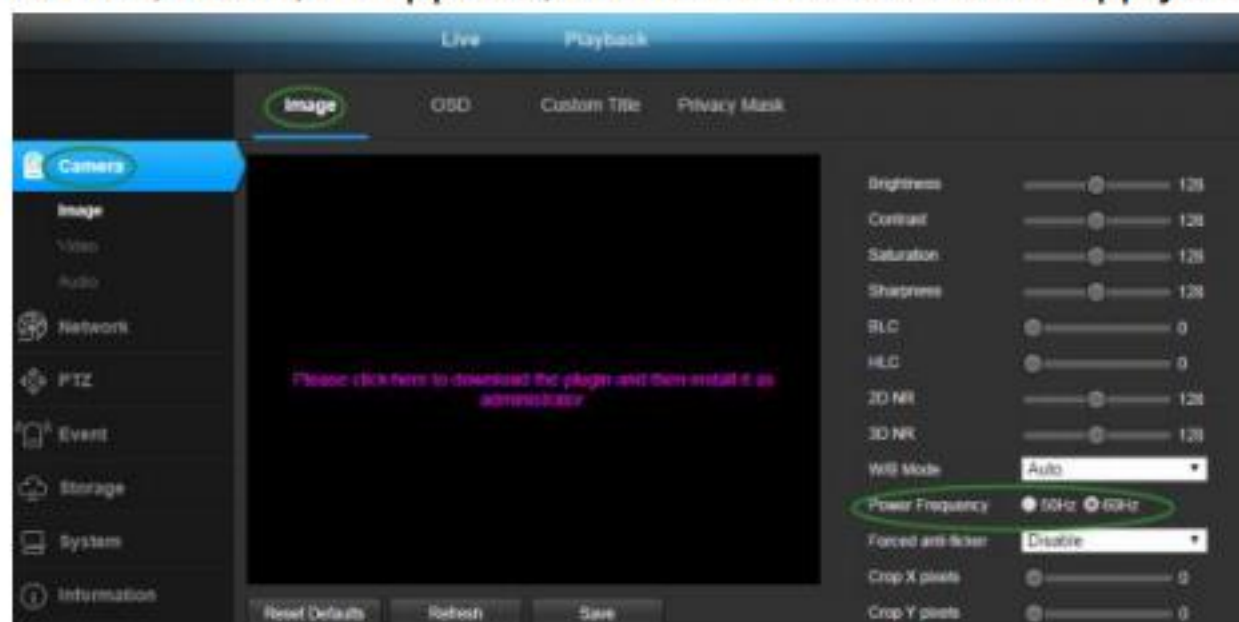
4) To find the device Cloud ID and QR code for remote access

Configuration > Network > P2P

4.Accessing via Web Browser

Using the P2P Cloud ID and QR code, you can access the camera remotely anywhere via smart phone with Internet access. Please register an account via mobile phone after installing the Danale APP from Apple Store or Google Play Market, then login and add your camera to start previewing. Please make sure enable the P2P first.

4) The default IRCut mode is External. The infrared light is automatically turned off during the daytime, the infrared light is automatically turned on at nighttime.

Please do not set IRCut mode to auto,The current firmware does not support this setting.

Please refer to preset command list if you want to turn on and off infrared light manually.
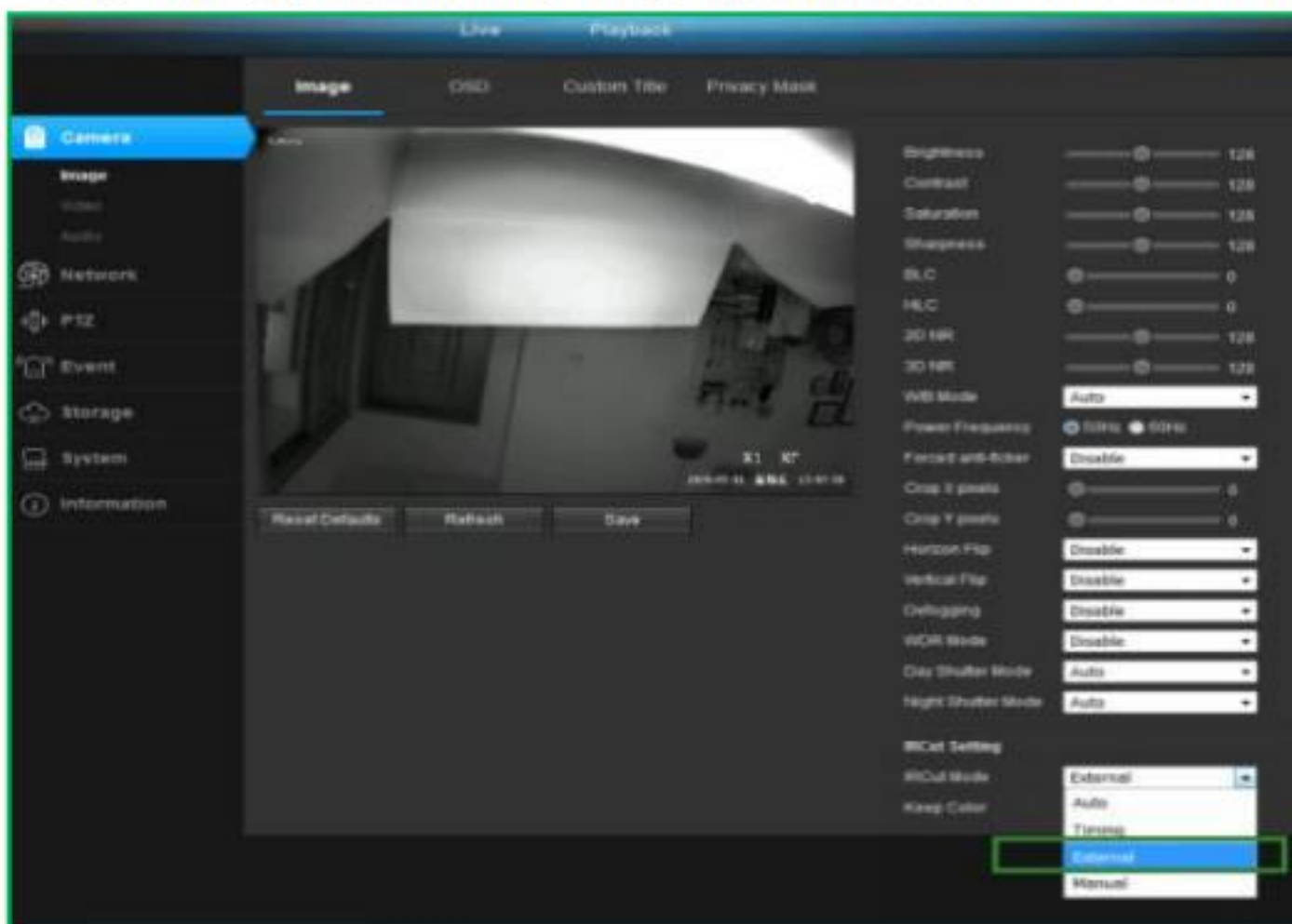
5.Accessing via Local Client Software

LMS Client is installed for Local viewing under LAN network.

5.1 PC software- LMS Software Client (only support Windows PC)

Visit our website: www.alptopsecurity.com,go to Support>Download>AT-200D/800D(Z),AT-200PE/500PE-POE Series" >Software>LMS local client_windows.zip

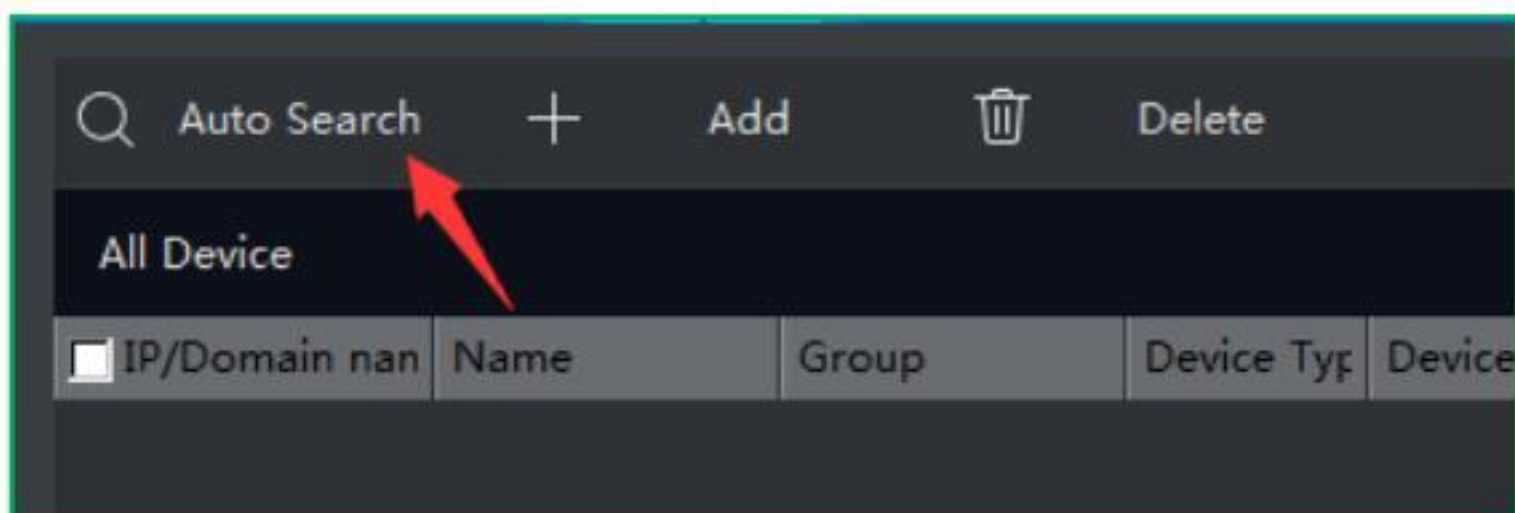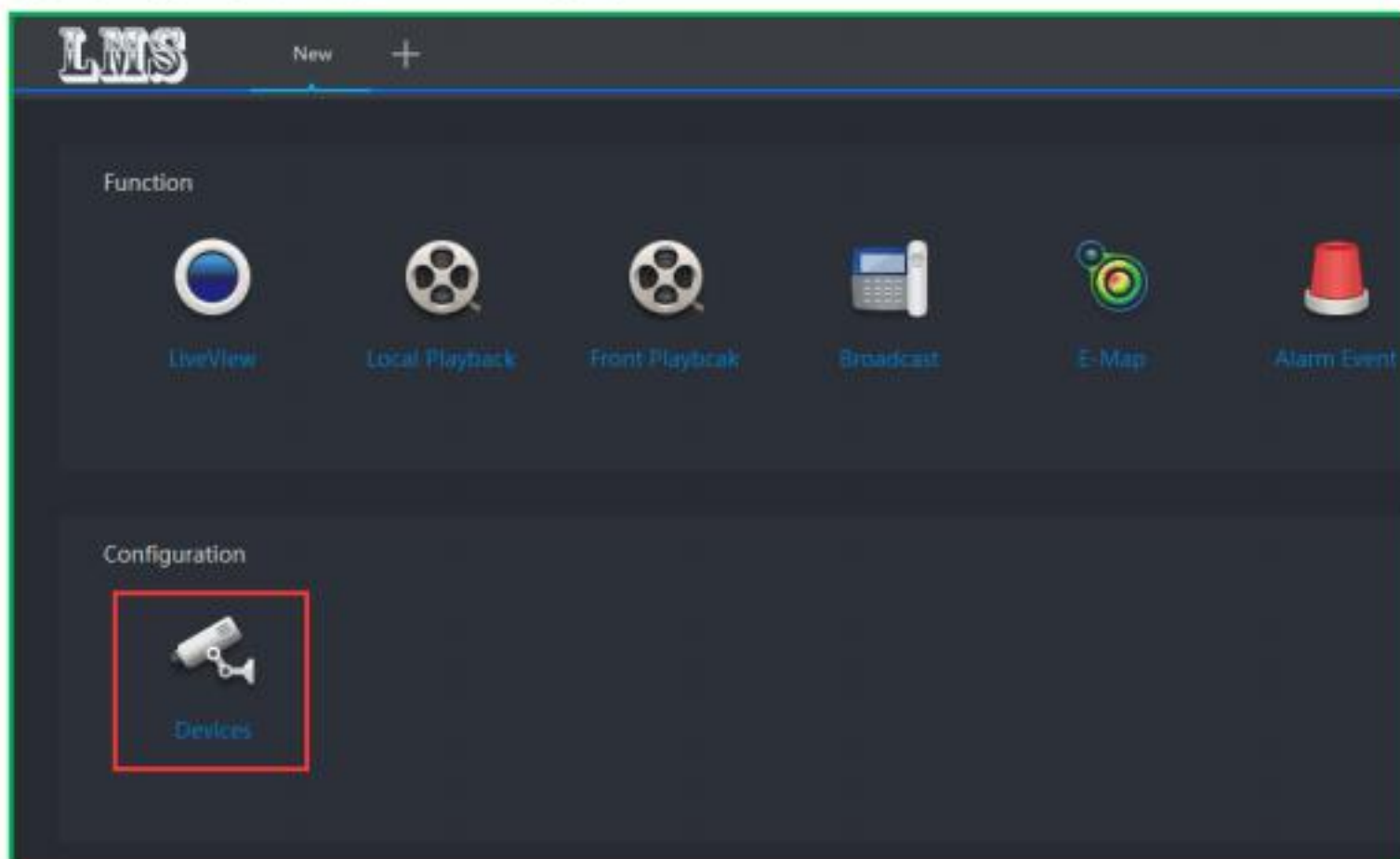(Note: Please don't install Client Software on C drive, not support for Macintosh system)

Input user name: admin and password:123456 to log in.

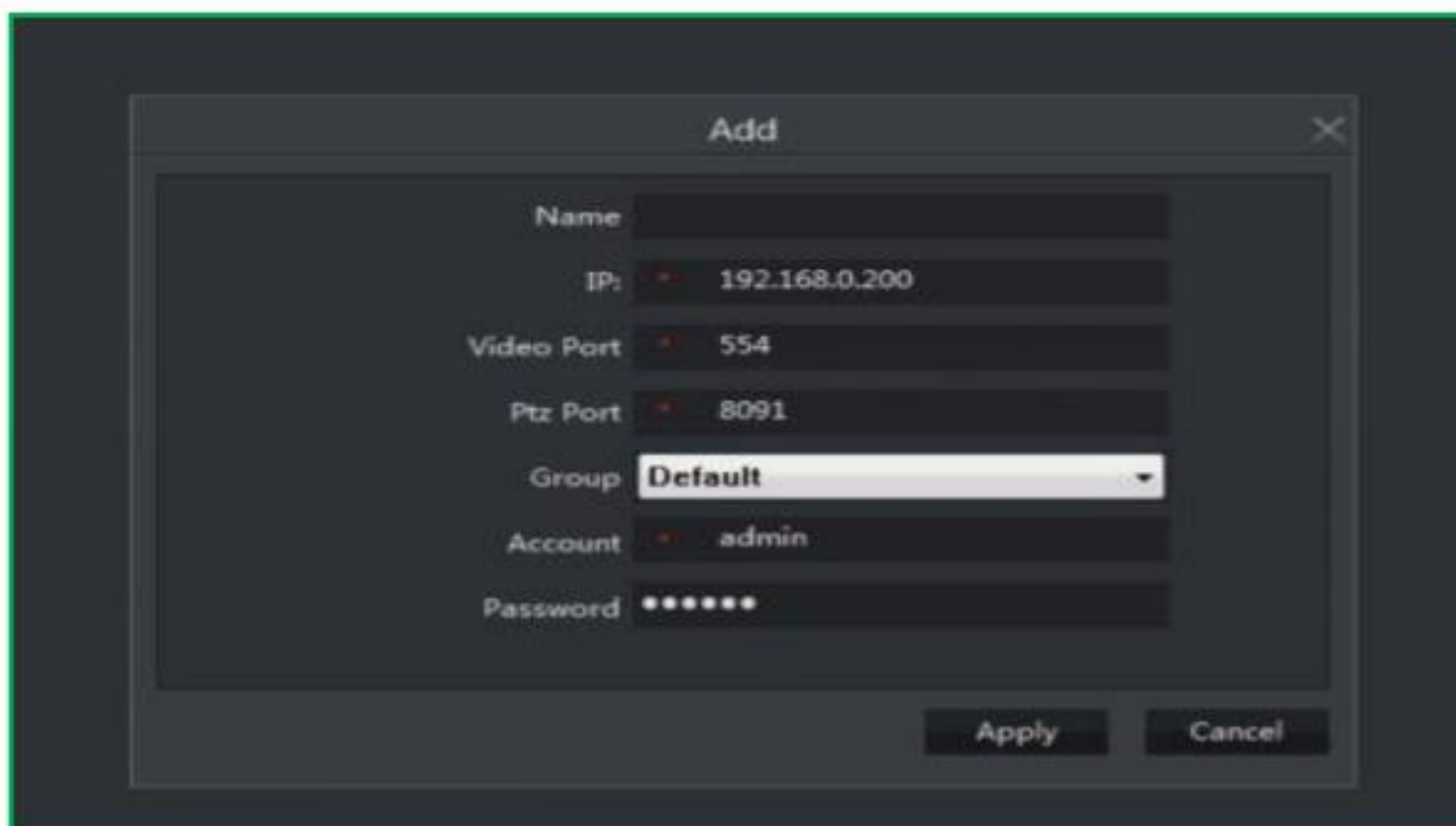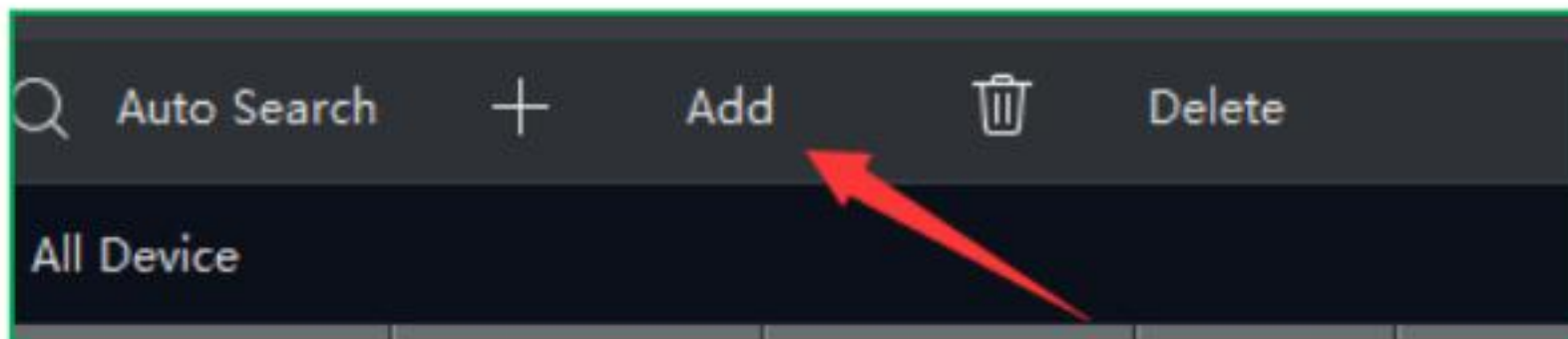## 5.2 Add camera to LMS

1) Automatic add

When you log into LMS,click"Device" icon,then click"Auto Search",it will automatically search camera within LAN network.

2) Manually add

Click "Add" button,You can manually add devices, including name, IP, video port, PTZ control port, grouping, account, and password (default setting: admin, 123456) for editing. * Required field.

5.3 Record Plan

The corresponding video recording plans can be customized in batches or individually, including timed recordings, motion detection recordings, alarm recordings, and clearing recordings.

You can save the timed recording, motion detection recording to your windows computer, Please refer to the figure below.The green range indicates the timing recording period, and the red range indicates the motion detection recording period.and recording will be stored on the **D drive by default**.

Each motion detection recording time is **1 minute**, and the timed recording will generate multiple clip videos, each video is about **30 minutes**.

 (The camera has no alarm external interface, so it does not support alarm recording)

You can aslo check the corresponding video from our website. If you can't find the correct video.
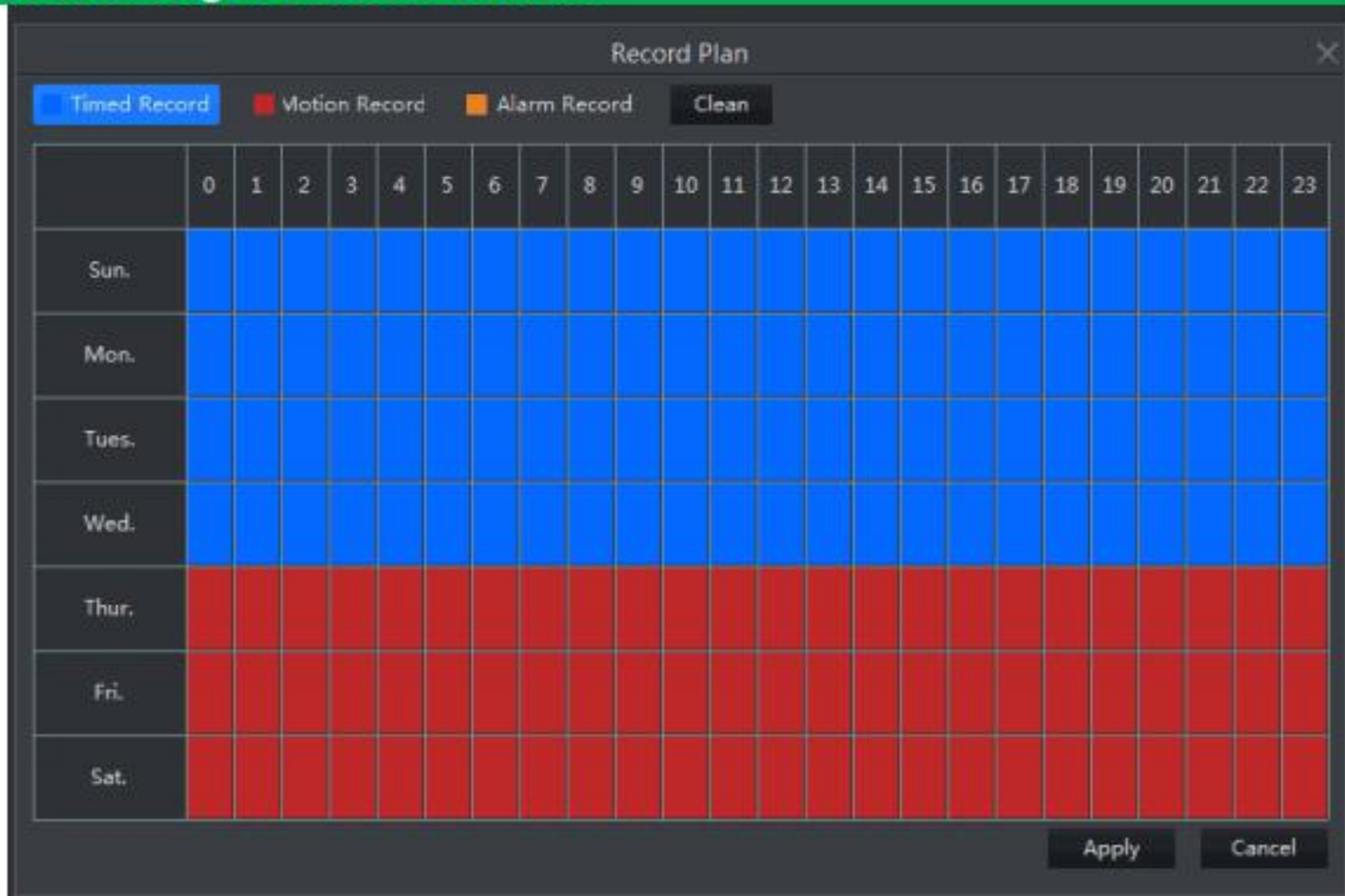
5.4 PTZ control interface

Back to liveview,click the arrow as below, PTZ control box will pop up

The IP camera supports standard ONVIF protocol and it can be added to third-party video recorder.
6.1 Before pairing cameras to the NVR, make sure the NVR and cameras have valid and matching IP scheme.

Note: Some of the PoE NVR supports Plug & play, which allows you to get video without manually search and add. if Plug & play feature is not available or no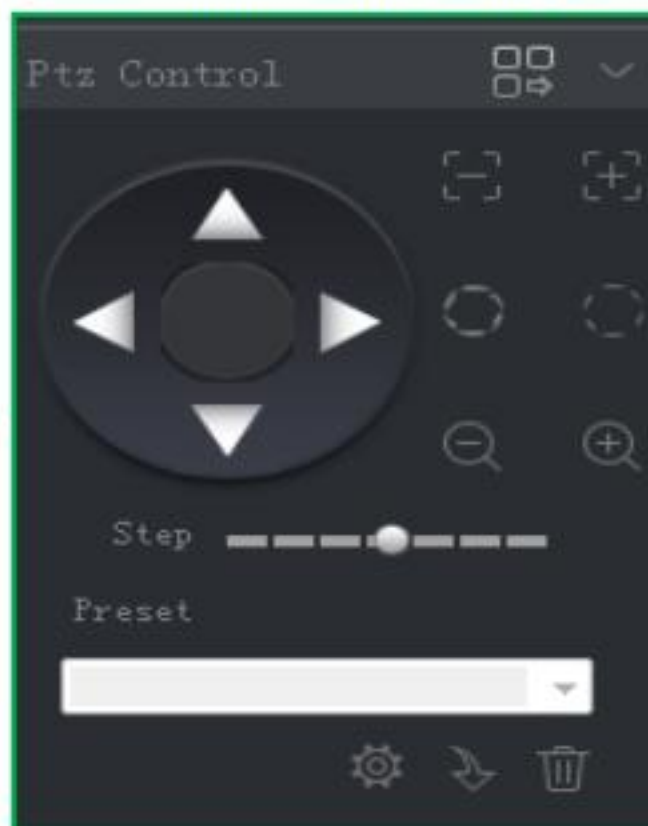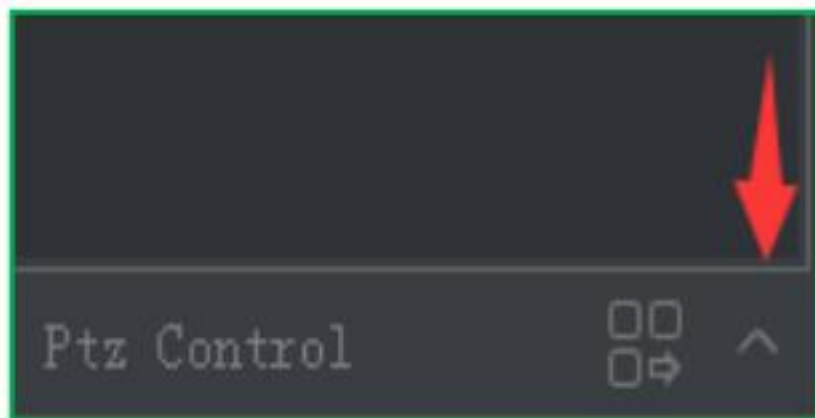t compatible, please follow the manual step and select ONVIF protocol as the paring protocol. (camera default password:123456)

If the POE NVR can not discover the connected camera or can not display the camera video , please check it's internal POE interface IP configuration and make sure all connected cameras and NVR POE interface are in the same subnet scheme. For more help please contact the both NVR and IP camera suppliers for technical assistance.

6.2 Dual H.265&H.264
▶This camera supports Dual H.265 & H.264 Code. Built in standard ONVIF protocol, can be added to third-party video recorder.
▶The H.265 encode cameras can compress the video data to a very low bit rates which save at least 50% video data storage than normal H.264 camera.

Notice: Only configure the camera to H.265 mode when your NVR supports H.265. If your NVR only support H.264, Please modify the main stream and sub stream to H.264. Otherwise, there will be no image.
▶ Configuration > Camera > Video-Encode

6. Working with Onvif NVR
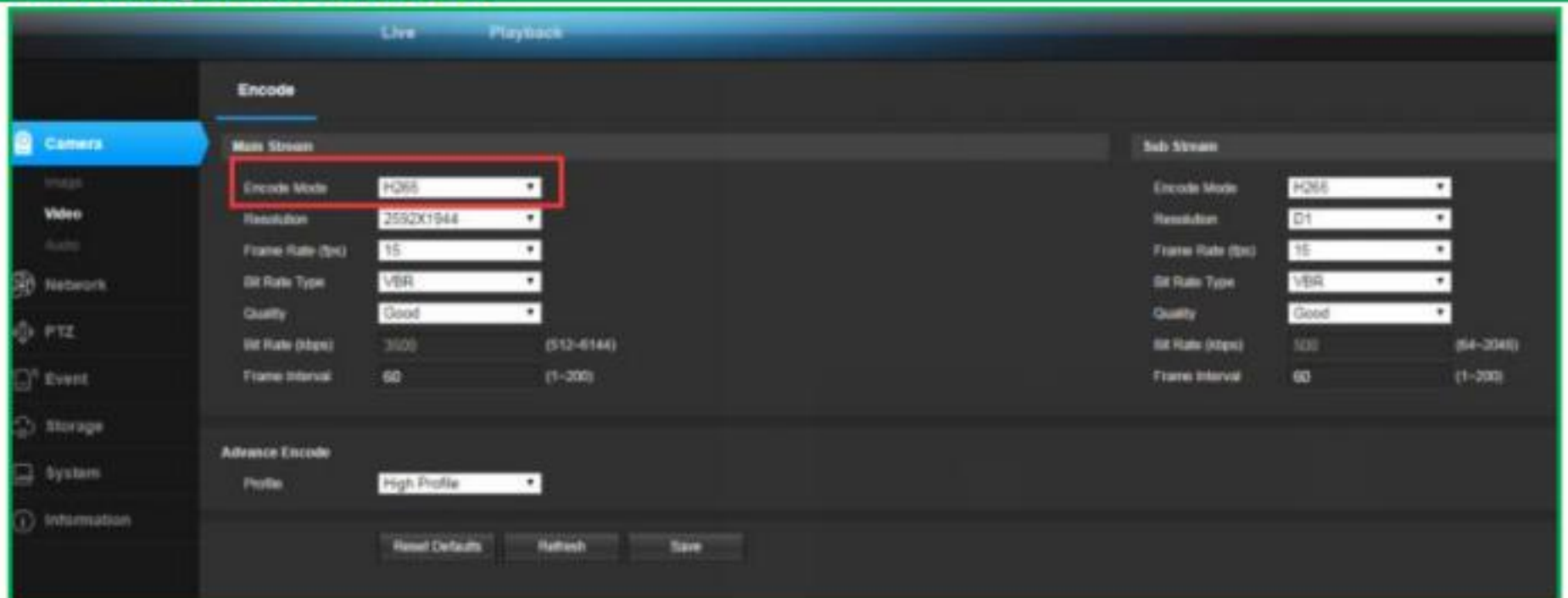
6.3. Modify IP address

Notice: The IP address of the camera must be in the same subnet of your NVR. Please refer to the NVR user manual of your NVR to confirm the IP address Subnet.

6.4 Resolution of Camera

►The recording resolution of NVR must be compatible with the resolution of camera. If the NVR only support 1080P, You must modify the resolution of the camera to be compatible with NVR.

► Configuration > Camera > Video > Resolution
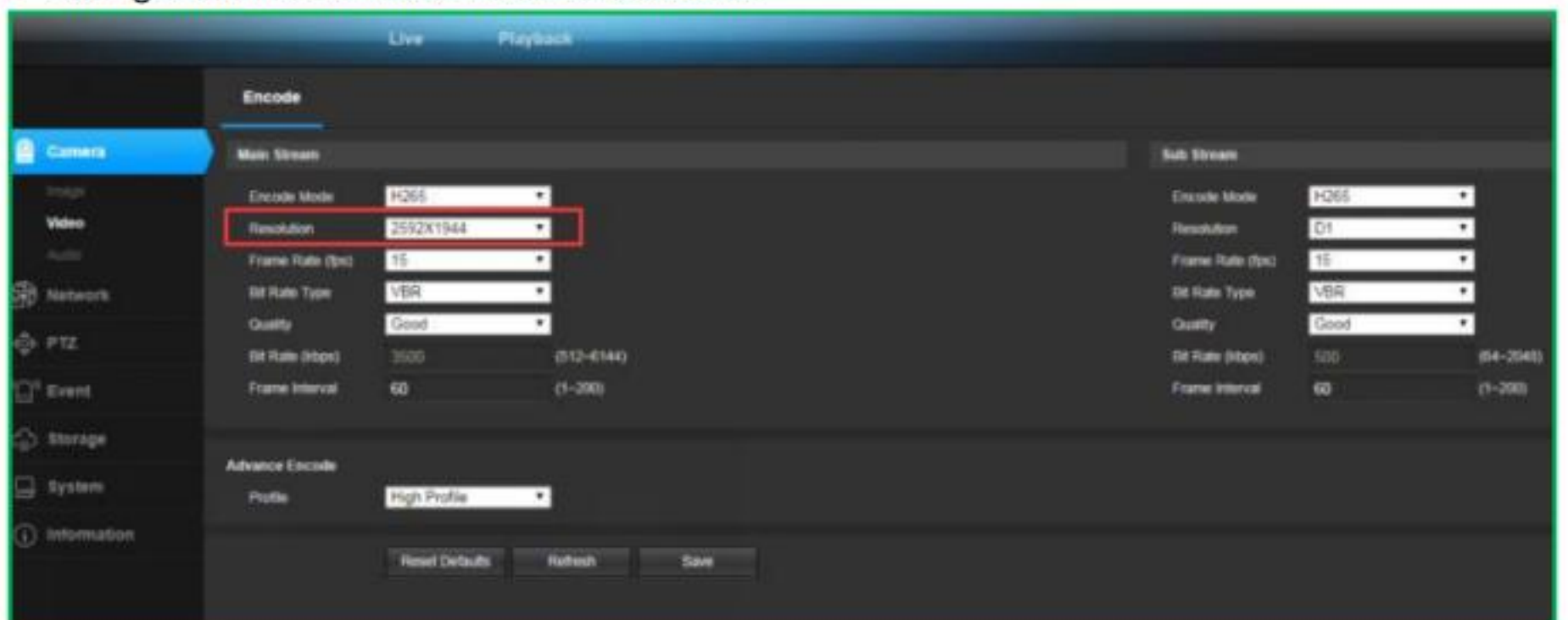

Tips:
No Signal or Picture when you plug to POE NVR.

►Check the resolution of NVR, does it support 5.0MP or above?

Some old NVRs only support 1080P input. So you need to modify the resolution of the camera through web interface of camera.

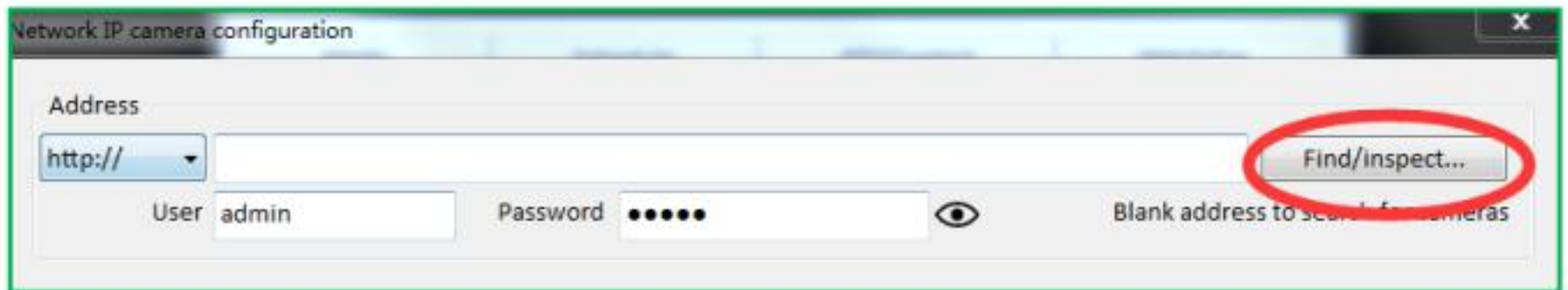►Does your NVR support H.265 compression?

Some old NVRs only support H. 264. If camera default to H. 265,You need to modify the main stream and sub stream to H. 264 to compatiable with NVR.

►Is the IP Address of the Camera in the same Network segment of the NVR ?

You need to modify the IP Address of the Camera.

7.Add camera to Blue Iris
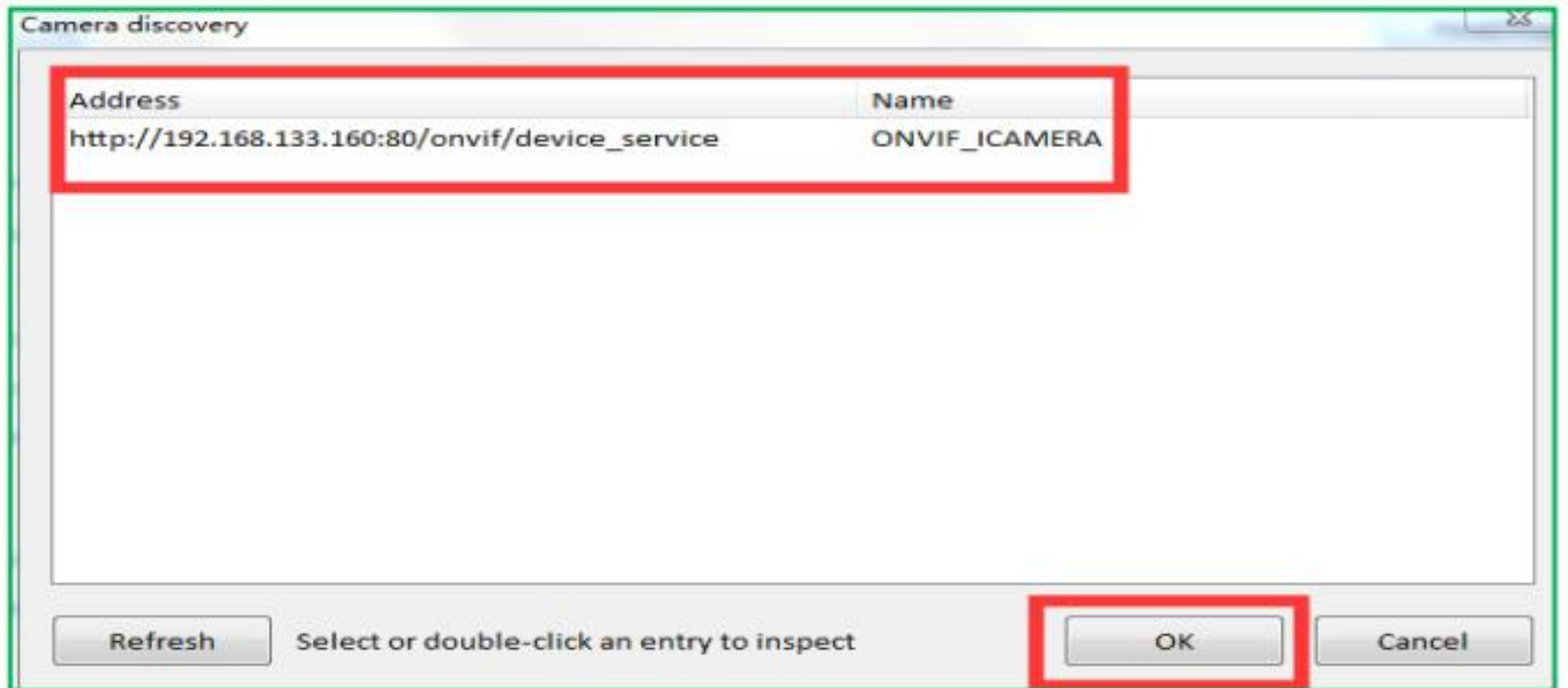
Use "http" and find camera within Lan network.

Network IP camera configuration

Address

http:// ▼ [   ] Find/inspect...
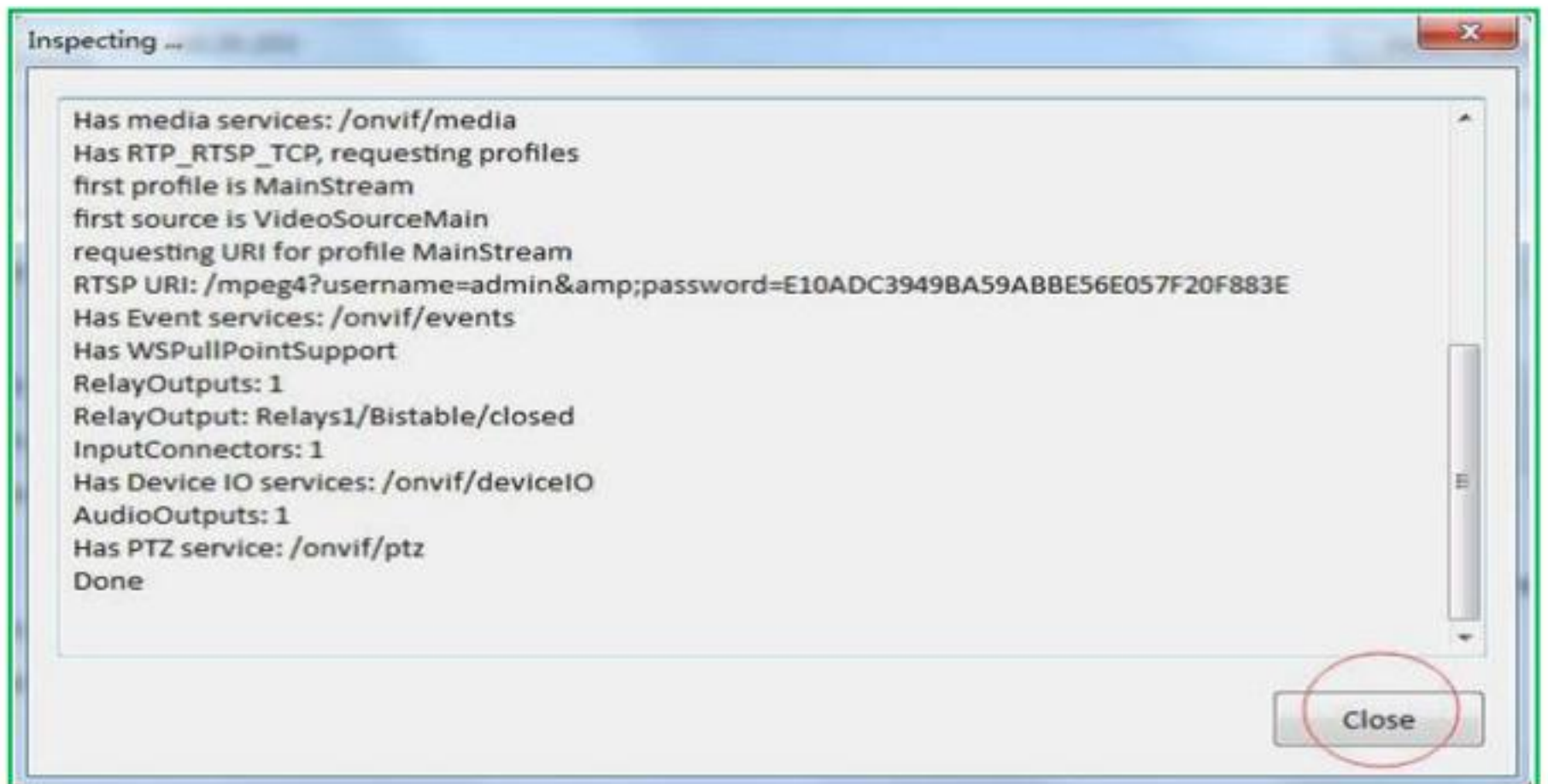
User admin   Password ••••• 👁   Blank address to search for cameras

Camera discovery

Address	Name
http://192.168.133.160:80/onvif/device_service	ONVIF_ICAMERA

Refresh   Select or double-click an entry to inspect   OK   Cancel

Inspecting ...

Has media services: /onvif/media
Has RTP_RTSP_TCP, requesting profiles
first profile is MainStream
first source is VideoSourceMain
requesting URI for profile MainStream
RTSP URI: /mpeg4?username=admin&password=E10ADC3949BA59ABBE56E057F20F883E
Has Event services: /onvif/events
Has WSPullPointSupport
RelayOutputs: 1
RelayOutput: Relays1/Bistable/closed
InputConnectors: 1
Has Device IO services: /onvif/deviceIO
AudioOutputs: 1
Has PTZ service: /onvif/ptz
Done

Close

Note:The password is the camera's login password, if you change camera password,here password must be consistent.

8.Operating via Danale Mobile App

Danale is an application for mobile devices. With the App, you can view live image of the camera, receive alarm notification. You can open Cloud Service to store motion detection videos and 7/24 videos.
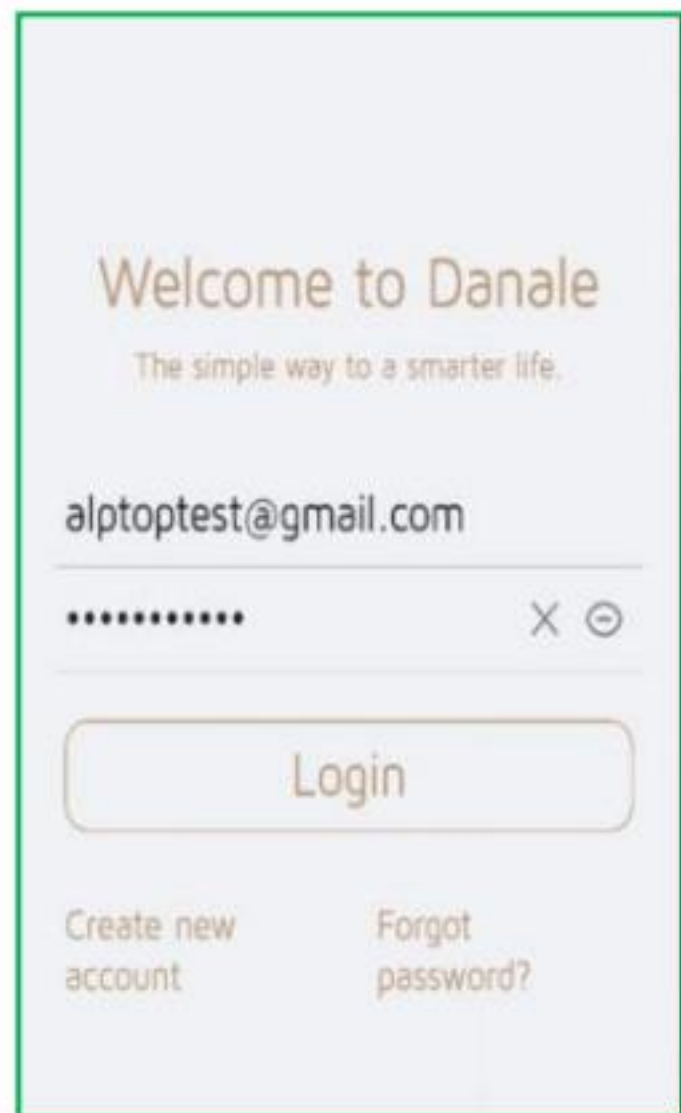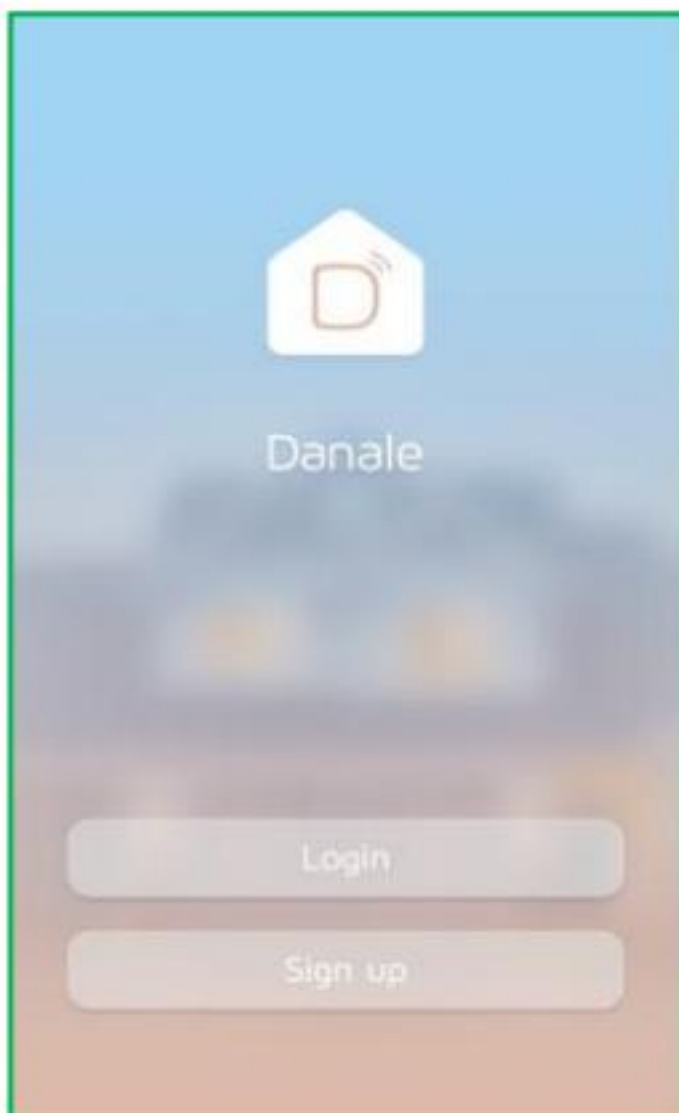
8.1. Add Camera
Download Phone APP-"Danale" from App Store for iPhone,from Google Play for Android Phone.Or scan the QR code in the following.

Open APP,register an account first and login camera as below.
Note: If it reminds whether allow Danale to access photos,media content and files on your device,please click"allow".

8.Operating via Danale Mobile App

8.1 Add camera to Danale App.

Click ✛ button and turn on GPS positioning to get the WiFi name, Input wifi password. Click the eye icon to double confirm the password you entered correct.Please be careful not to leave spaces.Please also ensure your phone and camera connected under the same wifi.Click "next" to find camera in the Lan and click "add".
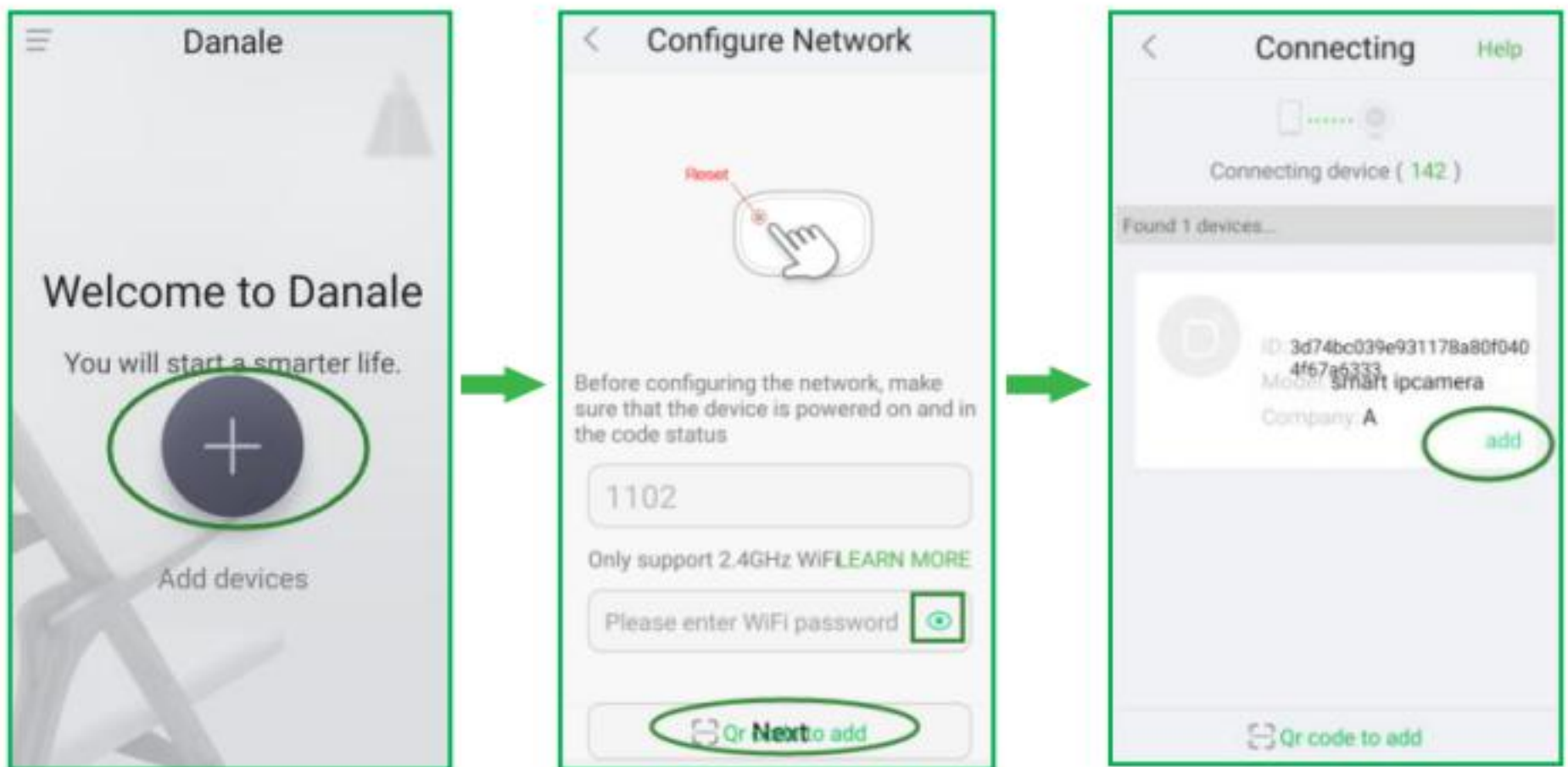
Name your device and click "ok".You have connected your camera to the App successfully, now you can live view the camera on your phone anytime and anywhere
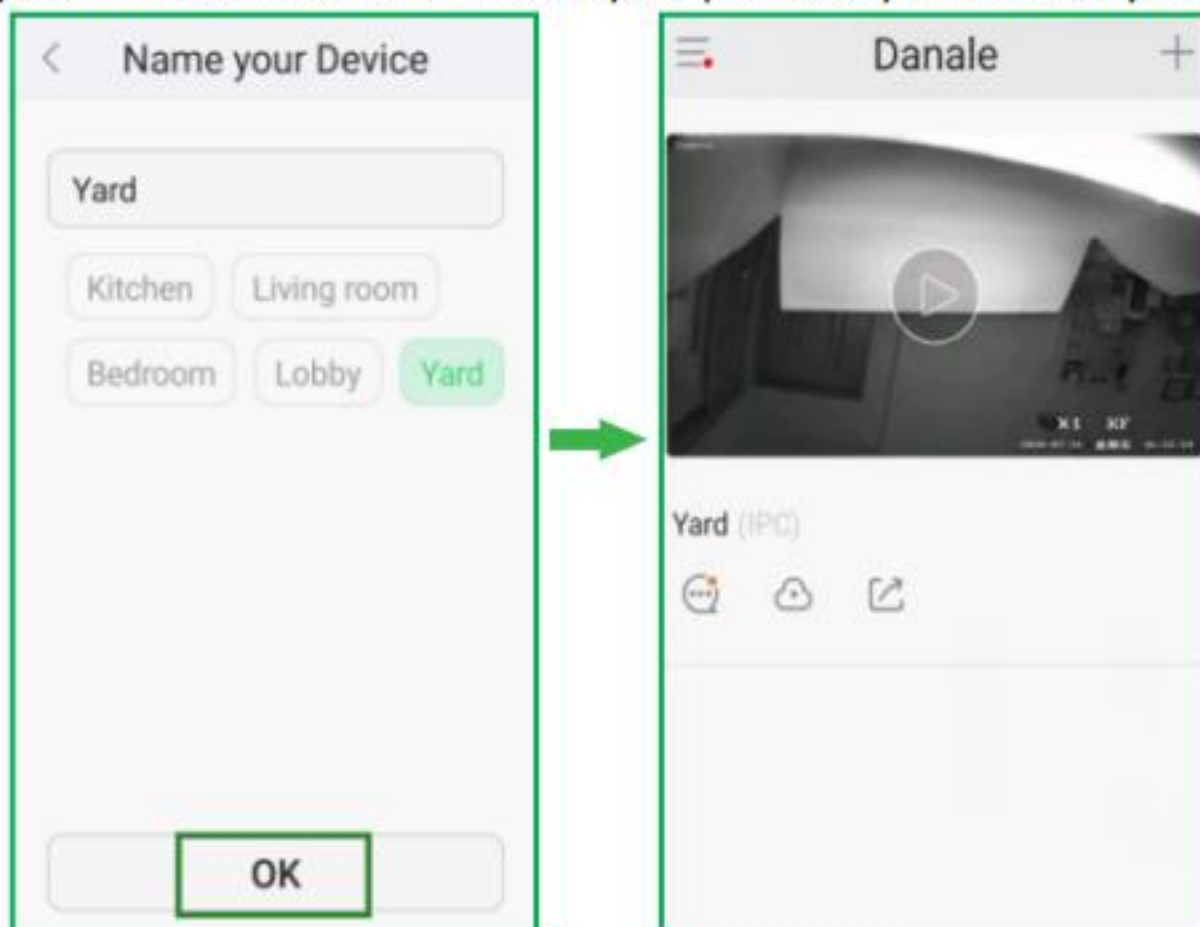
8.Operating via Danale Mobile App

Note:

Please make sure P2P is enable. Log into web browser and go to configuration - network - P2P to check.

8.2 Main screen menu introduction

8.Operating via Danale Mobile App

8.3 Settings

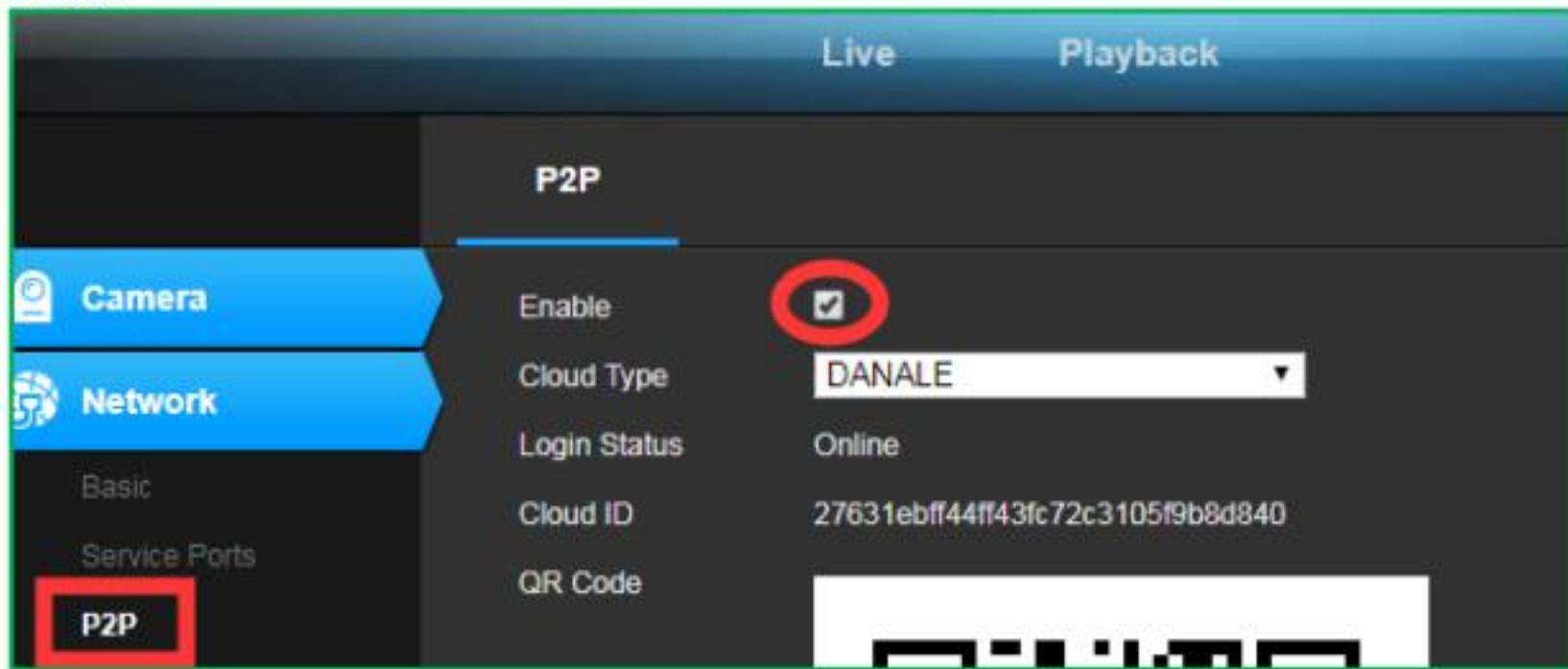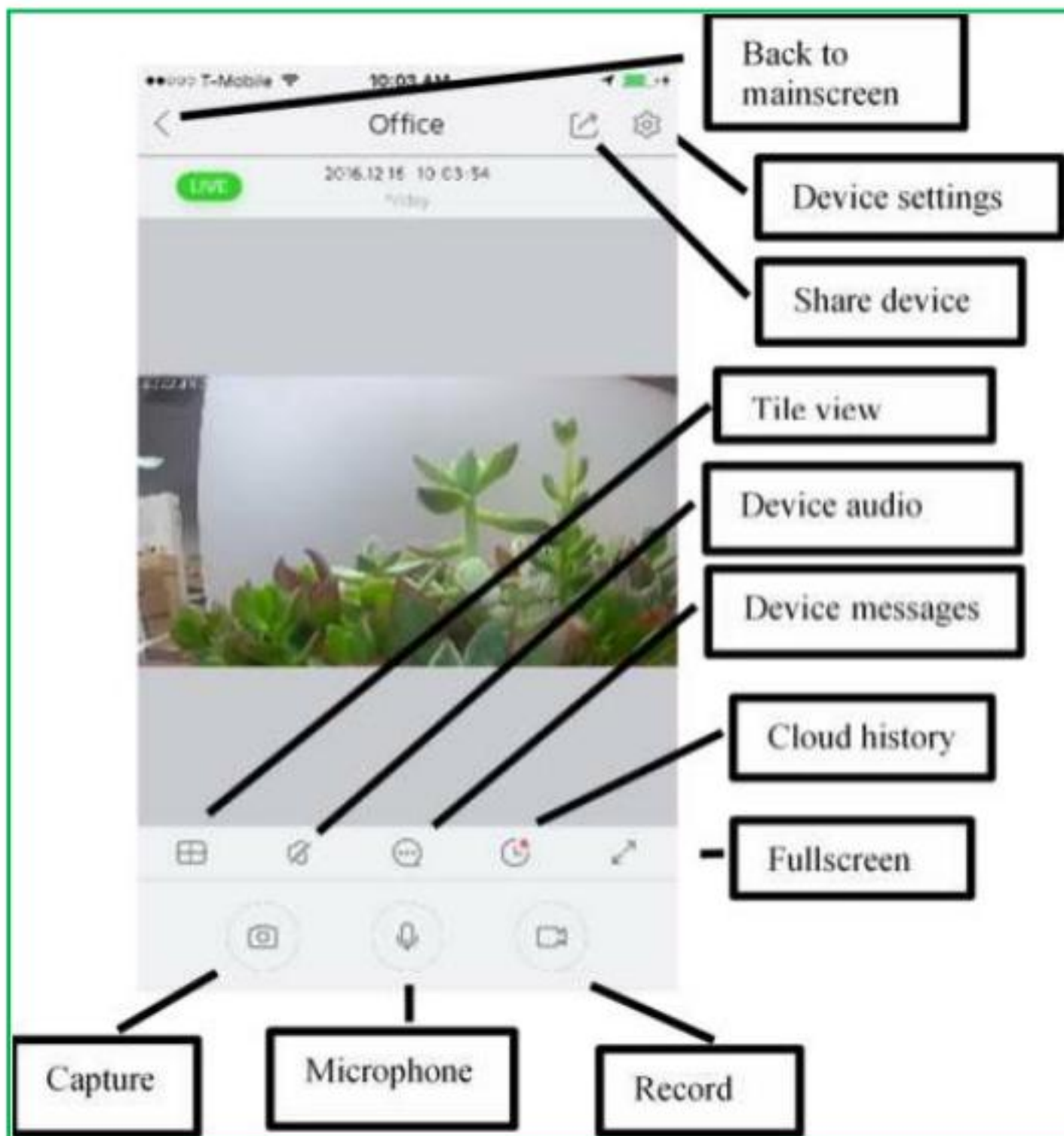Click on the phone preview screen,And click ⚙ button to enter the settings of the camera.
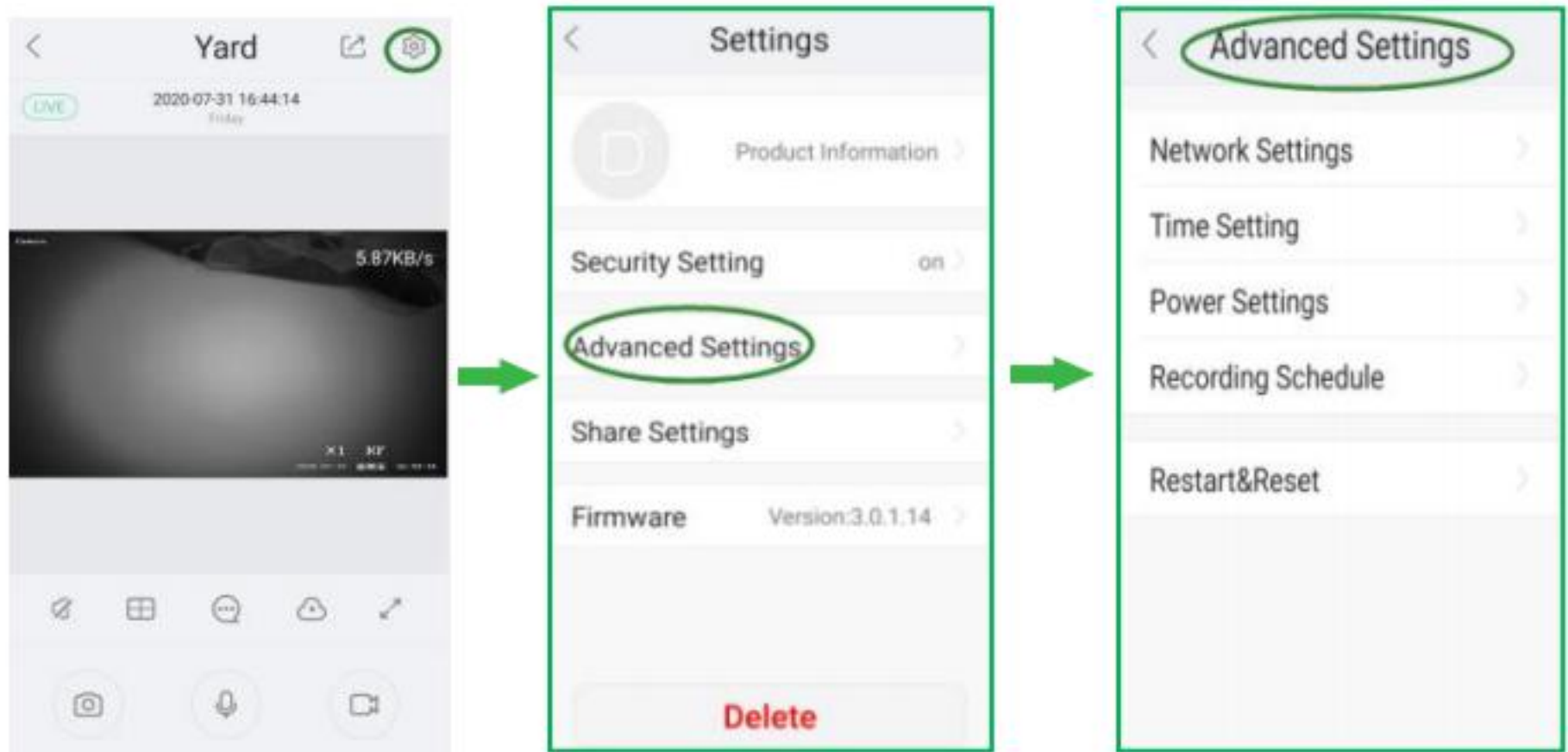
8.3.1 Security Setting:
1.Motion detection: Activate motion detection and alarm notification, sensitivity is adjustable
2.Sound detection: Optional. Please check the product details.

8.3.2 Device Settings
Network Setting:
1.WiFi Setting:Please ignore since this camera does not support WiFi.
2.Lan Setting:You can set static IP here.
Time Setting:Select time zone and set camera's time.
Power Frequency:Default 50hz
SD Card Settings:Optional.
Restart&Reset:
1.Restart Device:Restart camera
2.Format SD card:Optional
3.Restore Factory Setting:Reset camera

8.4　How to play back the recordings

8.4.1 Playback the recordings in the SD card

Click the playback icon. Select "Device" to play back the recordings. You can choose the date and drag the recording progress bar below for your selective playback.
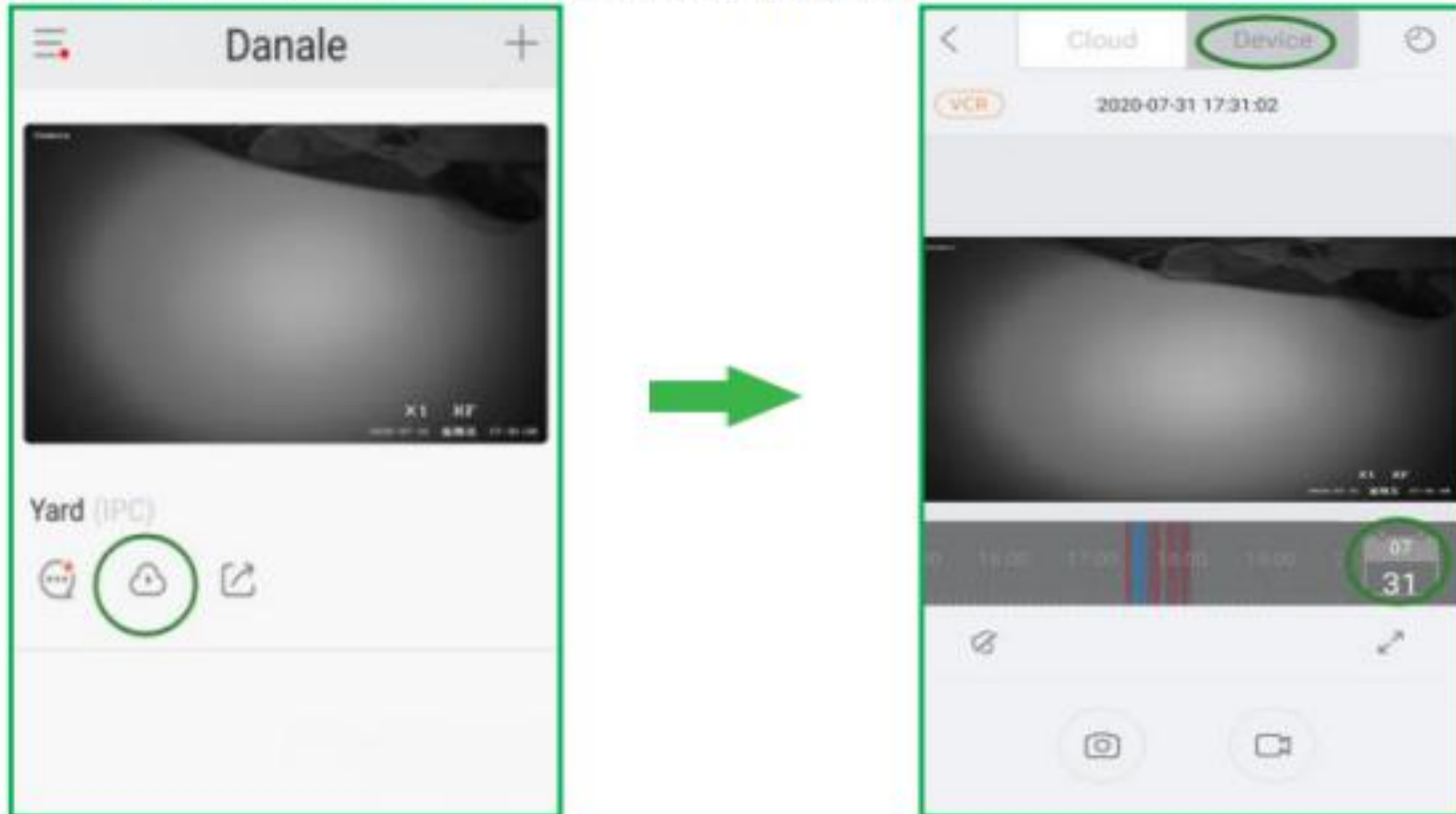
if the camera not detect the SD card, Please remove the SD card, restart the camera and insert the SD card into the camera again. Click ⏰ in the below image, to check the SD card status.
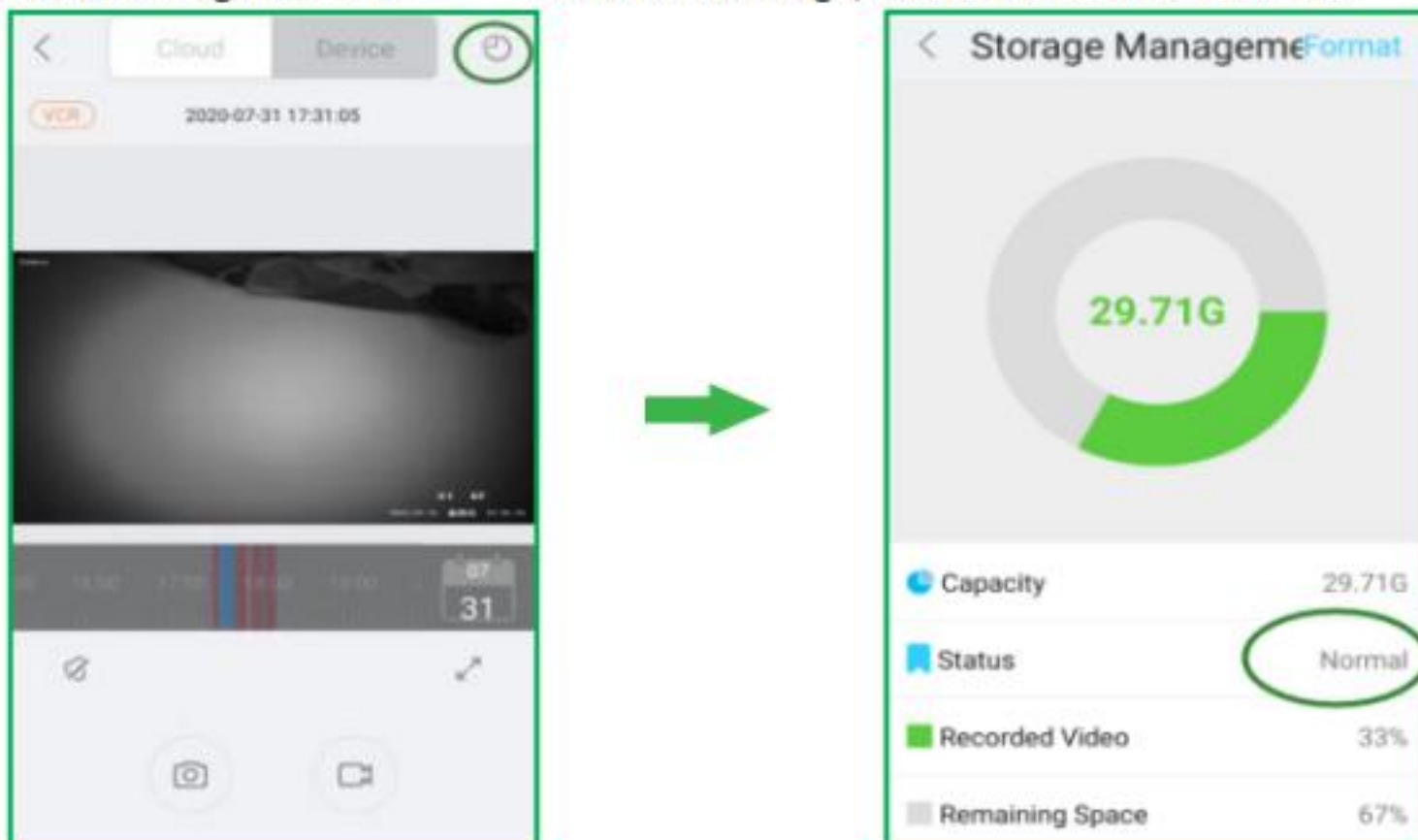
Note:

Please make sure that recording schedule have enbale.

Please check the time zone is correct.

When the camera starts to work, you can view the recording in SD after ten minutes.

8.4.2 Playback the recordings in the cloud storage,Click the playback icon.Select "Cloud REC" to play back the recordings. You can choose the date and drag the recording progress bar below for your selective playback.You need purchase cloud service first.
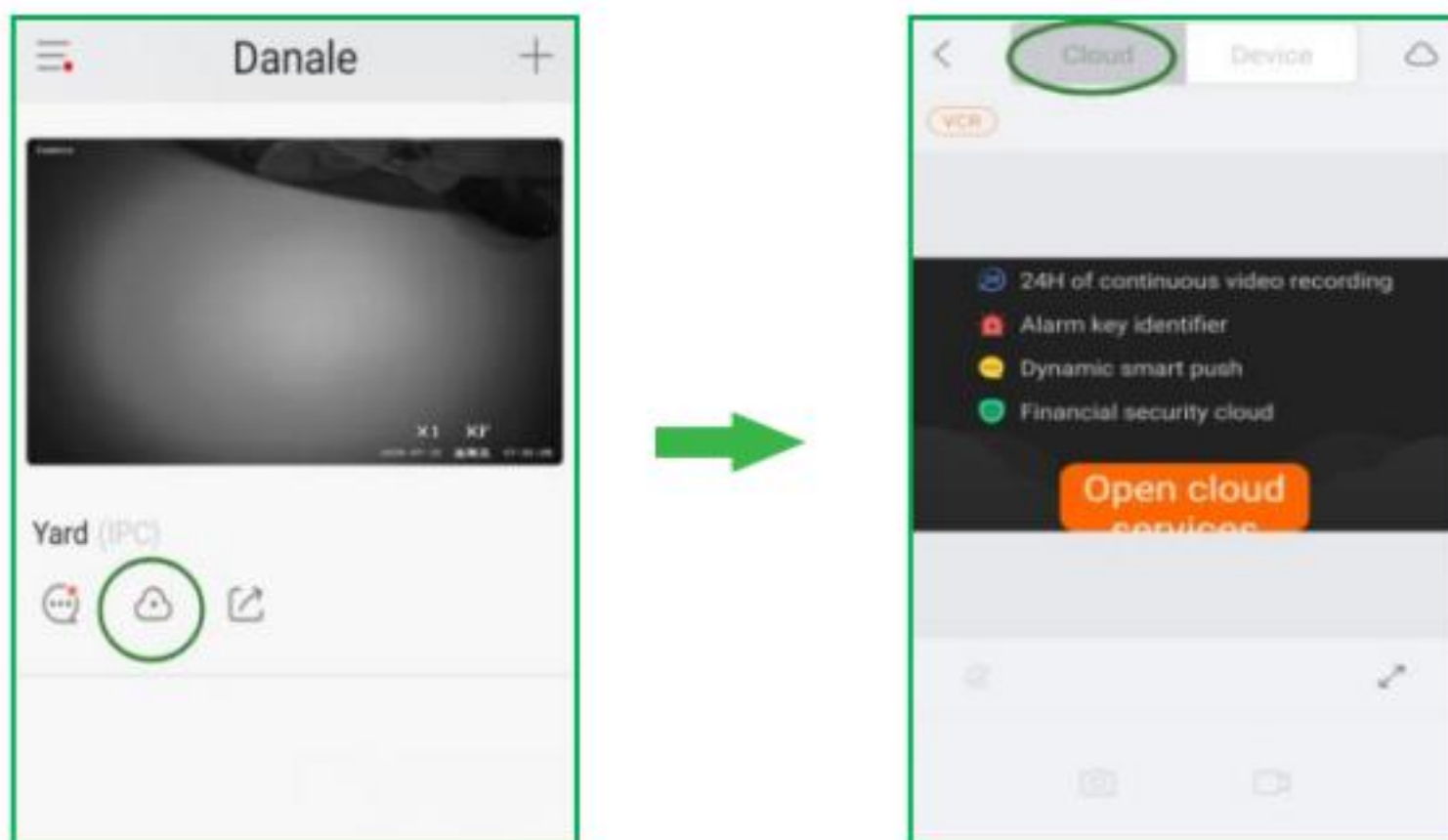
8.4.3 Check the motion detection recordings,Click the information icon.Click the corresponding motion detection information to watch the video.
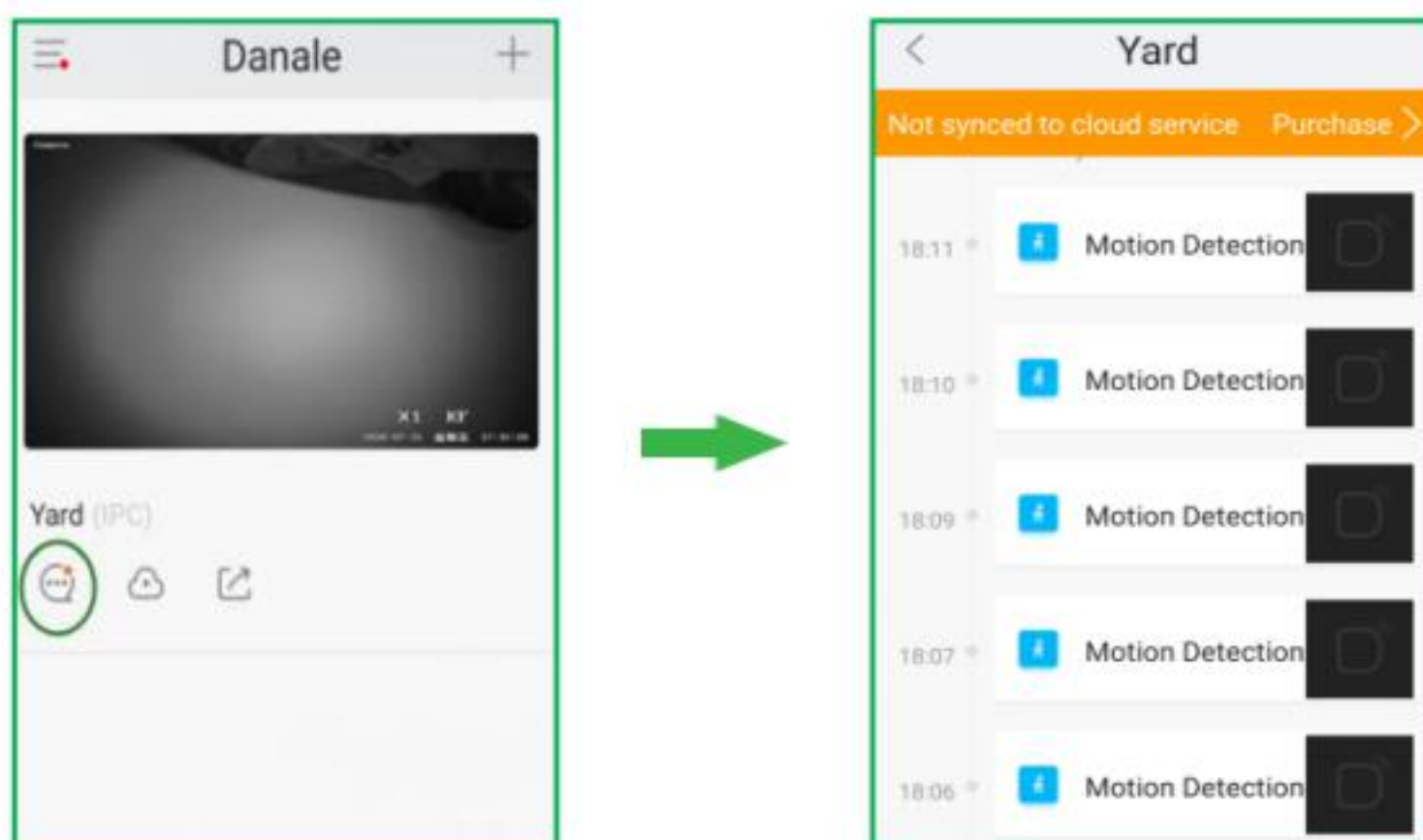
Note: You are not able to watch the motion detection recordings if the cloud storage service is not activated or the service has expired.

8.Operating via Danale Mobile App

8.5 Sharing Camera

Please share your camera if your family member want to add this camera.

Your family members or friends need to download the app and you need to know their user ID.
As shown in the figure below, 15118171107 is the user ID.

Click [icon] in yourself danale app,and input their user ID. Modify permissions for another user
account.

9.Frequently Asked Questions

1.I can't find ip camera address with search tool.
1)Exclude network has Secondary routing
2)Power on camera and use a network cable to connect camera with your computer directly, make sure computer off network. Then use search tool to search IP address and modify it to match your gateway.

2. Why can't I open the default IP address 192.168.0.123 via web browser?
The default IP address may not match your LAN's IP scheme. Check your computer's IP address before accessing the camera. If the IP address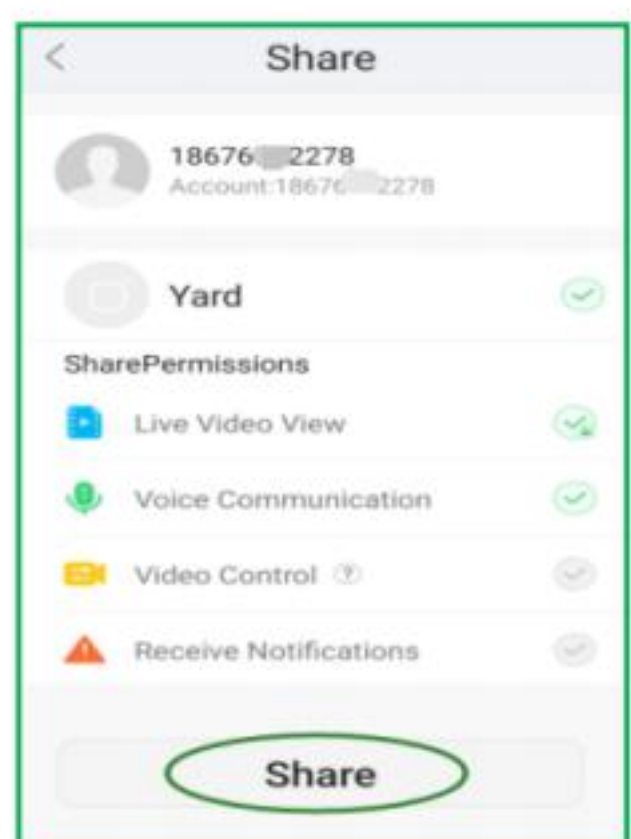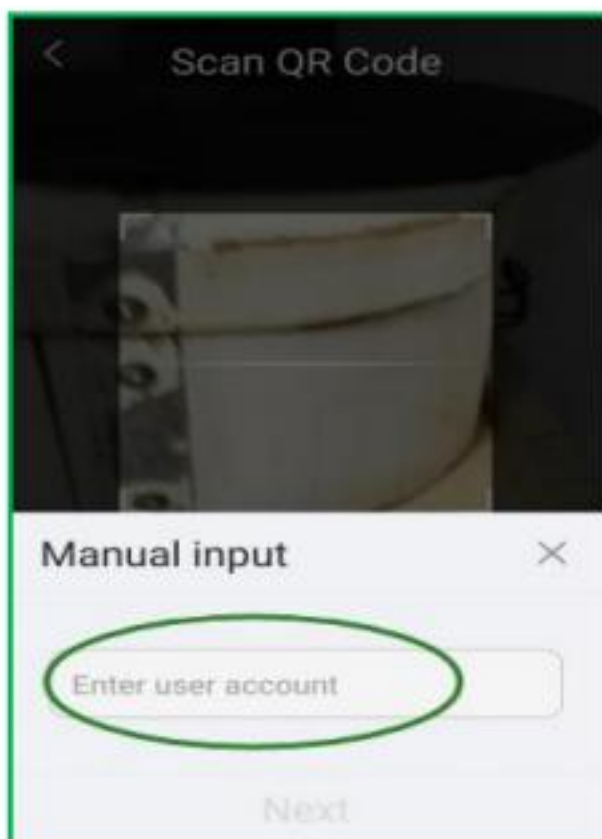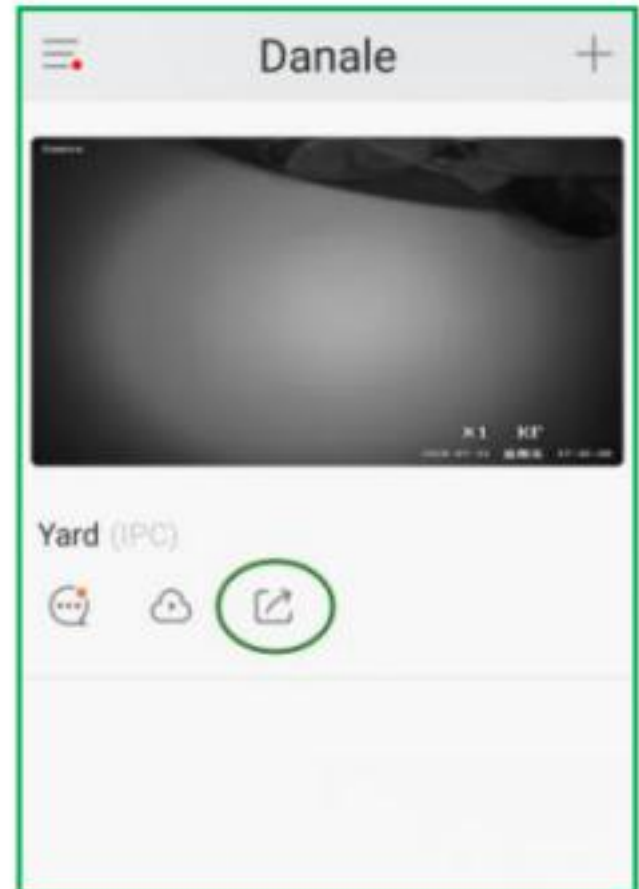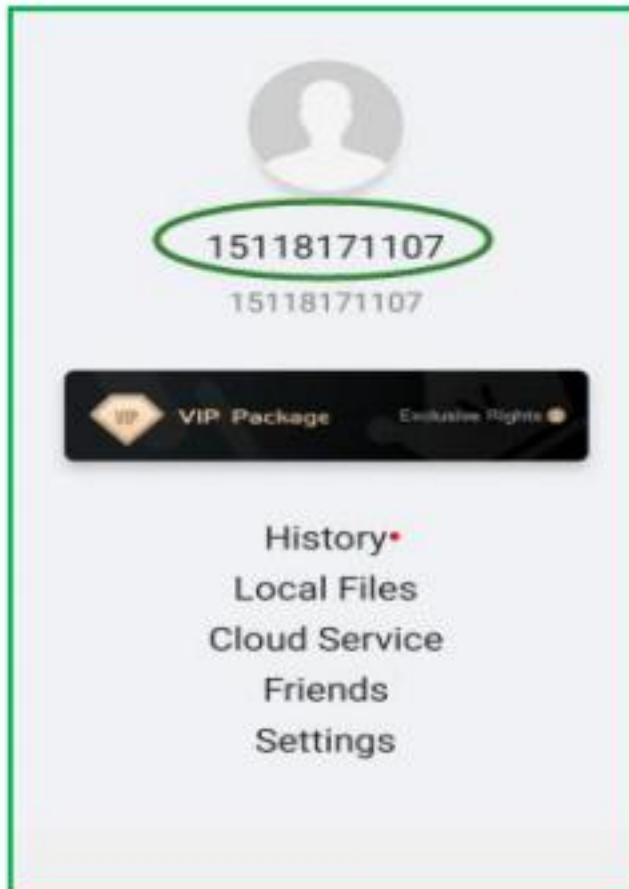 does not match the 192.168.0.x scheme, please install the IP search tool to modify the camera's IP address. Make sure the IP address of the camera matches the LAN IP scheme. For example, if the your LAN is 192.168.1.xxx, then set the IP camera to 192.168.1.123 and so on.

3. How to reset the password?
The default Username: admin, Password: 123456. If you lost the password or would to reset the camera's setting, please install the search tool to search the camera IP and click Reset factory button.

4. How to upgrade the IP camera?
1) Ask the supplier for the suitable firmware, 2) you can use the web browser, search tool, or PC client to upgrade the camera, 3) go to the Configuration > System > update, click browse and select the firmware, then click Upgrade button and wait for the operation to complete.

5. How to fetch the RTSP video stream and http snapshot?
1) Main Stream: rtsp://IP:554/h264?username=admin&password=123456
2) Sub Stream: rtsp://IP:554/h264cif?username=admin&password=123456
3) low resolution snapshot: http://IP/cgi-bin/snapshot.cgi?stream=1
4) HD snapshot : http://IP/cgi-bin/snapshot.cgi?stream=0

6. Why does the NVR not show image after adding your IP camera?
1) Make sure you selected the right protocol and enter the correct username and password when adding the cameras, 2) Make sure the NVR and IP camera are the same IP scheme.(eg. NVR:192.168.1.x, and IP camera:192.168.1.y), 3) try changing the camera encode mode to H.264 if the NVR can't support H.265. (Configuration -> Camera -> Video > Encode mode: H.264)

7. How to make the NVR record in motion detection mode?
1) Enable the IP camera motion detection function via web browser or UC client,
2) add the IP camera via ONVIF protocol, 3) change the NVR record mode to Motion Detection mode, 4) check the NVR screen MD icon and try playback.
Please refer to your NVR's manual for NVR's motion record option.

8. Where can i control the motorized auto focus lens zoom?

1) Using the camera's web interface;

2) Control by PC client software;

3) Roll the mouse wheel at the search tool preview window;

4) Find the PTZ menu in your NVR to control lens zoom

9.NVR keeps rebooting after connecting/registering camera

NVR is set to start continuous recording after camera is connected/registered but is can't record due to hard drive not being formatted

10. POE can't work

1)If it is a PoE camera and not powered, check to see if it is plugged into a PoE switch. Verify that the camera is receiving the proper wattage of PoE power, Outdoor 4.5inch PTZ cameras often require High-PoE or PoE+ 30W that is higher than most standard 15W PoE switches provide, often requiring different wattage midspans. Some cameras that require >15W of power will boot up and connect with 15W, but not transmit images or respond to PTZ commands.

2)Another pitfall may be the PoE network switch itself. Some PoE switches do not have enough power to supply 15W to every port and will not supply power to another camera if it is already overloaded. To troubleshoot, connect the camera into a suitable PoE injector or midspan to see if that is the problem.

11.No found devices after inputing WiFi password or can not view this camera with danale app?

1).Log in to Internet Explorer and go to Configuration - Network - P2P to enable it.

2).Please ensure that the camera is powered and the light on the ethernet cable is blinking.

3).Please ensure that the 2.4G WiFi network you use in your ip camera and the cellphone is the same.

4).The computer and the camera should belong to the same subnet.if not ,Please use search tool to change camera IP address.

 5).All permissions should allow to turn on after installing Danale APP.

6).Please reset this camera with search tool.

7)Please check your Internet connection and IP camera TCP/IP Network configurations. Please make sure to use a valid DNS server IP in the TCP/IP Network setting.

10.Is there have windows P2P software?

Yes,Please download windows P2P software from this link.

https://drive.google.com/file/d/1SDE920LE9ynhns2JBIIy3RtazKRjEGgD/view?usp=sharing

Please visit this link if you need instructions.

https://www.alptopsecurity.com/Download/72.html

More issues,please contact us at support@alptopsecurity.com