

Wi-Fi IP CAMERA OPERATION GUIDE

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Apply for Model: AT-100BW/200BW/500BW,AT-200DW/PW/TW,AT-500PW/20

Note: Due to the continuous updating of the product and software, there may be a discrepancy between the operating guide and the APP interface. All the instructions are subject to the actual operation interface

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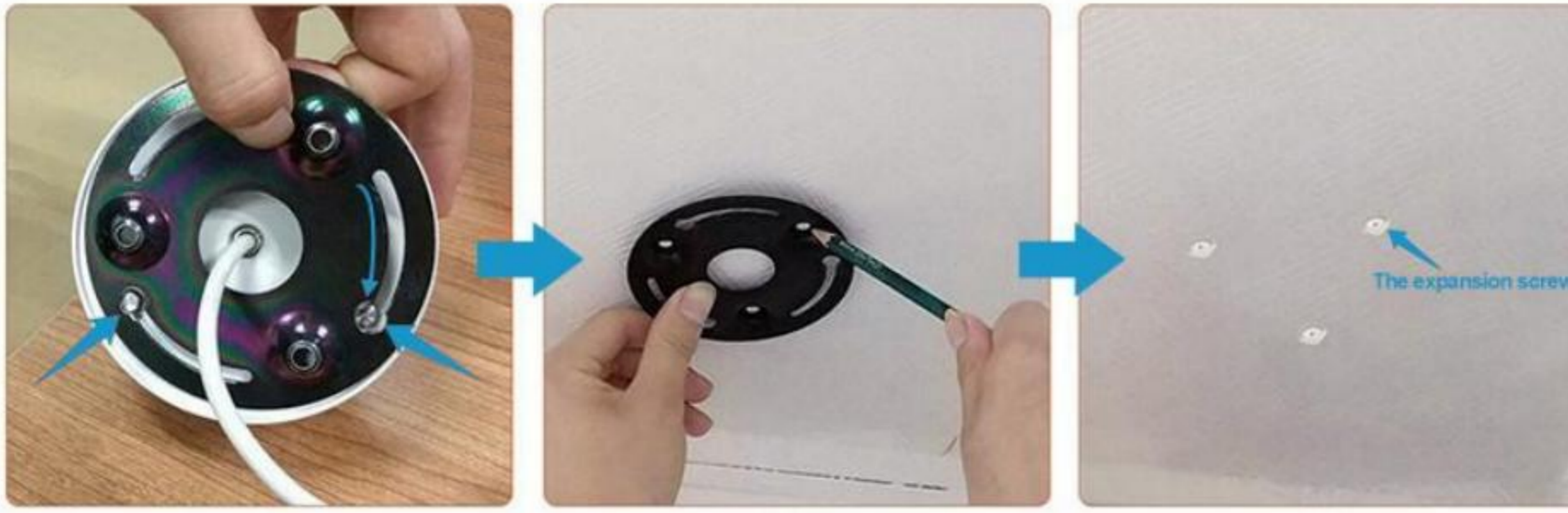
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1. Introduction

Thanks for buying Wi-Fi IP Camera. We provide IP cameras which has different appearance and function. We follow the people-oriented design philosophy, these cameras will be easily able to integrate into our daily lives, both in terms of appearance and function. This manual describes all the parameters, functional structure, how to use, common problems and solutions for the camera in detail. This would help you know the camera quickly and use it easily.



2. Installation



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

Determine the location of the mounting screw holes on the ceiling

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

01

02

03



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



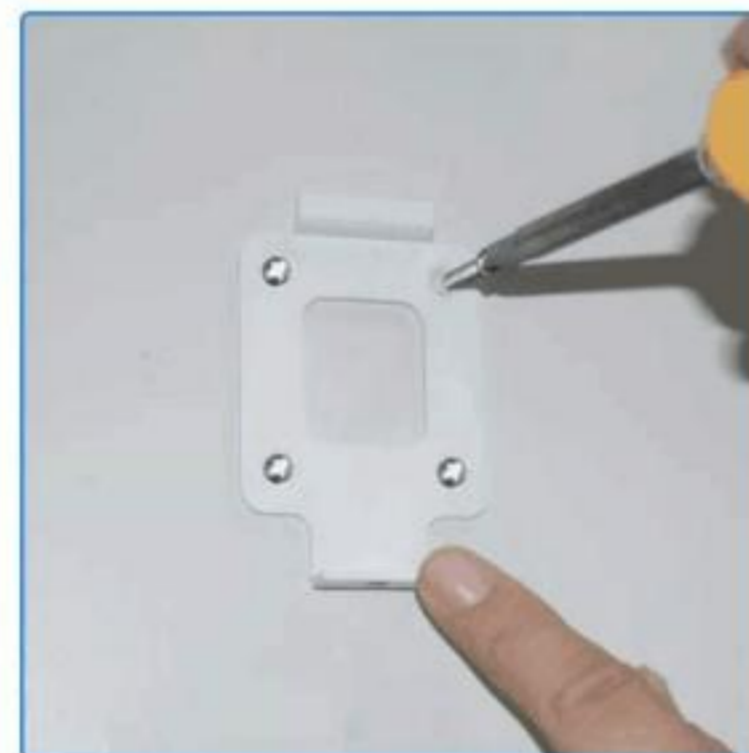
Place the three rounds at the bottom of the PTZ camera at 1, 2, 3, and then turn left to the far left.

05

04



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

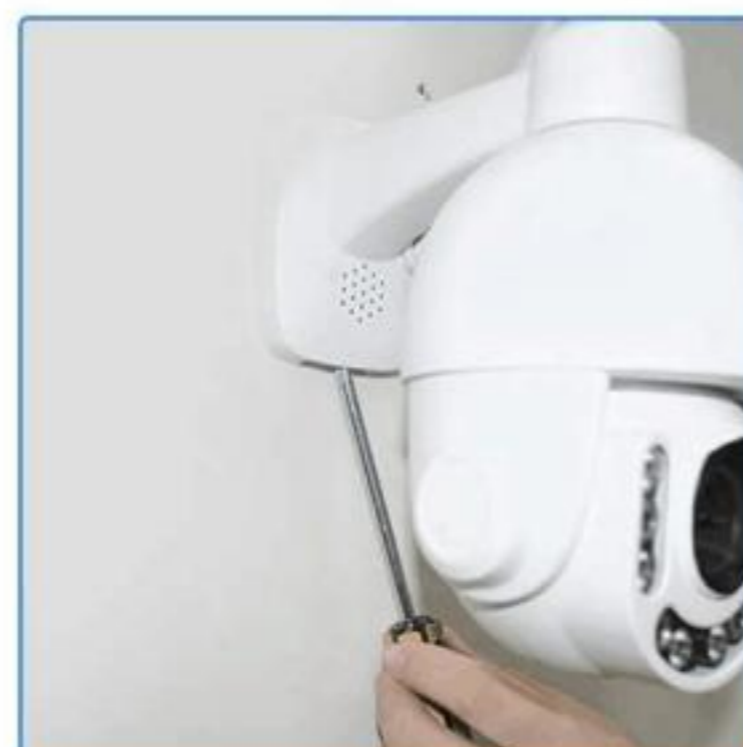
3

5

4

Camera installation is complete

Reattach the base screw



the image is only a reference

3. SD Card Slot



How to install SD Card Support 128GB(not included)



How to install SD Card Support 128GB(not included)



the image is only a reference

4. APP Download

Download APP “CamHipro” from Google Play or Apple Store, or scan the QR Code to install.



Tips Before you Connect Network

- ① Please make sure the network you used in your IP camera and the phone are the same one.
- ② Work as a DHCP server. The camera can't be assigned a static ip address manually, it need the router to assign an IP address. So if your router is not working under DHCP mode, please access router's setting page and change it to DHCP mode, most home wifi routers are working by default DHCP mode.
- ③ Working on 2.4G wireless band. The camera just can operate 2.4GHz band, so if your wifi router can broadcast both 2.4Ghz WiFi and 5Ghz WiFi and their WiFi name is same in router's default setting, please rename the 2.4G WiFi to be different from 5Ghz WiFi.
- ④ Please avoid using special characters such as #, *, &, = in your router wifi password.
(Only model AT-200DW has this limitation, other models do not have this limitation)
- ⑤ The wireless signal range will depend on the strength of your Router WiFi signal. You may possibly need a WiFi extender if your WiFi signal is weak around the yard where you want to install it.
- ⑥ Please reset the camera and reinstall camhipro app if your camera isn't working properly.
Please reset the camera by pressing the camera reset button for 10s when camera is power on.



5. Accessing via CamHipro APP

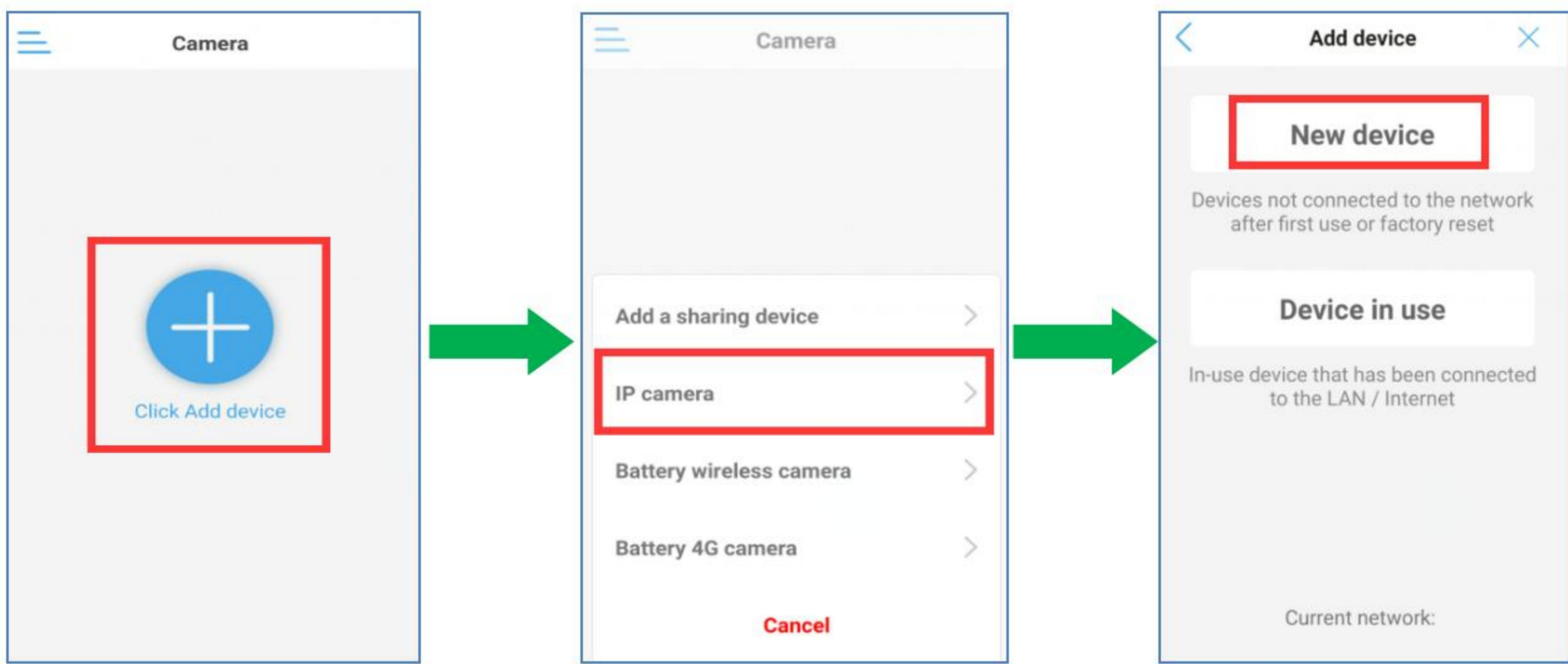
There are 2 methods to configure WiFi connection with the CamHipro APP.

A.LAN Mode Configuration:The camera needs to be connected to the router with a network cable. The network cable can be pulled off after the WiFi connection is completed.

B.AP Mode Configuration :The camera does not need to be connected to the router with a network cable. Please choose either of the two methods to configure your camera. Never use the two methods at the same time.

5.1 LAN Mode Configuration

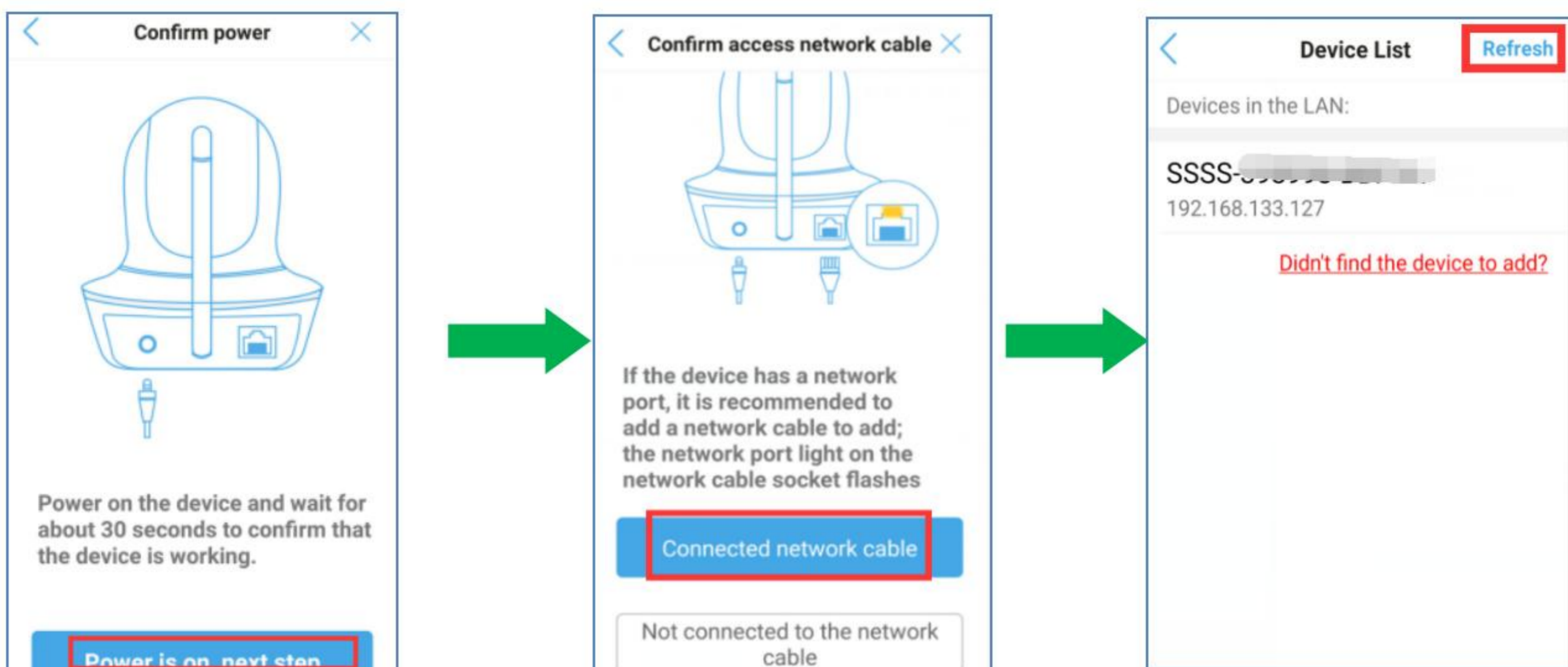
- 1) Use the attached power adapter to plug the camera in power.
- 2) Connect the camera with the router via an ethernet cable.
- 3) Please connect your phone to the **2.4Ghz** wifi firstly before you pair the camera, make sure your router password in mind before you start the pairing process. Please avoid using special characters such as #, *, &, = in your router password. (Only AT-200DW has this limitation,other models do not have this limitation.)
- 4) Open CamHipro APP.



5) Tap "Click Add device"

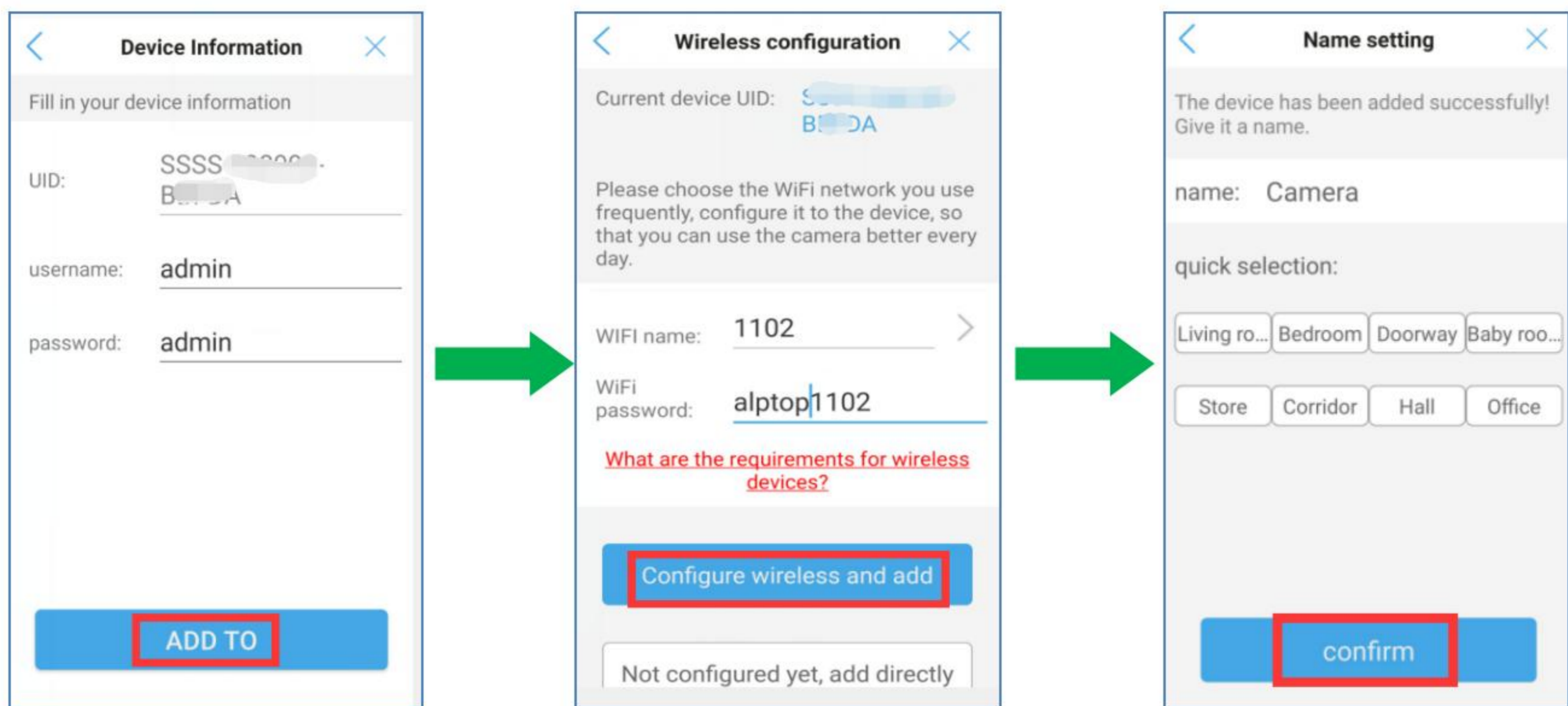
Tap "IP camera"

Tap "New device"



6) Tap "power is on,next step" Tap "Connected network cable"

Tap "Refresh" to search the UID of the camera and tap it.



7) Tap 'Add to'.

Note: The default user name and password are both set as admin

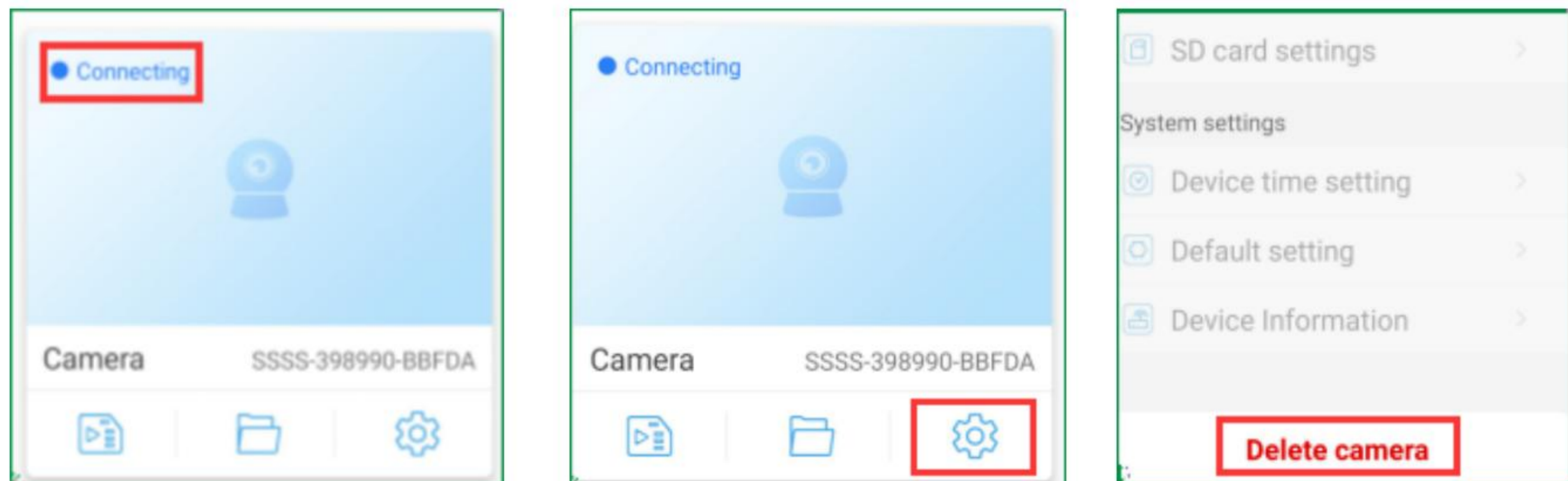
8) Choose WiFi name and input your WiFi password, and tap "Configure wireless and add".

Note: only 2.4ghz WiFi is supported.

9) Select or set a name for your camera, then tap 'confirm'.

10) After setting up the Wi-Fi, camera shows online. Then you can remove the ethernet cable and choose a location within your local WiFi range to install the camera.

Note: If you are unsuccessful, It will still display "connecting". Then you have to go to "settings" to delete the camera and start all over.



5.2 AP Mode Configuration (Connect Hot-Spot) For IOS device

When there is no visible router with network cable port for configuration, please apply the AP mode to configure the camera with your local Wi-Fi network.

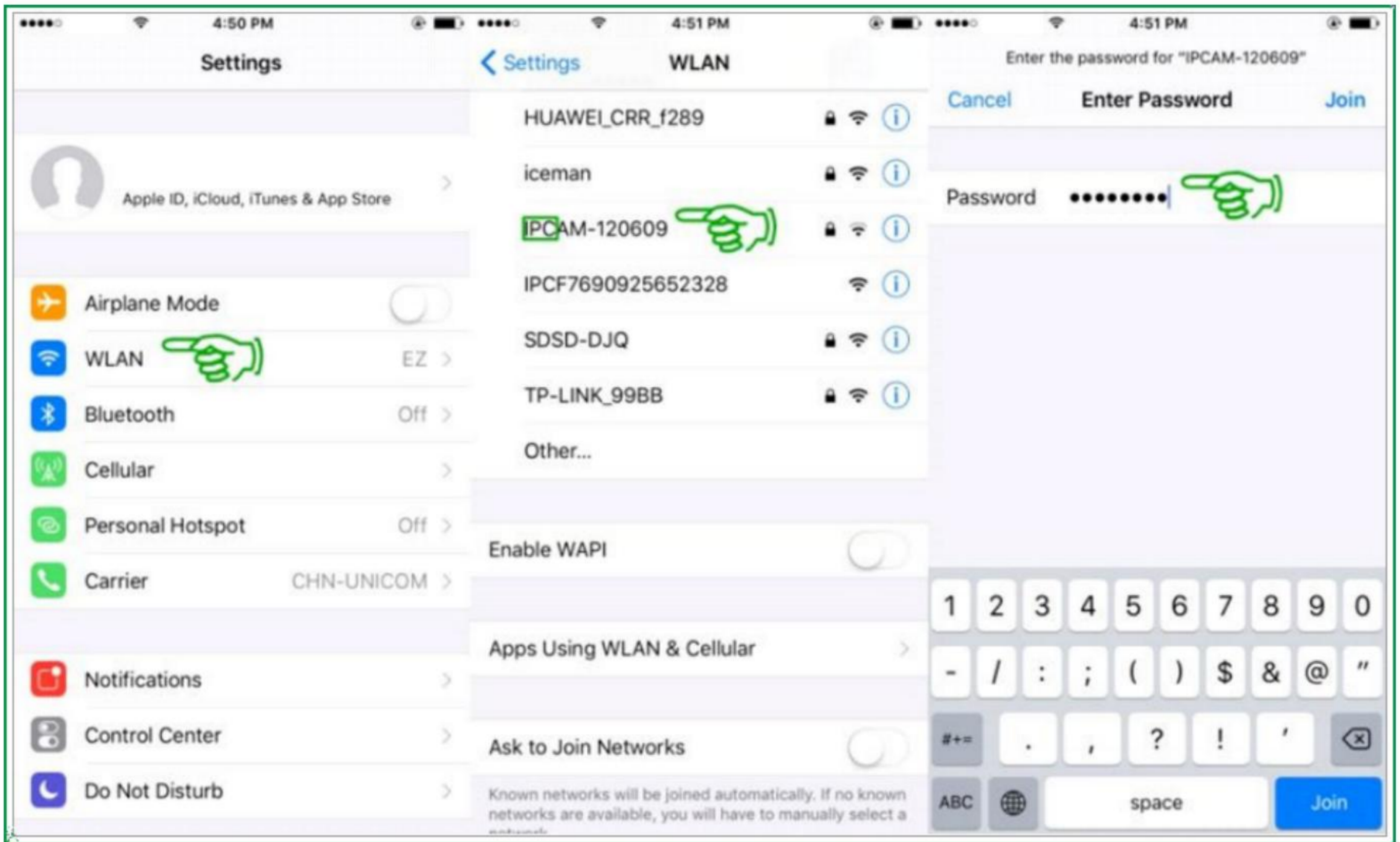
- 1) Have camera powered, don't connect the network cable.
- 2) Please reset the camera by pressing the camera reset button for 10s.
- 3) Make sure the distance between your phone, router and the camera is no more than 10 feet when you're ready to pair the camera.

- 4) Wait for about 30s, Please kindly click 'Setting' on your phone - Click 'WLAN' - Choose the WLAN with the name starts with 'IPCAM-XXXXXX' - Insert the default password '01234567' - Click 'Connect'. And your phone has been connected the the camera's Wi-Fi Hotspot now. Please reset camera again if don't find camera wifi hotspot.

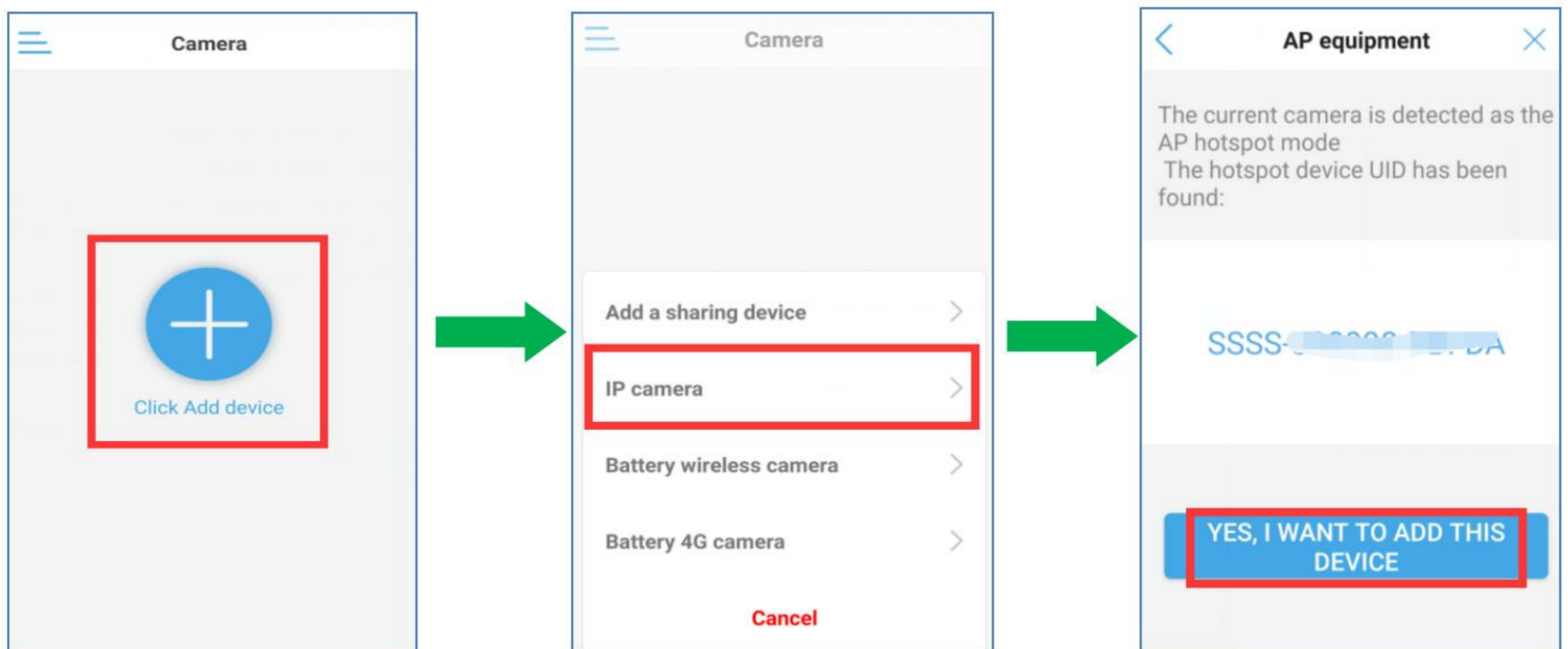
Note:

Name of SSID: IPCAM-XXXXXX

Default password: 01234567



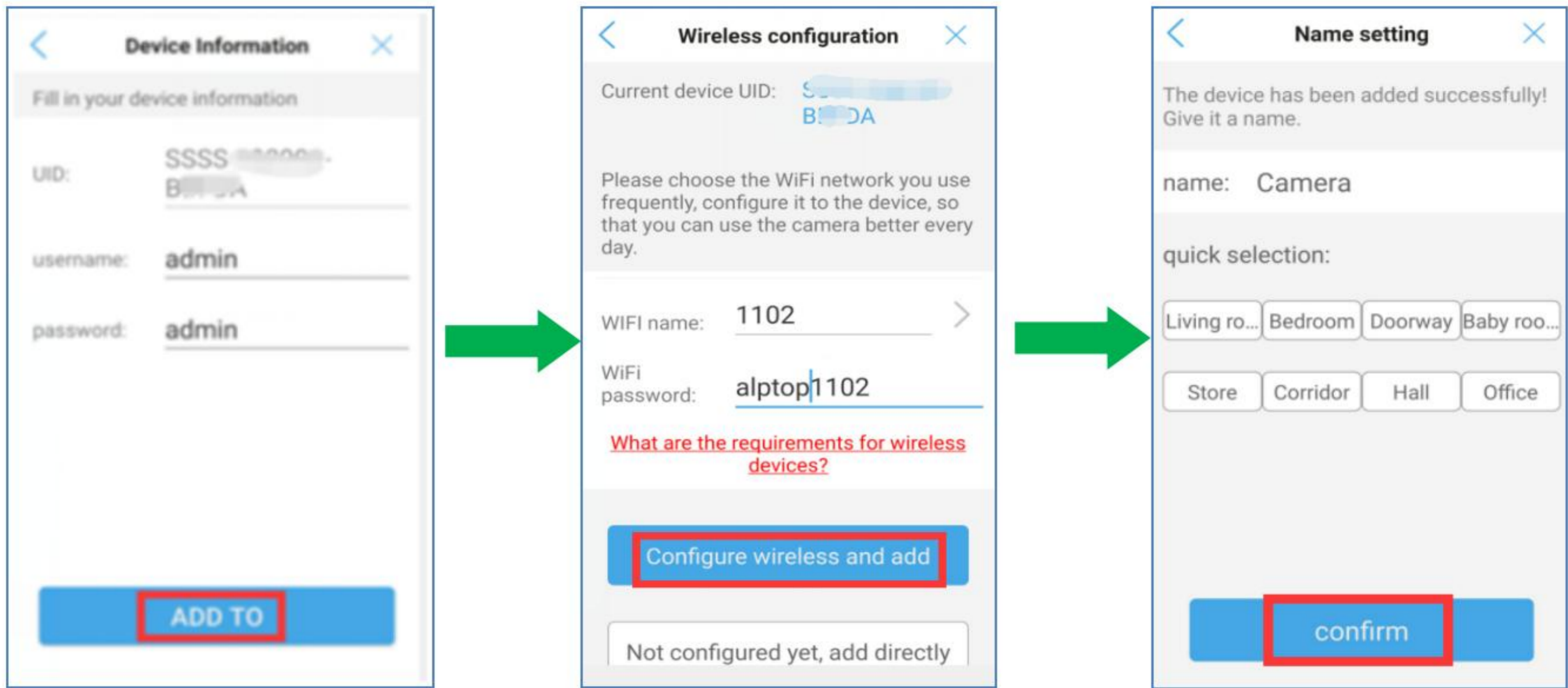
- 5) After confirming your phone has been connected to the camera's WiFi Hotspot.
- 6) Open the CamHipro APP, Enable the Phone's GPS function; You can turn off GPS function after the WiFi connection is completed.



7). Tap "Click Add device"

Tap "IP camera"

The hotspot device UID will be found, Tap "Yes, I WANTTO ADD THIS CAMERA"



8). Tap "ADD TO".

9). Choose 2.4ghz WiFi name and input your WiFi password, tap " **Configure wireless add directly**"

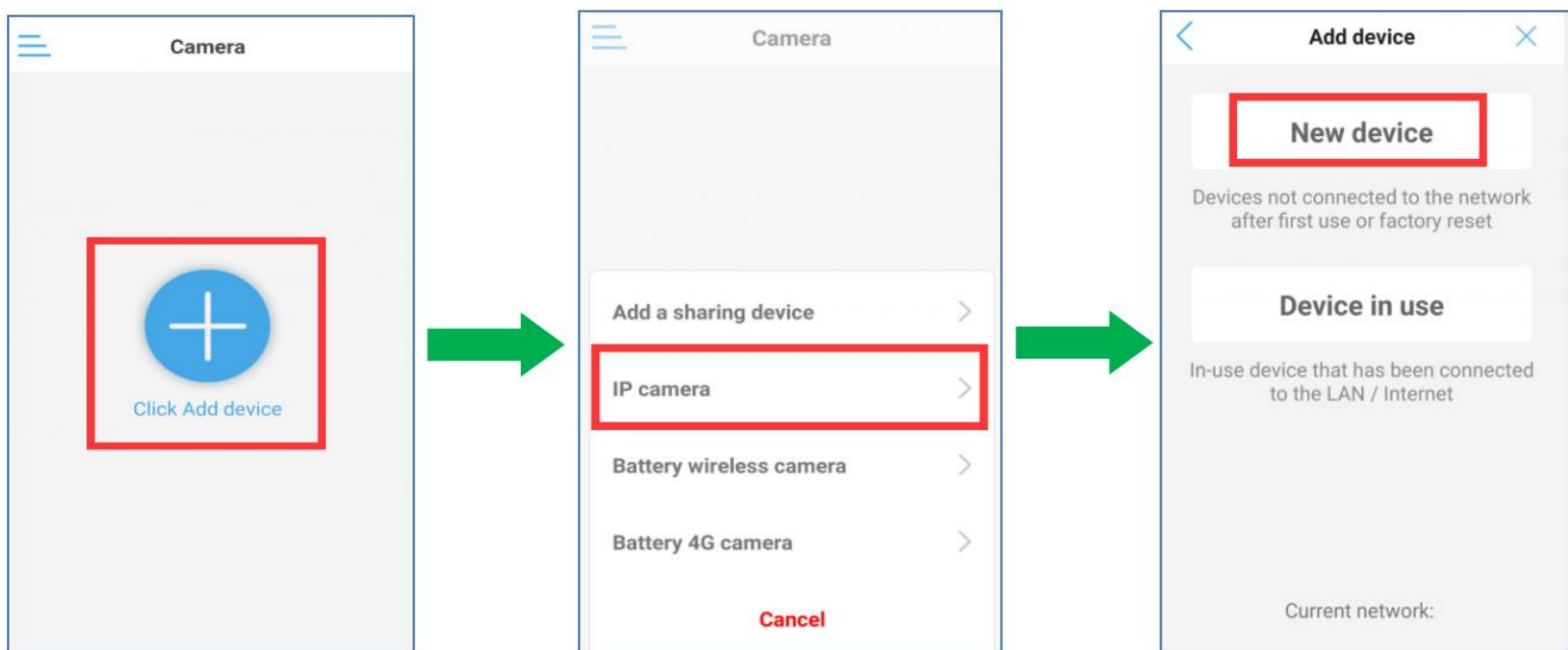
10). Select or set a name for your camera, then tap 'confirm'.

The device has been added successfully. You can tap confirm and go into camera interface.

5.3 AP Mode Configuration (Connect Hot-Spot) For Android device

When there is no visible router with network cable port for configuration, please apply the AP mode to configure the camera with your local WiFi network.

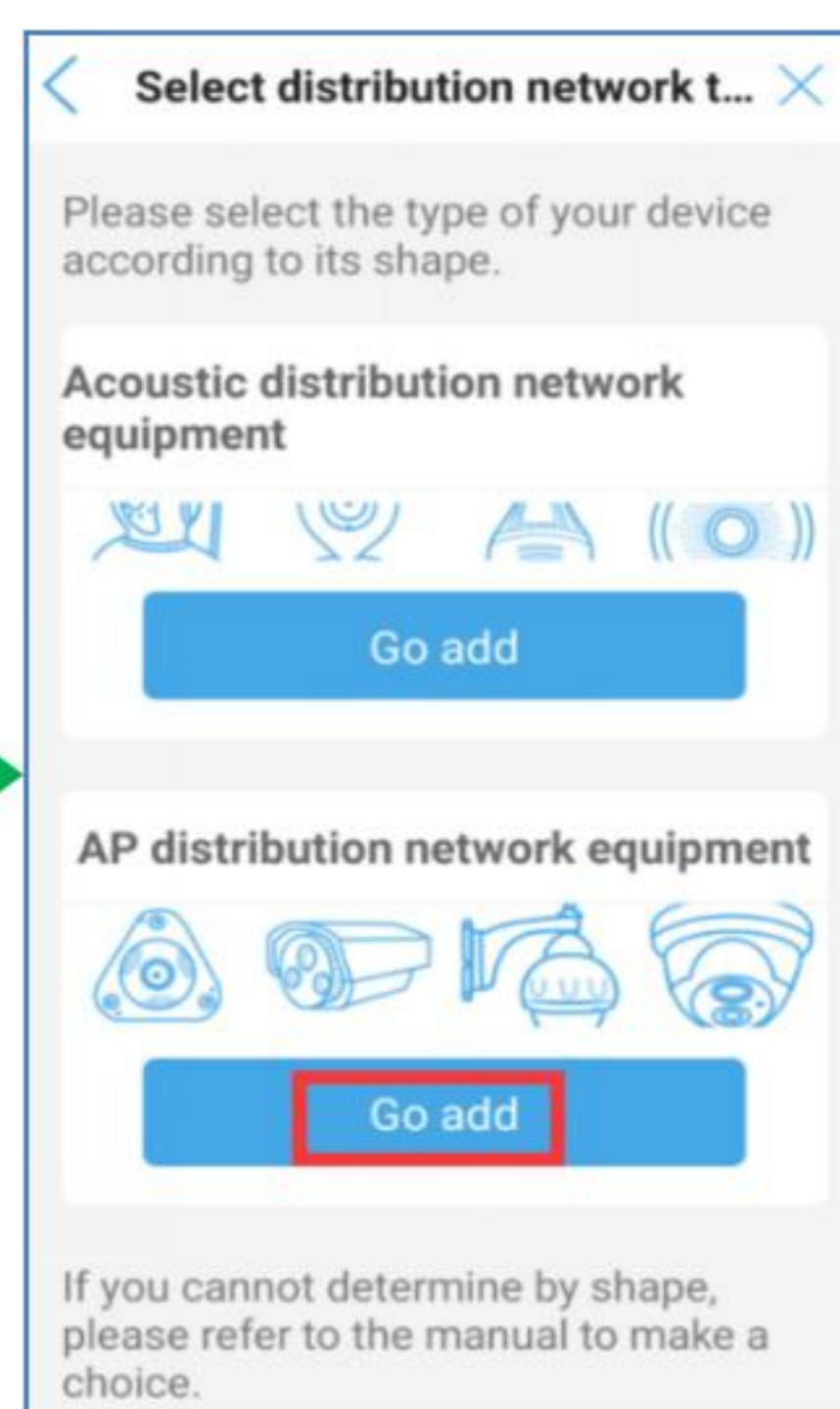
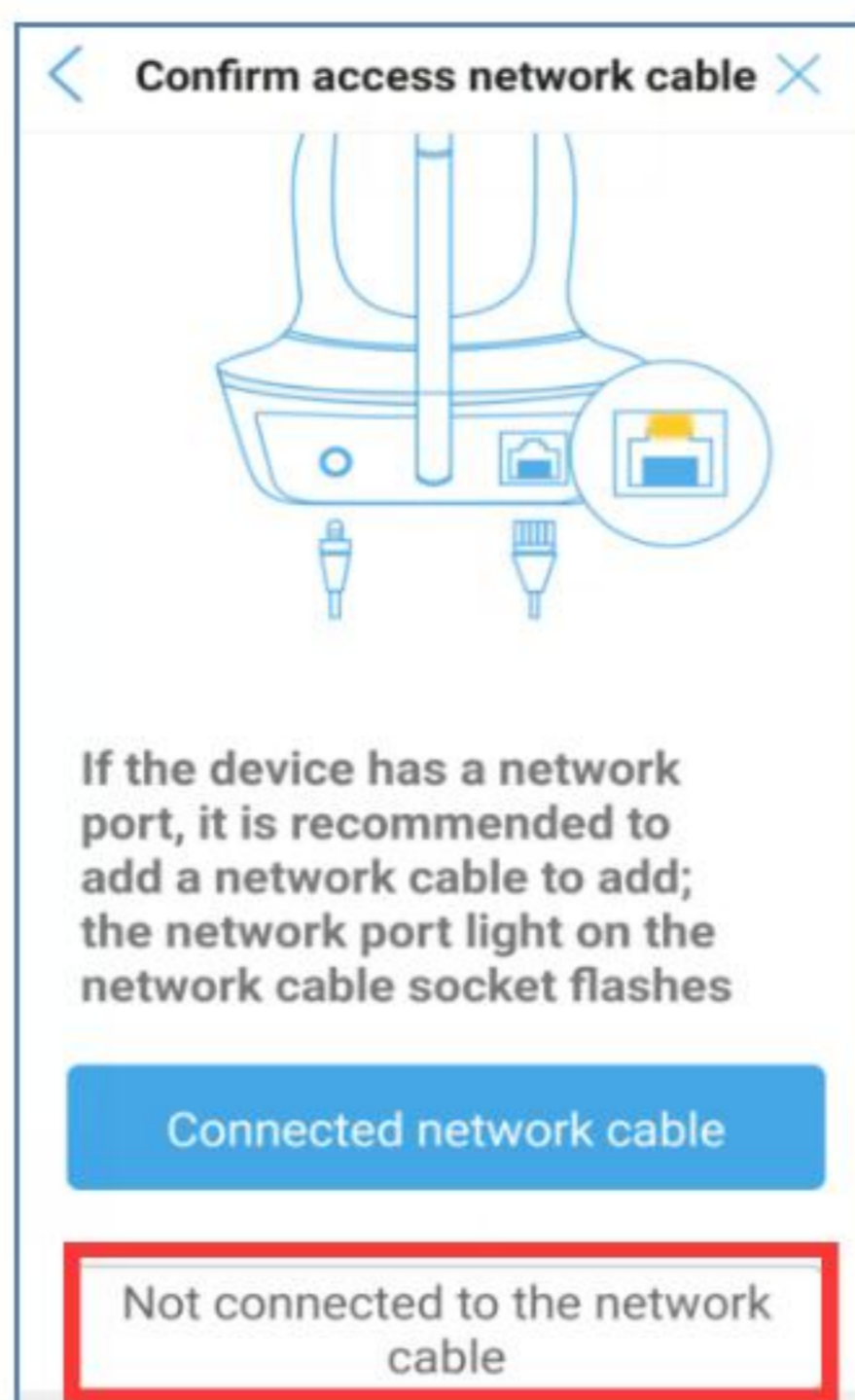
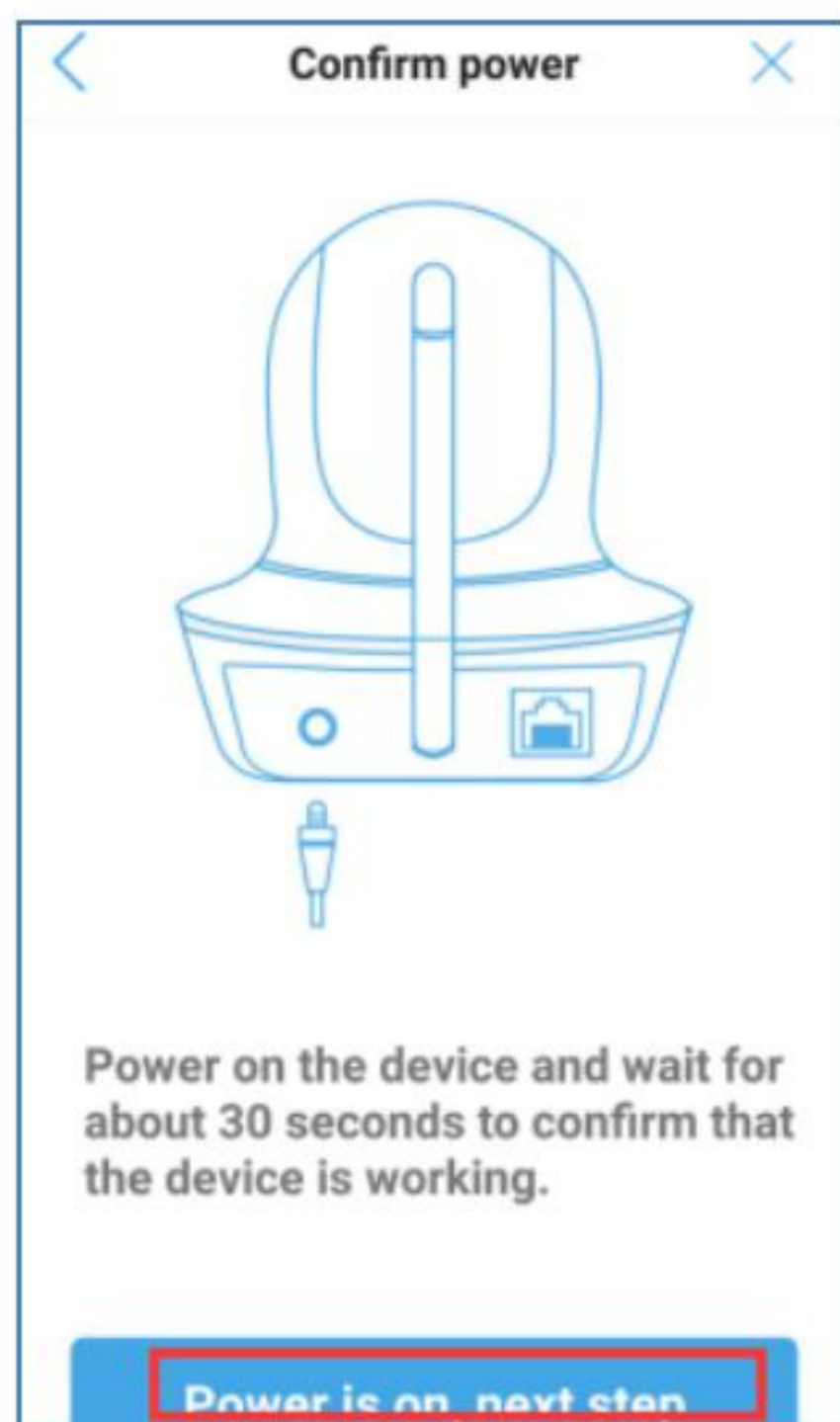
- 1) Have camera powered, don't connect the network cable.
- 2) Please reset the camera by pressing the camera reset button for 10s.
- 3) Open CamHipro APP. Enable the Phone's GPS function; You can turn off GPS function after the WiFi connection is completed.



4) Tap "Click Add device"

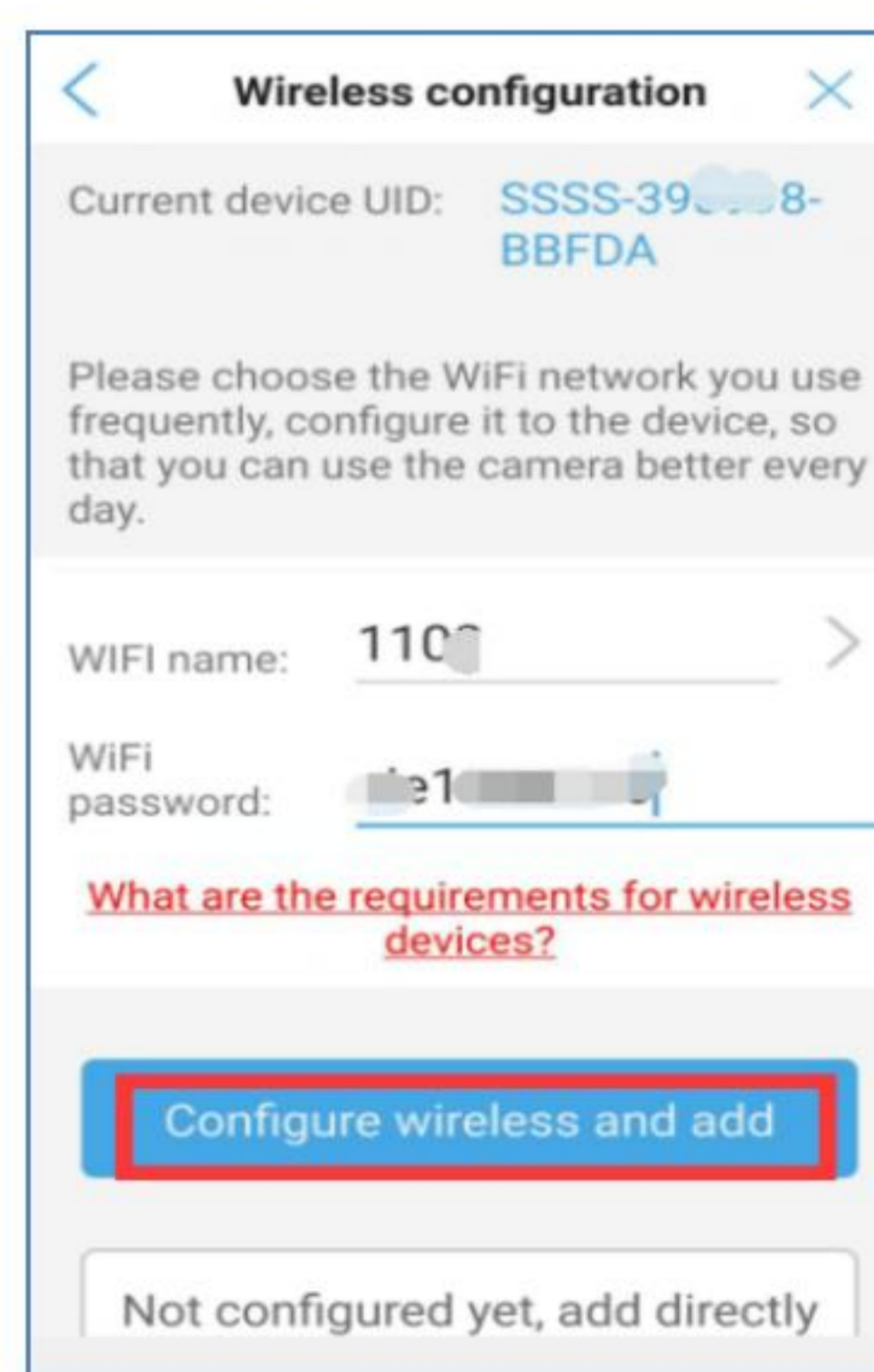
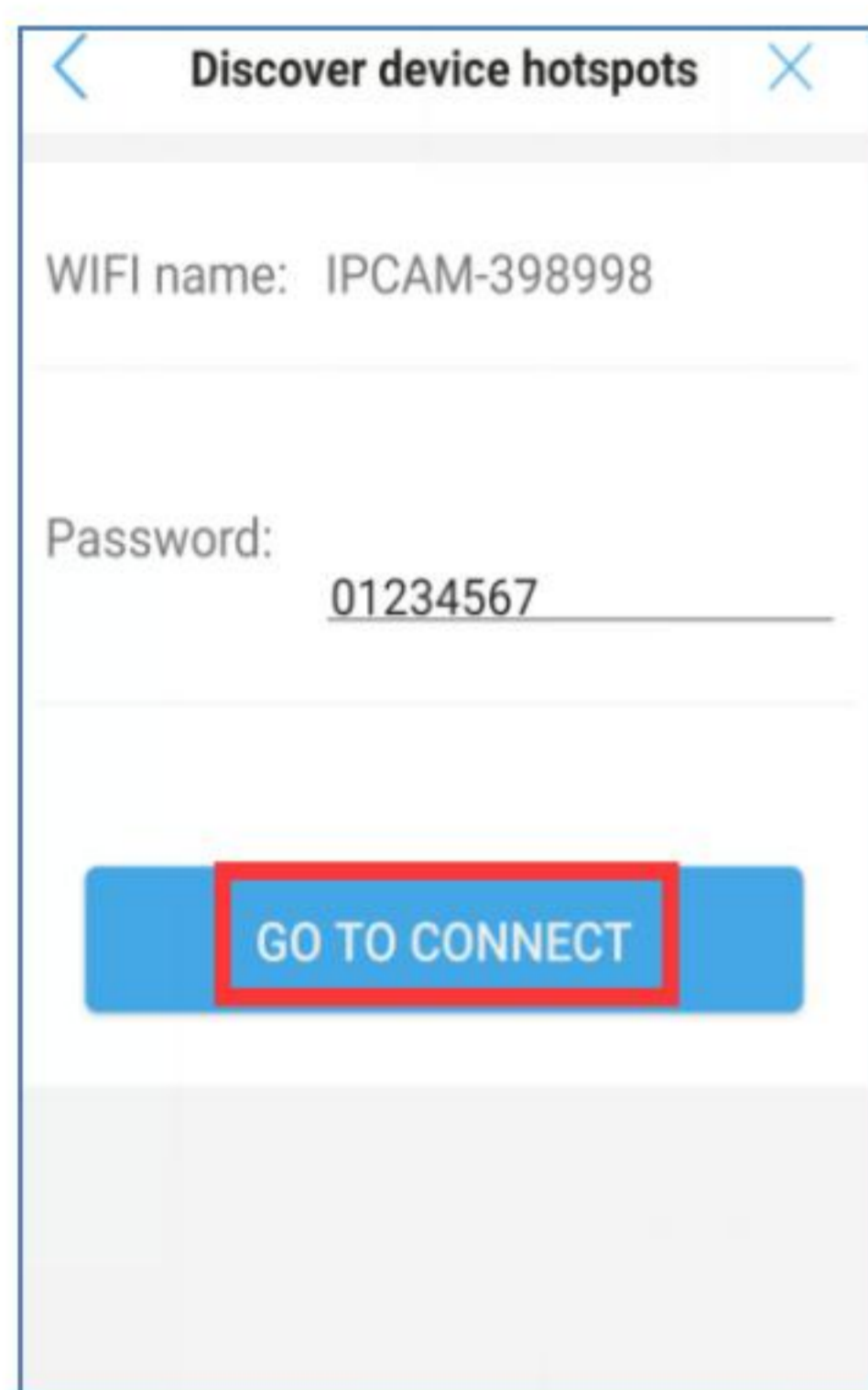
Tap "IP camera"

Tap "New device"



5) Tap "power is on,next step" Tap "Not connected to network cable"

Go to AP distribution network equipment and Tap "Go add"



6) Input camera hotspots password:01234567, Tap "GO TO CONNECT".

7) Tap "ADD TO", The default username and password are both set as admin.

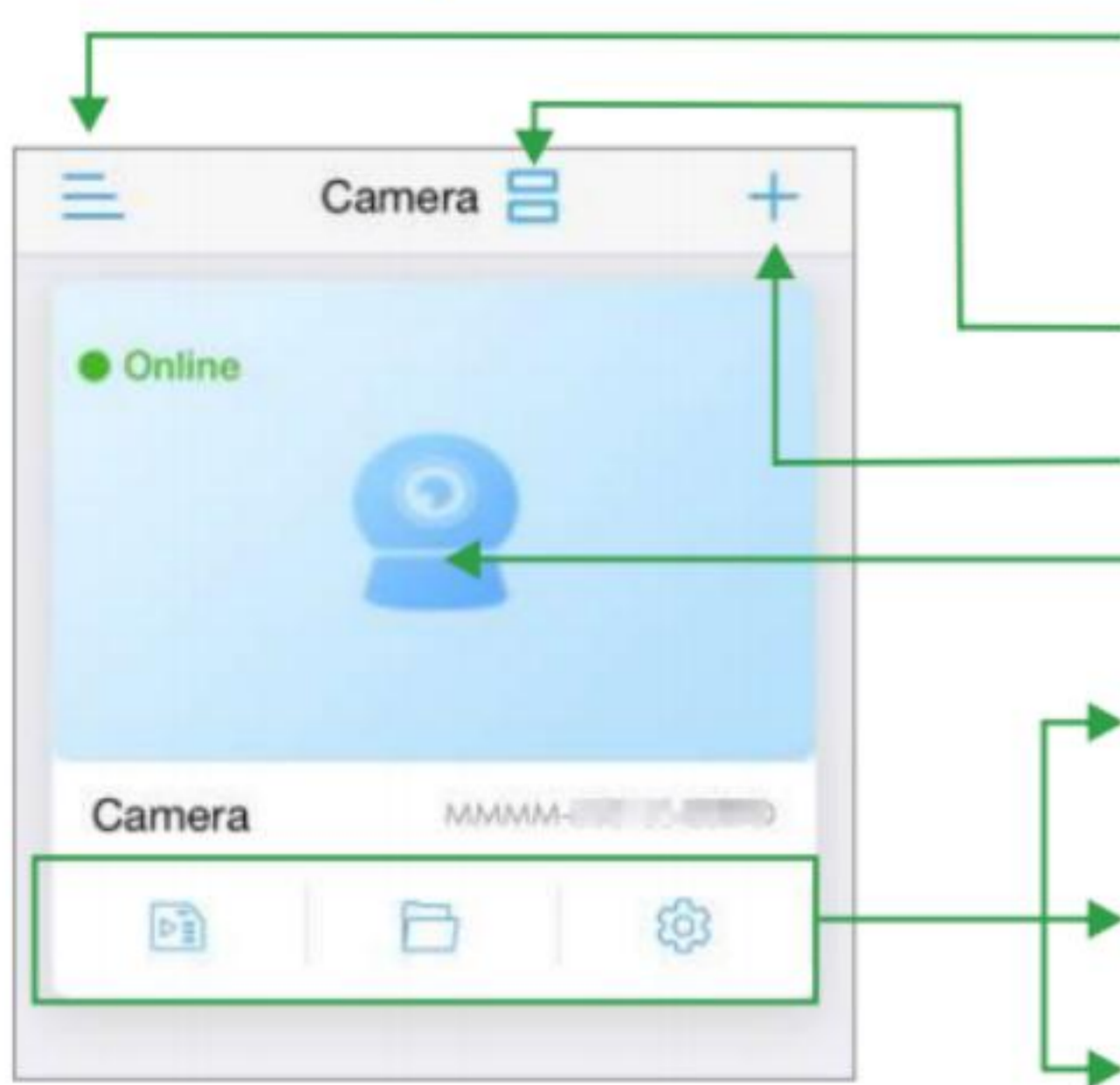
8) Select your home 2.4ghz WiFi and input the WiFi password, tap "Configured wireless and add"

9) After configuration, you can view the real-time video and install the camera at a location within your local WiFi range.

5.4 APP Function Introduction

5.4.1 Camera Interface introduce

Camera Operation




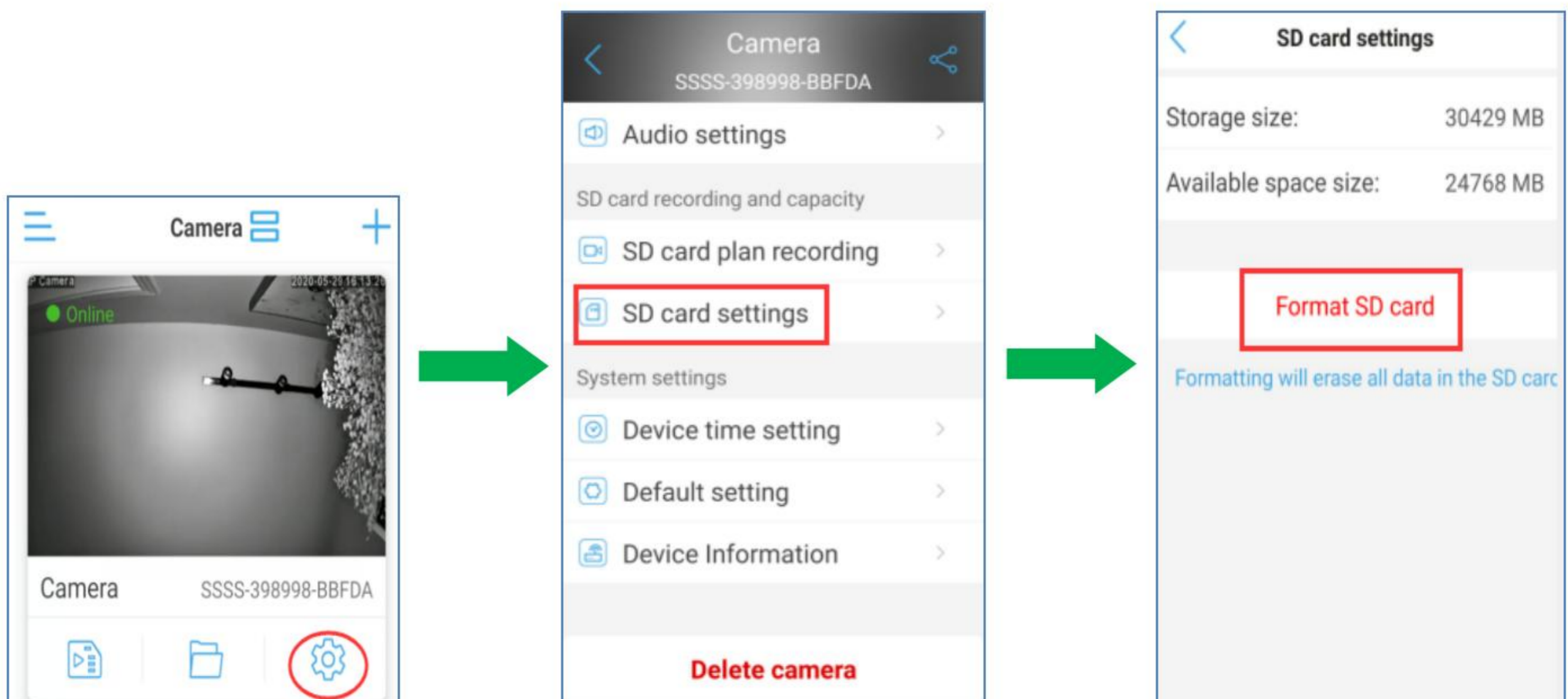
- ☰ ① Check the recorded videos saved on the phone
② Check if your phone app(CamHipro) notification push is activated.
③ Check the version of CamHipro.
- 🖼 Tap the preview image to view the real-time video
- ➕ Add other cameras
Tap the preview image to go to the real-time video page.
- 🔍 Check the recorded videos saved on the micro SD card. Tap on the bottom right search icon on next page to view more recordings. If the recordings date and time displayed is not correct, please go to 'Time Setting' page to set your local time zone
- 📁 Check the snapshots and recordings saved on the phone
- ⚙ Camera's settings page.




- 🔊 Turn on / off audio function
- 🗣 Turn on / off Intercom function
- 📹 Record video(saved onto your phone local)
- 📷 Take a snapshot
- HD Choose HD/SD

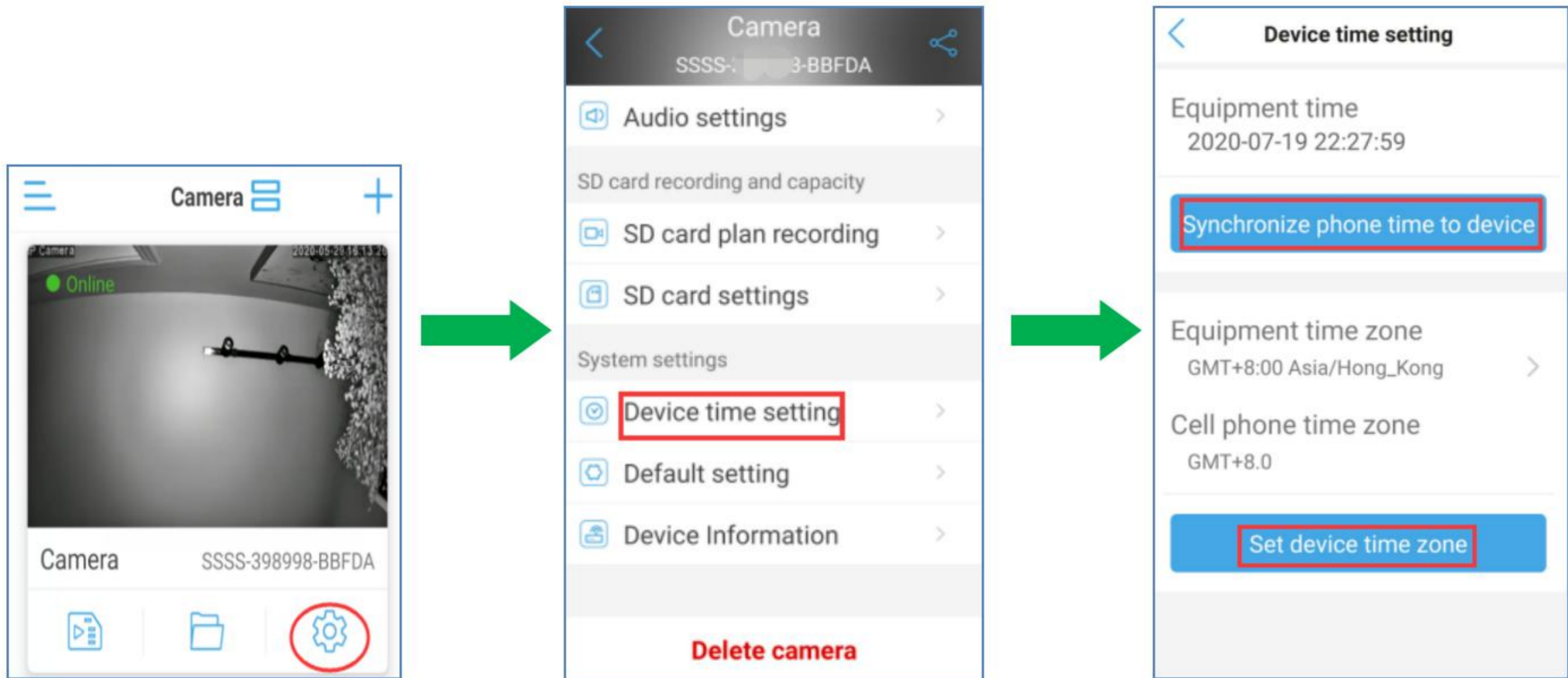
5.4.2 SD Card Setting

- a. Please power off the camera, then insert the card into the camera and power it back on.
- b. Click  icon, go to the camera setting page.
- c. Please click 'SD Card Setting' on the main menu interface. And then you can check the storage space information of the SD card. Or format the SD card. Please remember to back up the data before formatting the SD card.

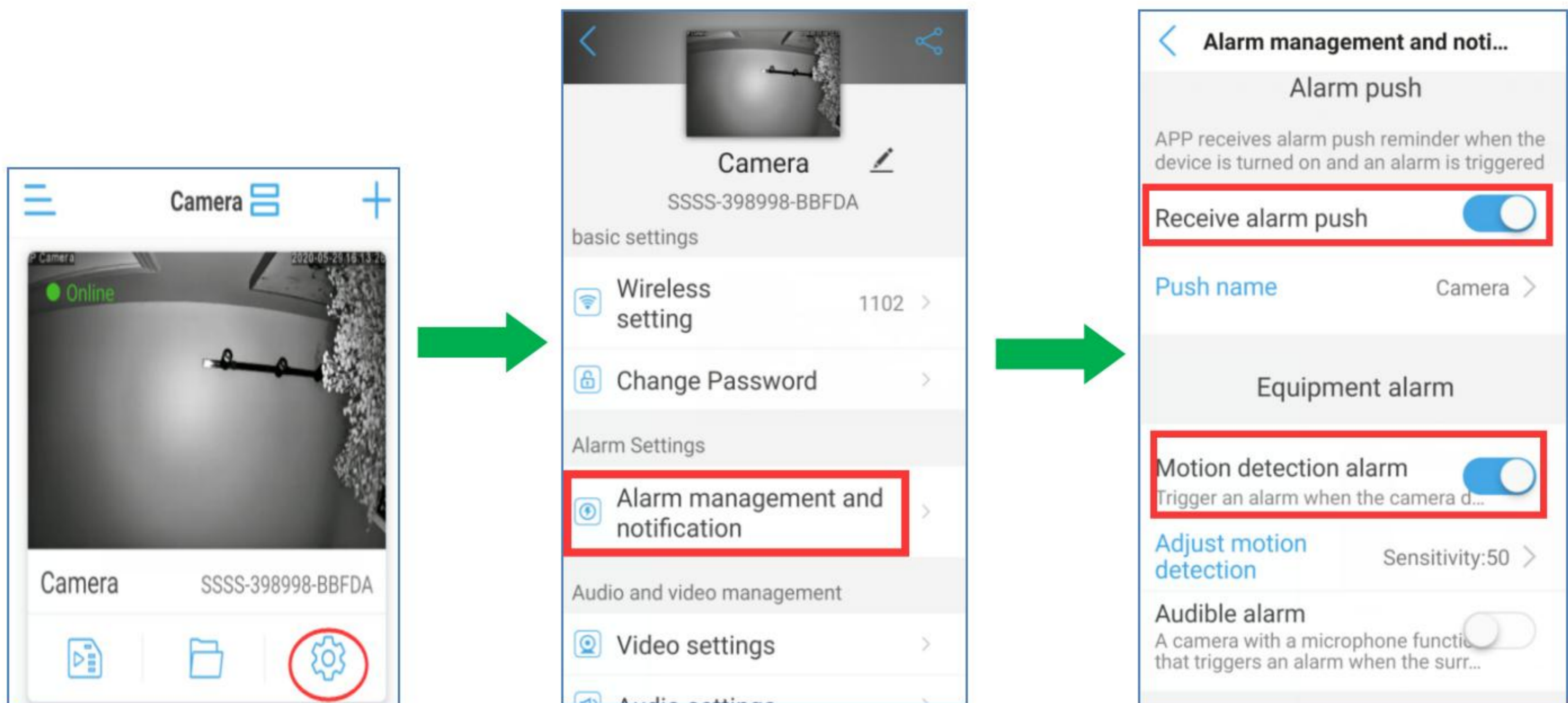



5.4.3 Time Setting

- Click  icon, go to the camera setting page.
- Please click 'Device Time Setting' on the main menu interface. And then you can click on 'Sync phone time to device' to make the device time the same as your phone's time setting. And you need choose to set up 'Device Time Zone' same as your time zone.



5.4.4 Camera Alarm Setting (Enable phone notification push function)



- Click  icon, go to the camera setting page and tap 'Alarm management and notification'.
- Enable 'Receive alarm push' to push alarm notification to your phone.
- Enable 'Motion Detection alarm' and adjust the sensitivity of motion detection.

You can set up motion detection area and setup planned alarm time period in advanced setting.

Set up motion detection area

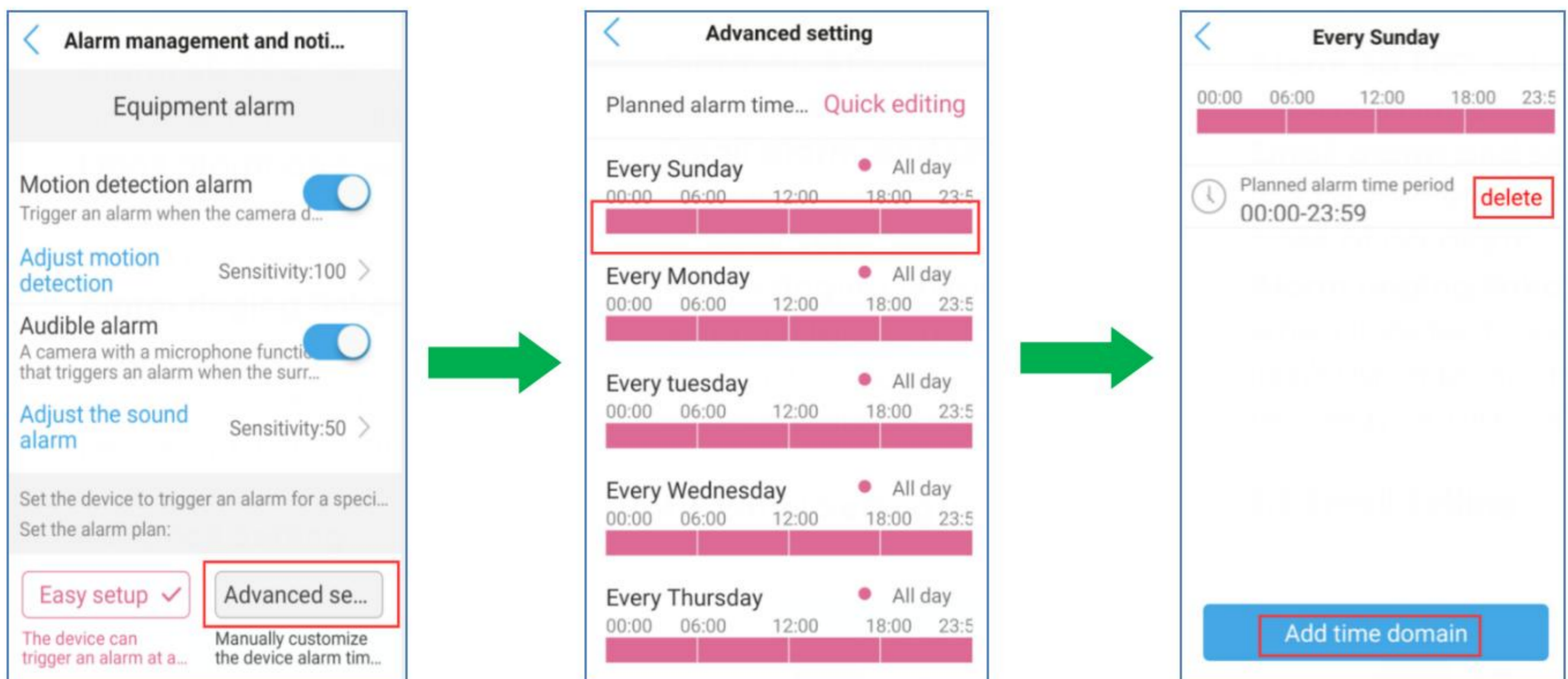


You can choose 'Left region', 'Total area', 'Right region' to set up motion detection. You can drag the corners of the box to expand or shrink the motion detection area. And drag the level bar to the sensitivity level based on your need.

Note: The camera is very sensitive to the lightning change. In order to avoid false motion detection report, the medium sensitivity level is recommended.

If you want to choose 4 areas to set the specific area alert, please set it up on "HiP2P" software or Internet Explorer.

Setup planned alarm time period in advanced setting



If you want to edit the planned alarm time period, please click delete first, and then click add time domain.

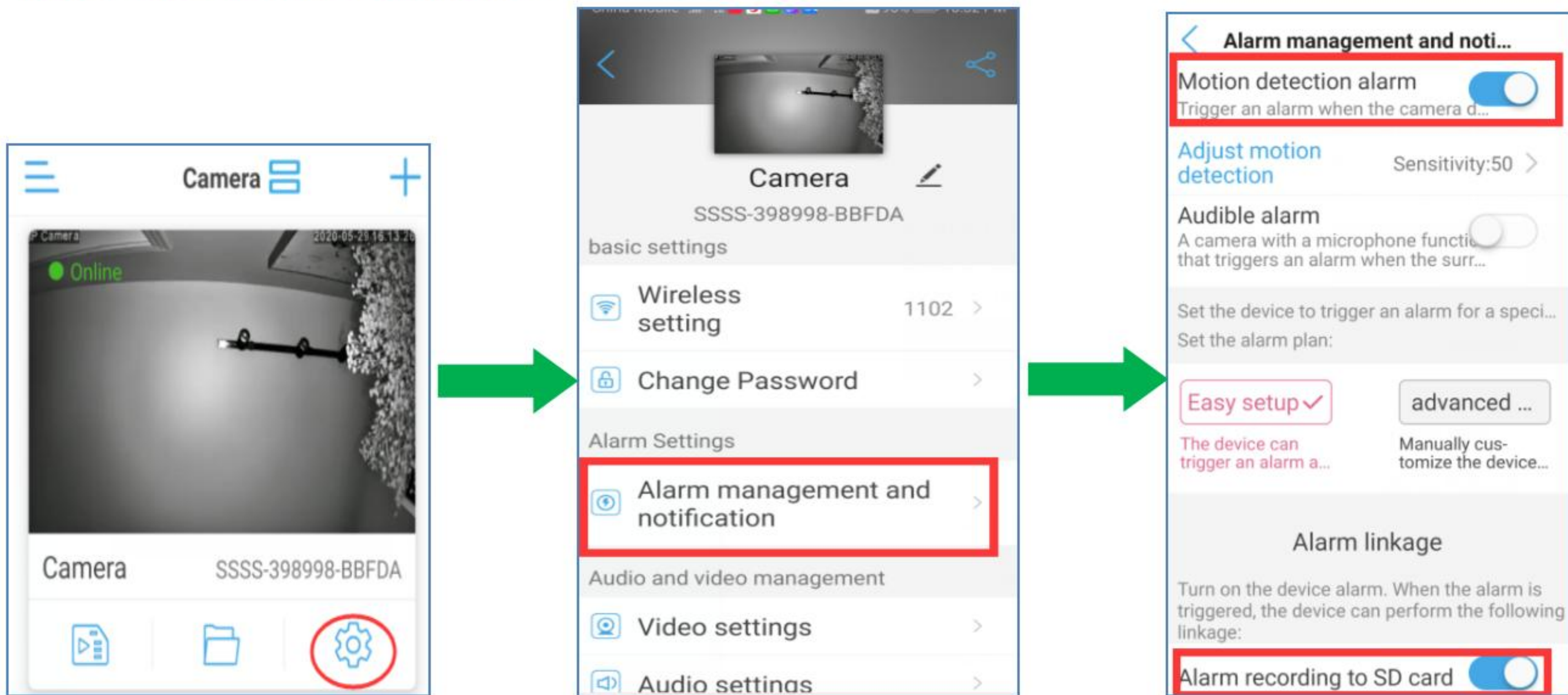
If your camera is a two-way audio camera, it will support "sound alarm", it will send you alerts when it detect sounds if you turn it on. The default setting is "close".

5.4.5 Record to SD Card Setting


5.4.5.1 Alarm Recording to SD Card Set-up

Go to setting - 'Alarm management and notification' page, enable 'Motion detection alarm' and 'Alarm recording to SD card'.


Note: Please activate the audio icon if you need records with audio.



Playback and Download Alarm Recordings saved on the micro SD card

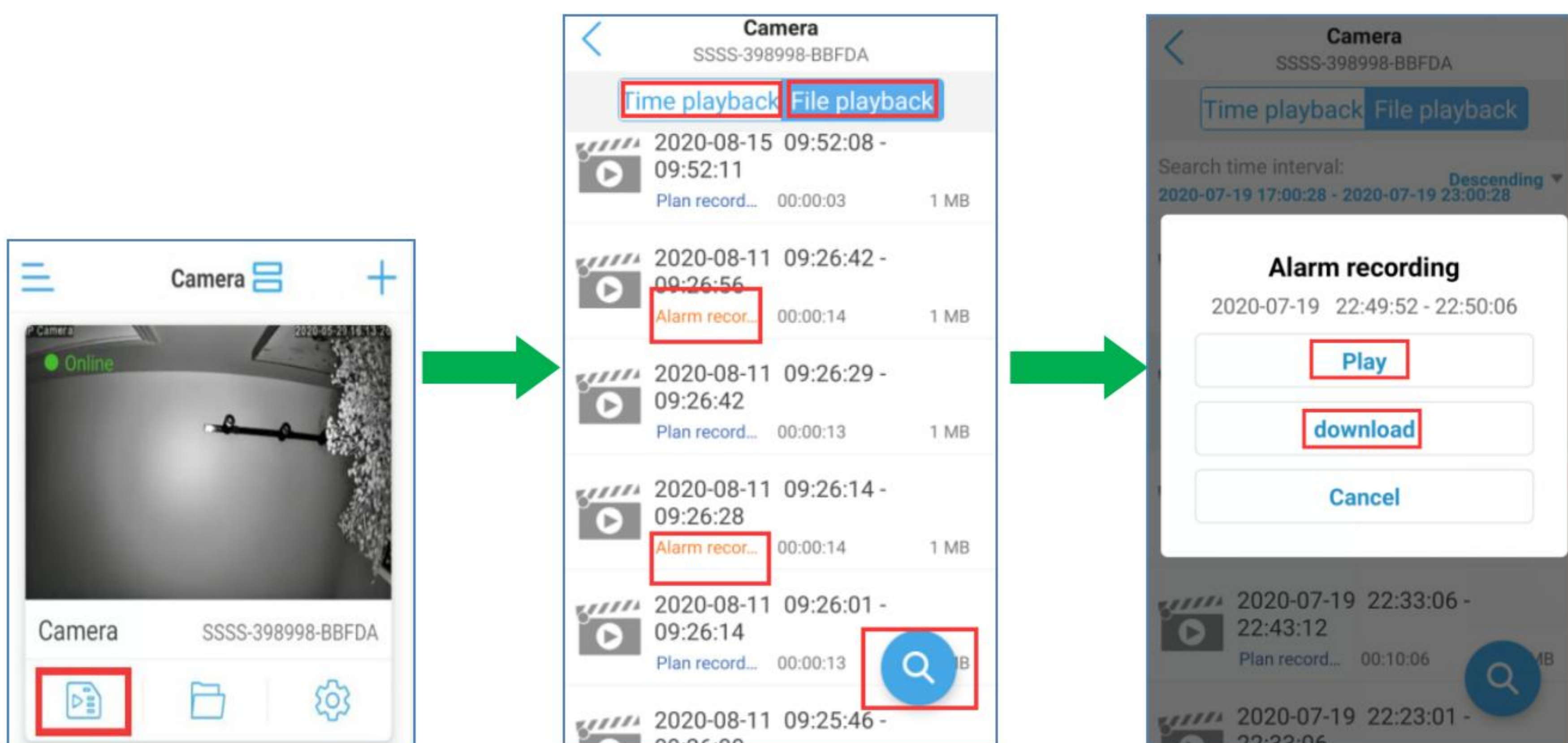
- Click  icon, Go to 'Recordings' page.
- There have two ways to view recordings. Time playback and File playback.

Note: Currently you cannot distinguish between scheduled recording and alarm recording through timeline playback, If you want to view the alarm recording, we recommend to view it through File playback. When making the manual, the camera enabled planned recording and alarm recording at the same time, so there will be alarm recording files and planned recording files.

- Here you will be able to see the latest alarm recording, please check the red font, a video file named "Alarm recording" in file playback. To view more recordings, please click  on the bottom right side to get other recordings.

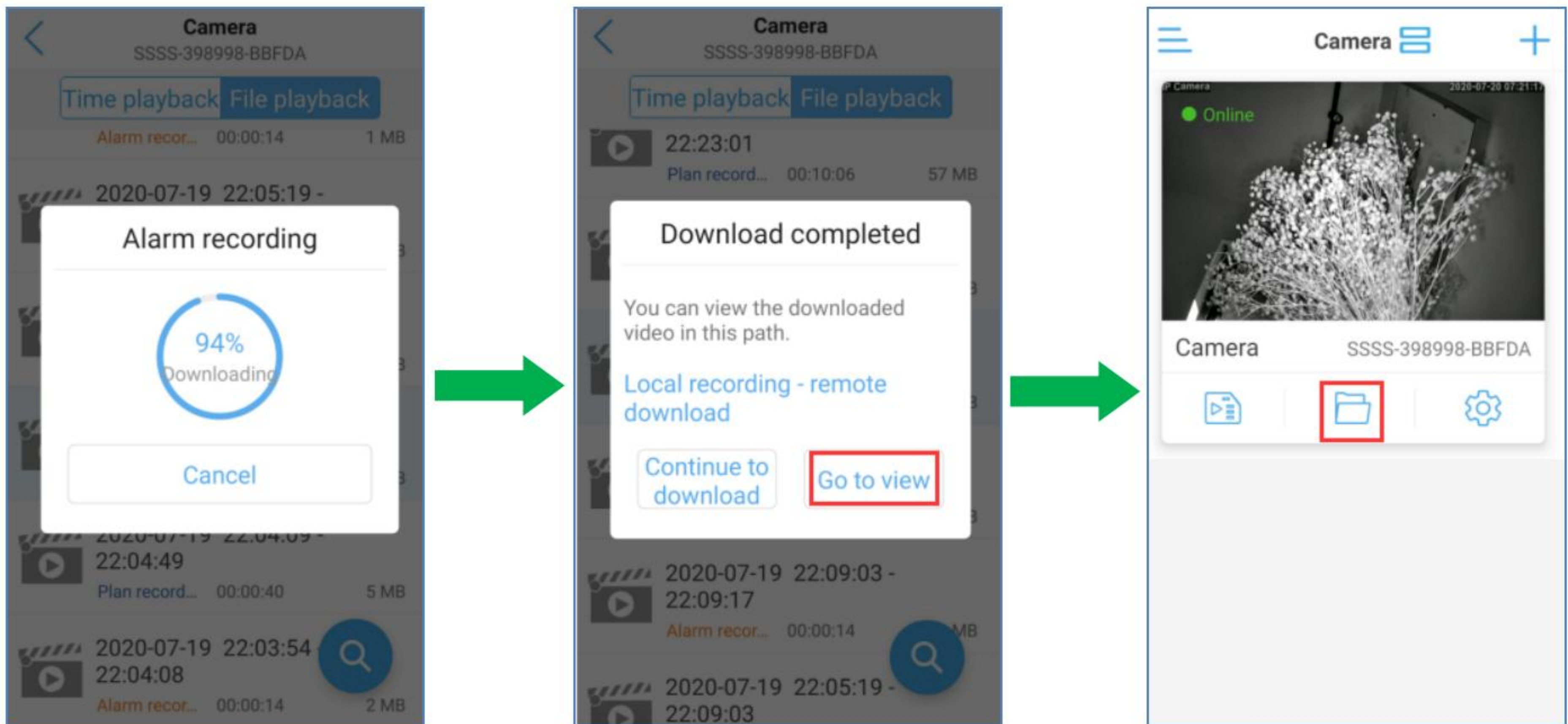
Note: Each alarm recording time is fixed, about 15 seconds.

- Select a Alarm recording, tap 'play' to playback it. Tap 'download' to download it.



e. After downloading a recording file, you can tap 'Go to view' to view the recording.


You can also tap  to view the recording after downloading a recording file.

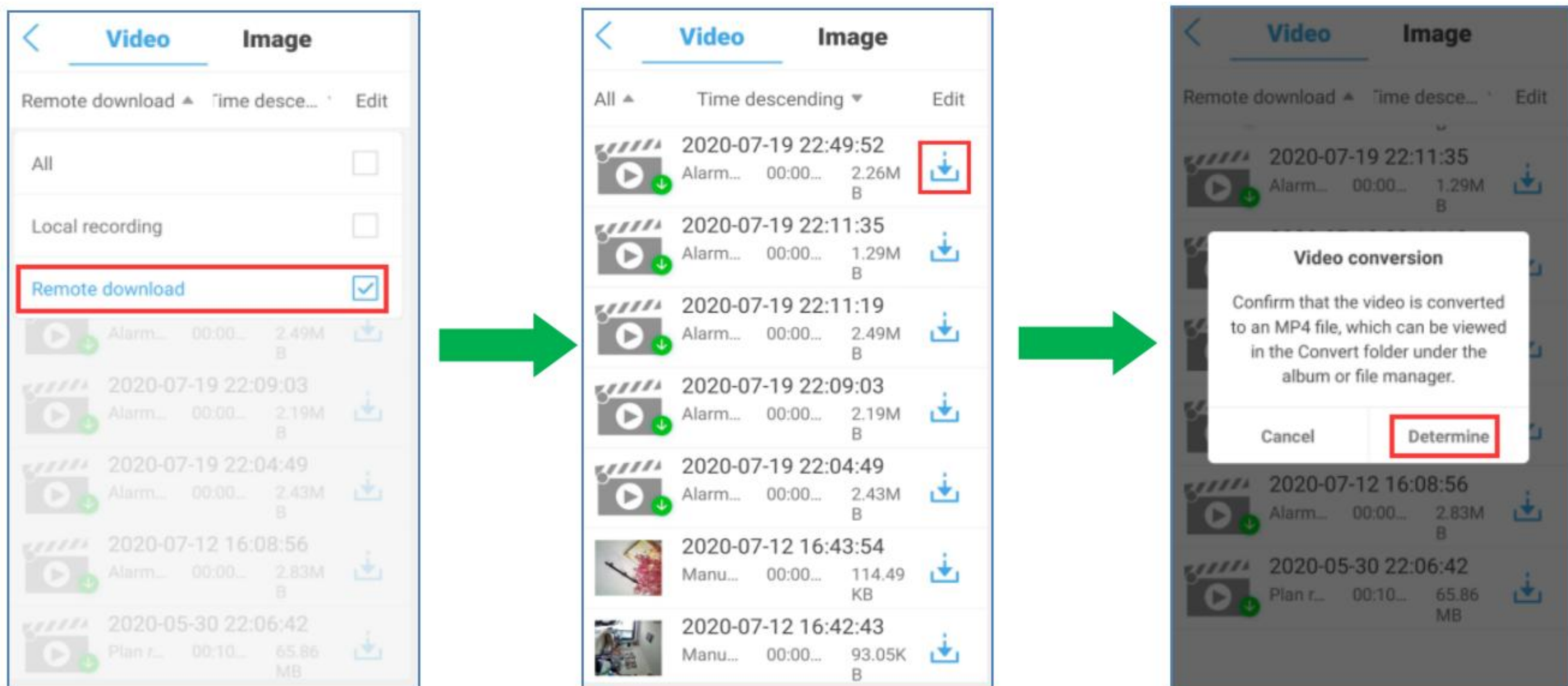


f. Go to the recording file folder to check the downloaded recordings. Choose 'Video' on the top. The remote recording and local manual recording will be saved here.

Please choose "remote download" and you will find downloaded Alarm recordings.

g. If you want to convert the video format to MP4 format, please kindly follow the image instruction. Click

"" icon and choose "determine". Then the recording shall be viewed in the album or file manager.

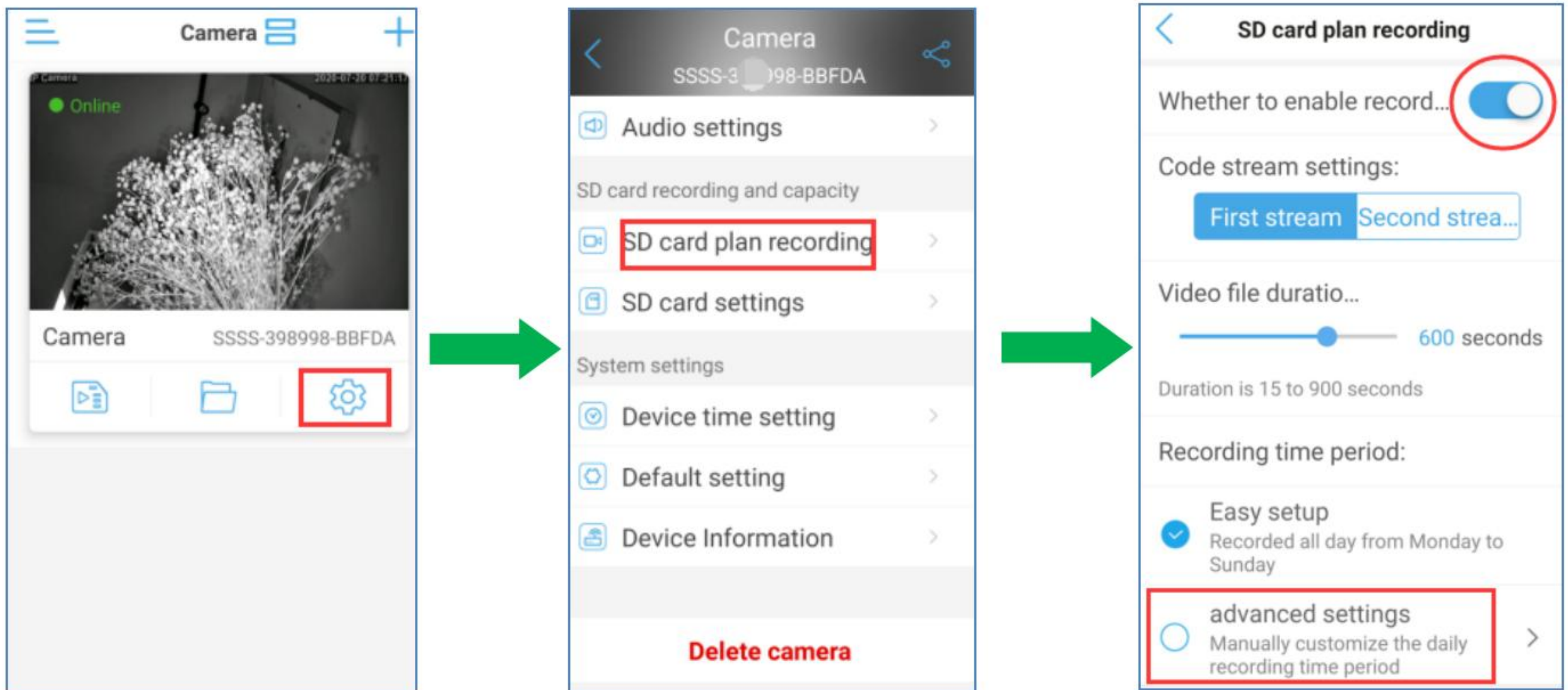


5.4.5.2 Schedule Recording to SD Setting

a. Click setting icon and go into SD card plan recording page



b. Enable 'record'. And you can set 'Recording Length' to 15~900 seconds.


c. Set the date and time you want the camera starts and stops to record in advanced settings.

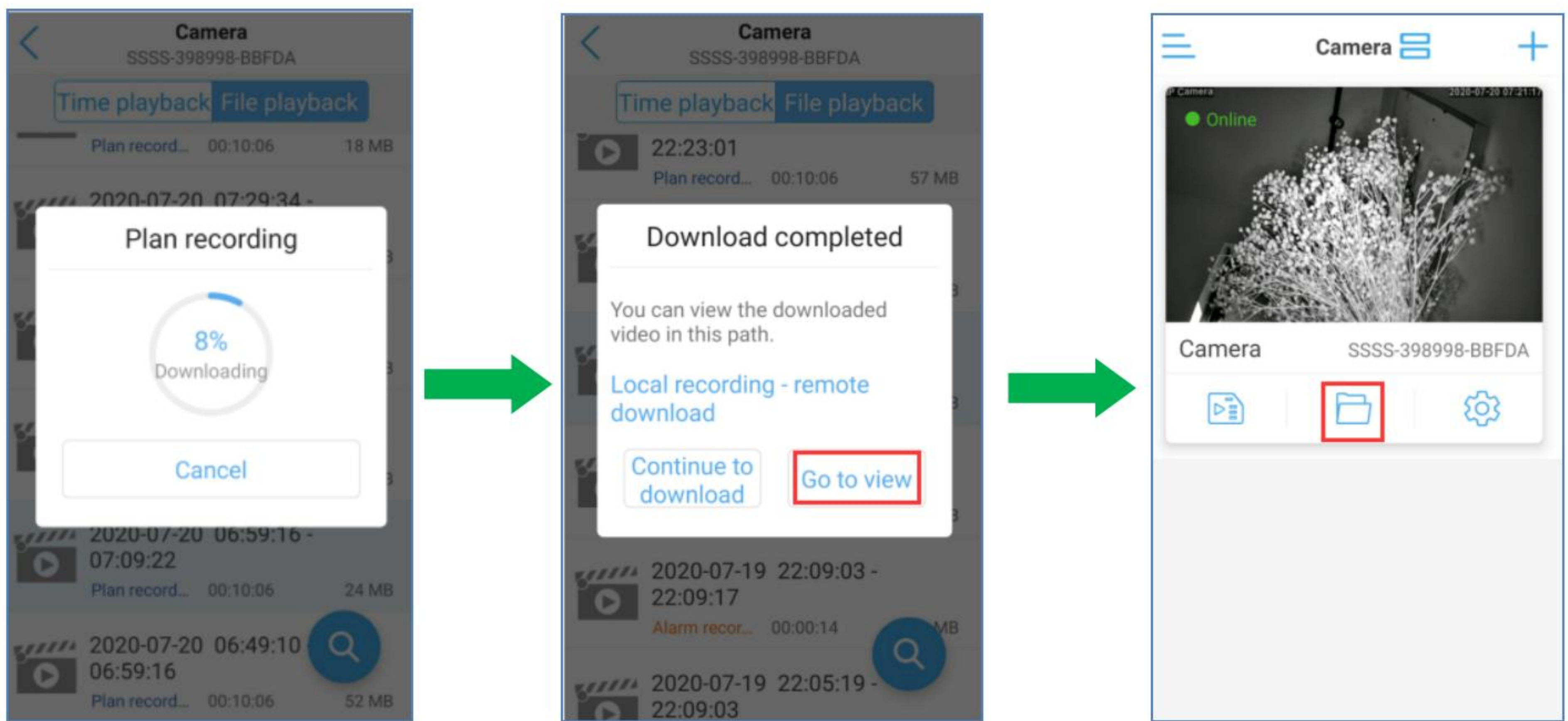


Note:if you just need alarm recordings in your SD card,please don't enable record on SD card plan recording. Plan recording file time can be set to 15-900seconds.


Playback and Download Schedule Recordings saved on the micro SD card

- a. Click  icon,Go to 'Recordings' page.
- b. There have two ways to view recordings.Time playback and File playback.
- c. H
 here you will be able to see the latest plan recording, please check the blue font, a video file named "Plan recording" in File playback. To view more recordings, please click '

- e. After downloading a recording file, you can tap 'Go to view' to view the recording.
 You can also tap  to view the recording after downloading a recording file.

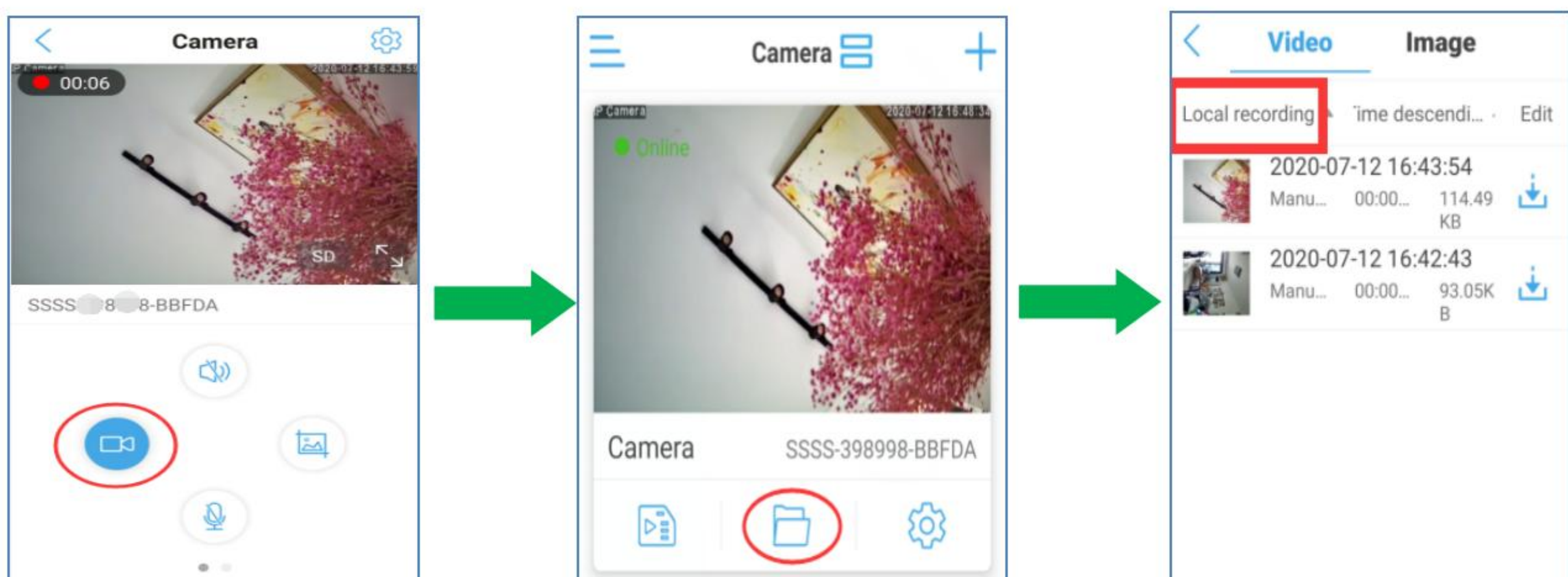


f. Go to the recording file folder to check the downloaded recordings. Choose 'Video' on the top. The remote recording and local manual recording will be saved here. Please choose "remote download" and you will find downloaded plan recordings.

h. If you want to convert the video format to MP4 format, please kindly follow the image instruction. Click "  " icon and choose "determine". Then the recording shall be viewed in the album or file manager.

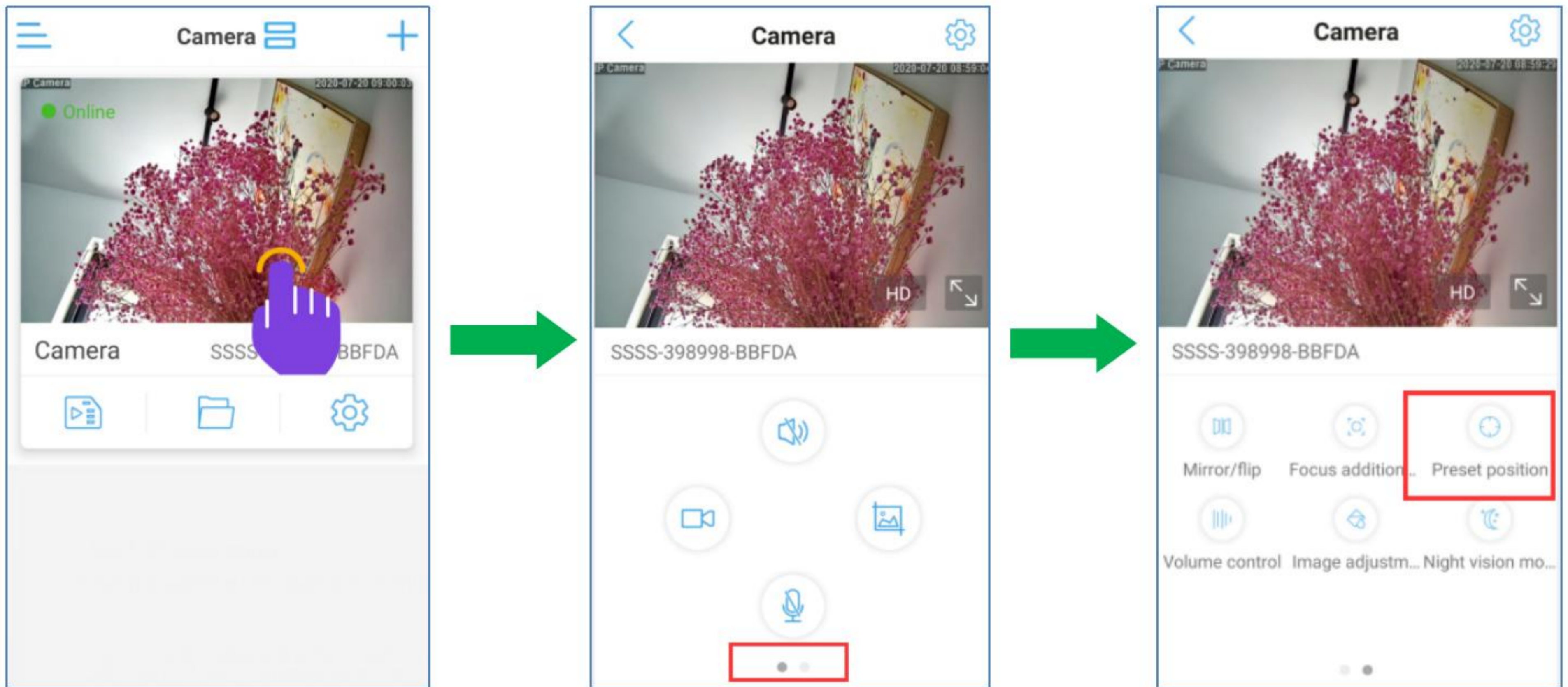
5.4.6 Watch and Playback the local recordings saved on your phone

When you manually record to the phone, you can go to the local file folder and check the manual recordings. Go to the recording file folder to check the downloaded recordings. Choose 'Video' on the top. The remote recording and local manual recording will be saved here. Please choose "Local recording" and you will find it.



5.4.7 Preset point

Click the camera into real-time monitor, turn to next page, you can set the preset position.



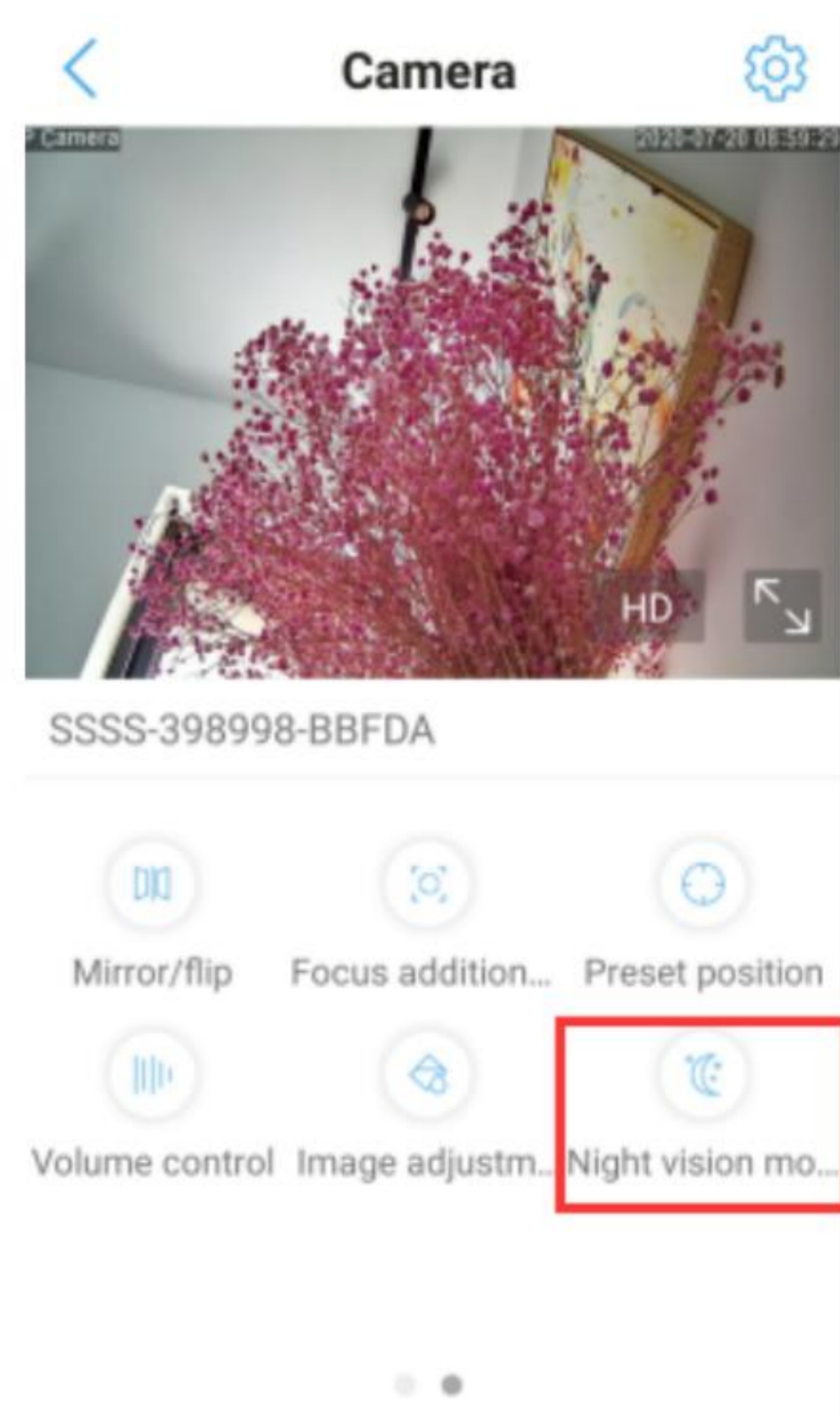
Note: Please do not set any position as preset position 1.

5.4.8 Night Vision Mode Switch (AT-200PW/500PW don't support color night vision function)

Ordinary: If you choose 'Ordinary', the red IR light will turn on automatically in darkness. And the night vision will be with black and white image.

Color: If you choose 'Color', the white light will turn on automatically in darkness, and the image will always be in color.

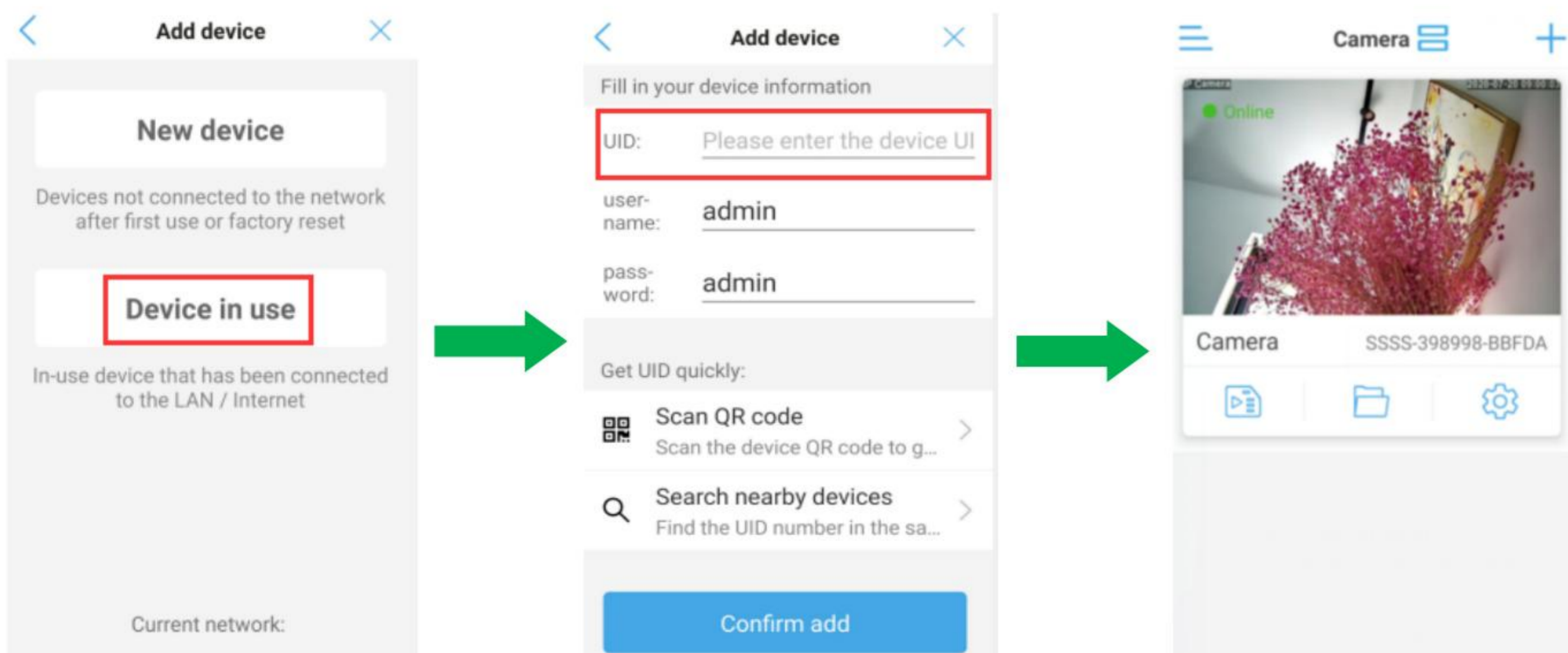
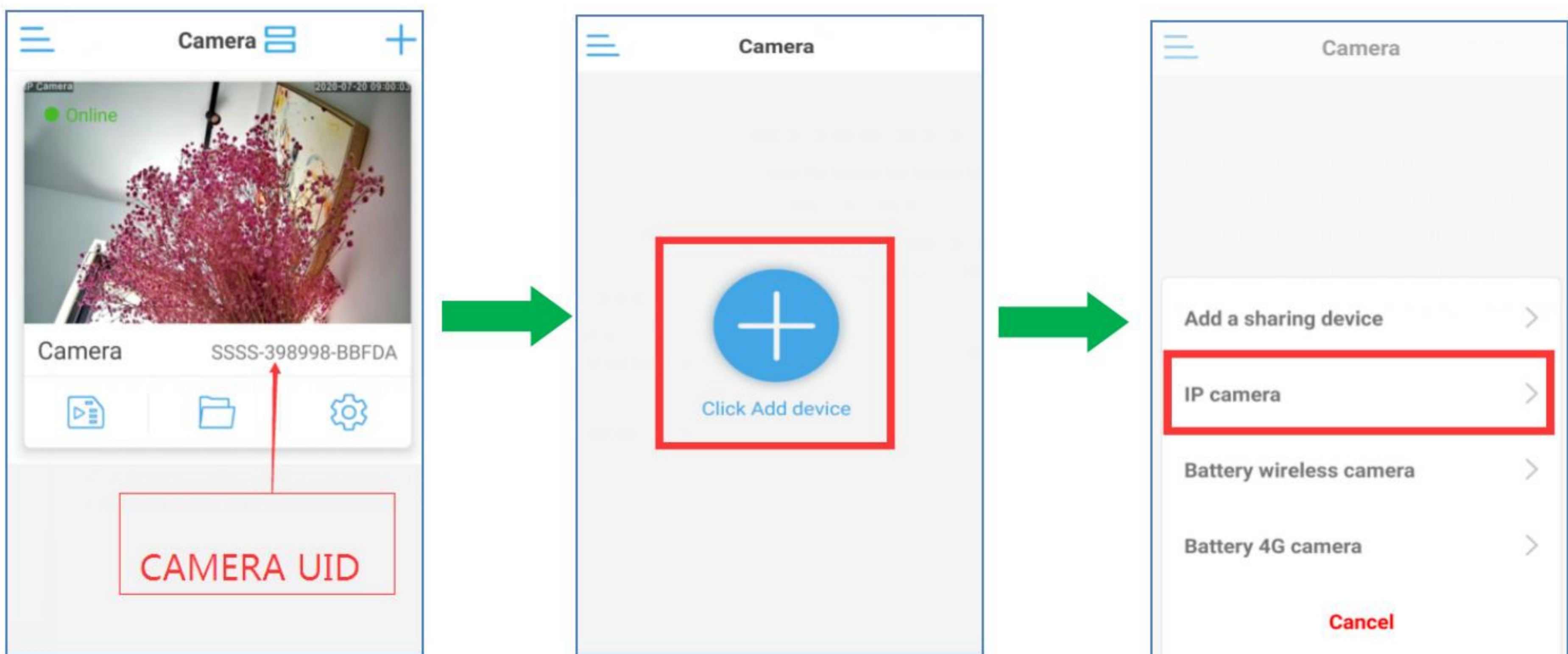
Intelligent: If you choose 'Intelligent', the camera will be in 'Ordinary' mode as default. Once there is motion detected, the camera will switch from 'Ordinary' to 'Color'. And it will be back to 'Ordinary' if there is no motion detected after one minute.



5.4.9 How to Share Your Camera with More Phone Users

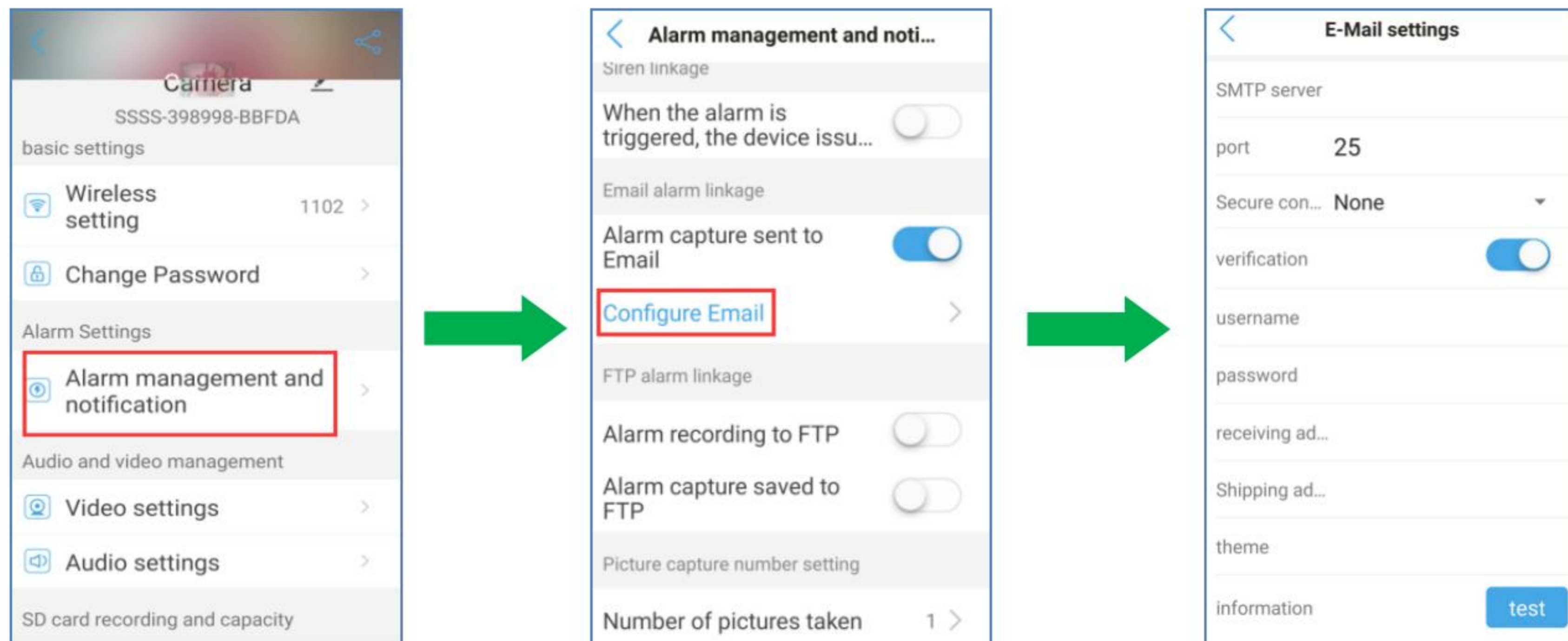
When you can use your camera properly. You can start to share your camera to your friends or family members.

- Return to the main interface of the camera, you will see the camera's UID: SSSS-398998-XXXXX. As shown below, Each camera has a different UID.
- You need to send the UID to your family members or friends.
- Your friends or family members need to install camhipro app on phone..
- Open CamHipro APP,Click add device,IP camera,Device in use in turn.
- Enter the UID of the camera to be added, enter the user name and password at the same time, the default is admin/admin. If the password is modified, please fill in the modified password.
- The device has been added successfully.



5.4.10 E-mail setting

Take gmail as an example, SMTP server: smtp.gmail.com
OR PING this domain address smtp.gmail.com, Then enter the IP address of PING in SMTP server.
Server Port: 465, Safe link: SSL
Authentication: default(on)
User name: Your sender email address
Password: Gmail login password
Send To: Mail address for receiving notification (Can be the same as Sender's also).
Sender: The same as your sender email address (Must be an email address).
Please sign in to Gmail and allowing 3 party apps to access Gmail, less security.
If not successful, please set a app password of gmail instead of password.
(16-character, which is generated in the email after turn on "Two-Step Verification").

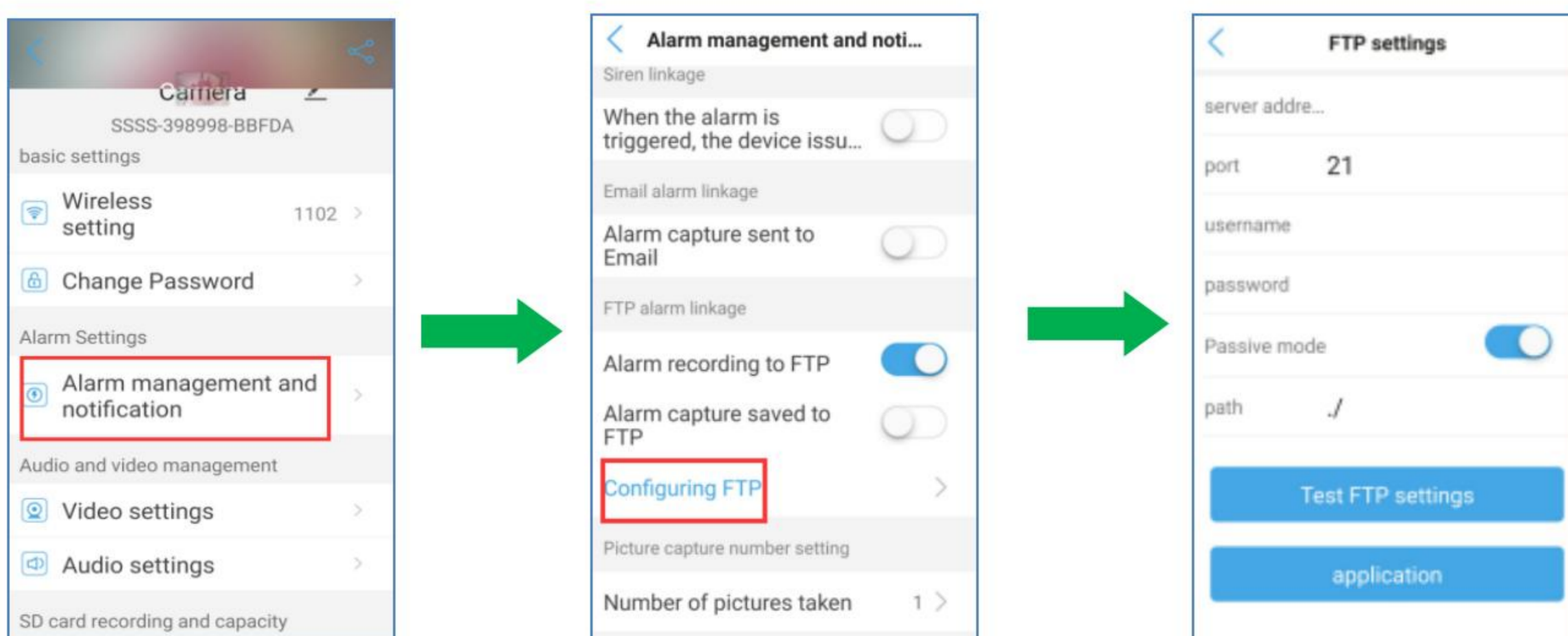


5.4.11 FTP setting

Operation: Please click 'Configuration FTP' on the Alarm management interface. And insert the relevant information on the pop-out page. And then click 'Test FTP Settings' to check whether the snapshots/ videos are sent to the FTP successfully. If yes, please click 'application' and the setting is successful.

Note:

- Please keep the user name and password within 8 letters and avoid using special characters such as #, &.
- If you confirm that all the information is correct, but the testing result keeps indicating 'Test failed', please log in your FTP server to check whether snapshots/videos are received successfully. If yes, go directly click on 'application'.

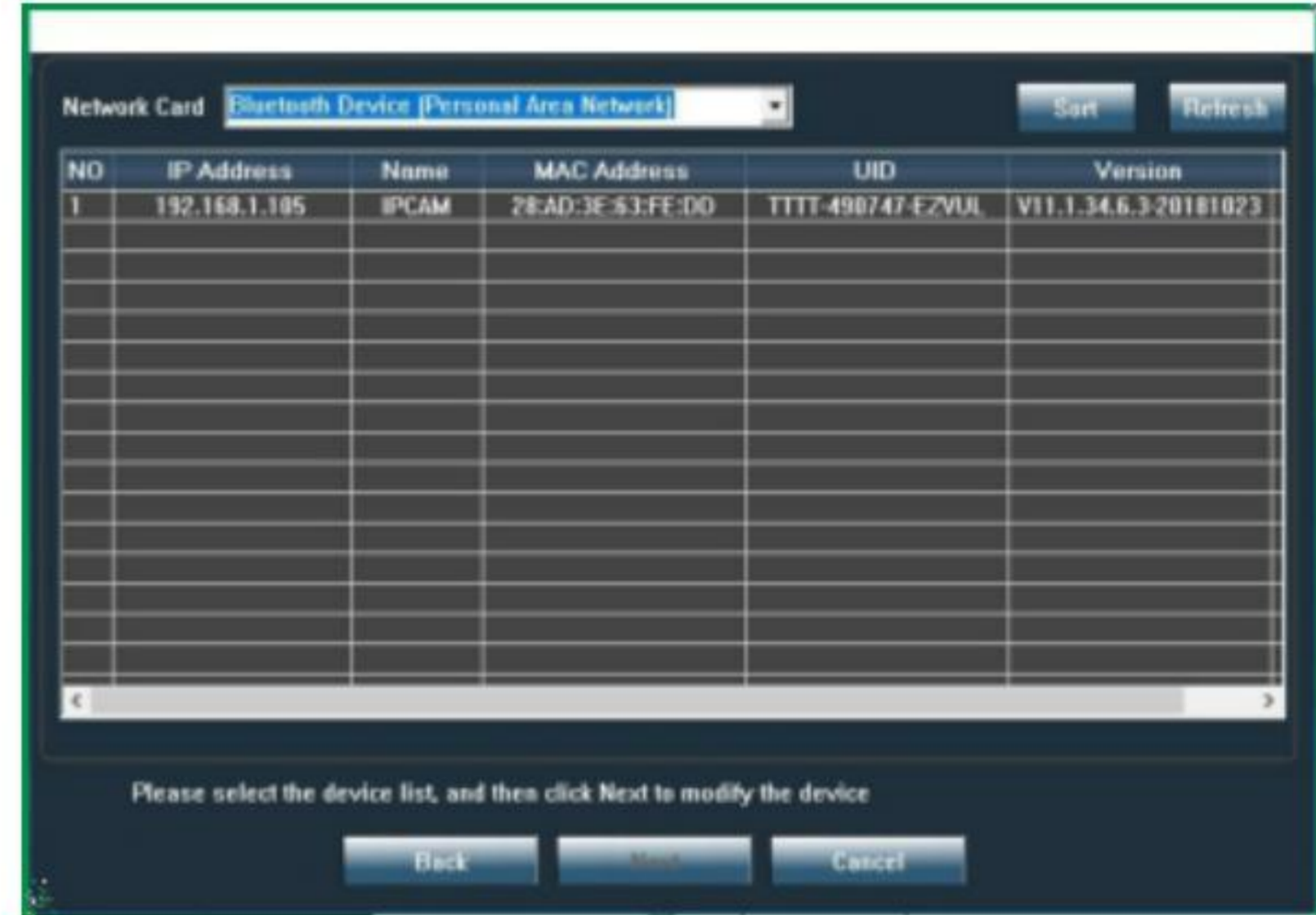
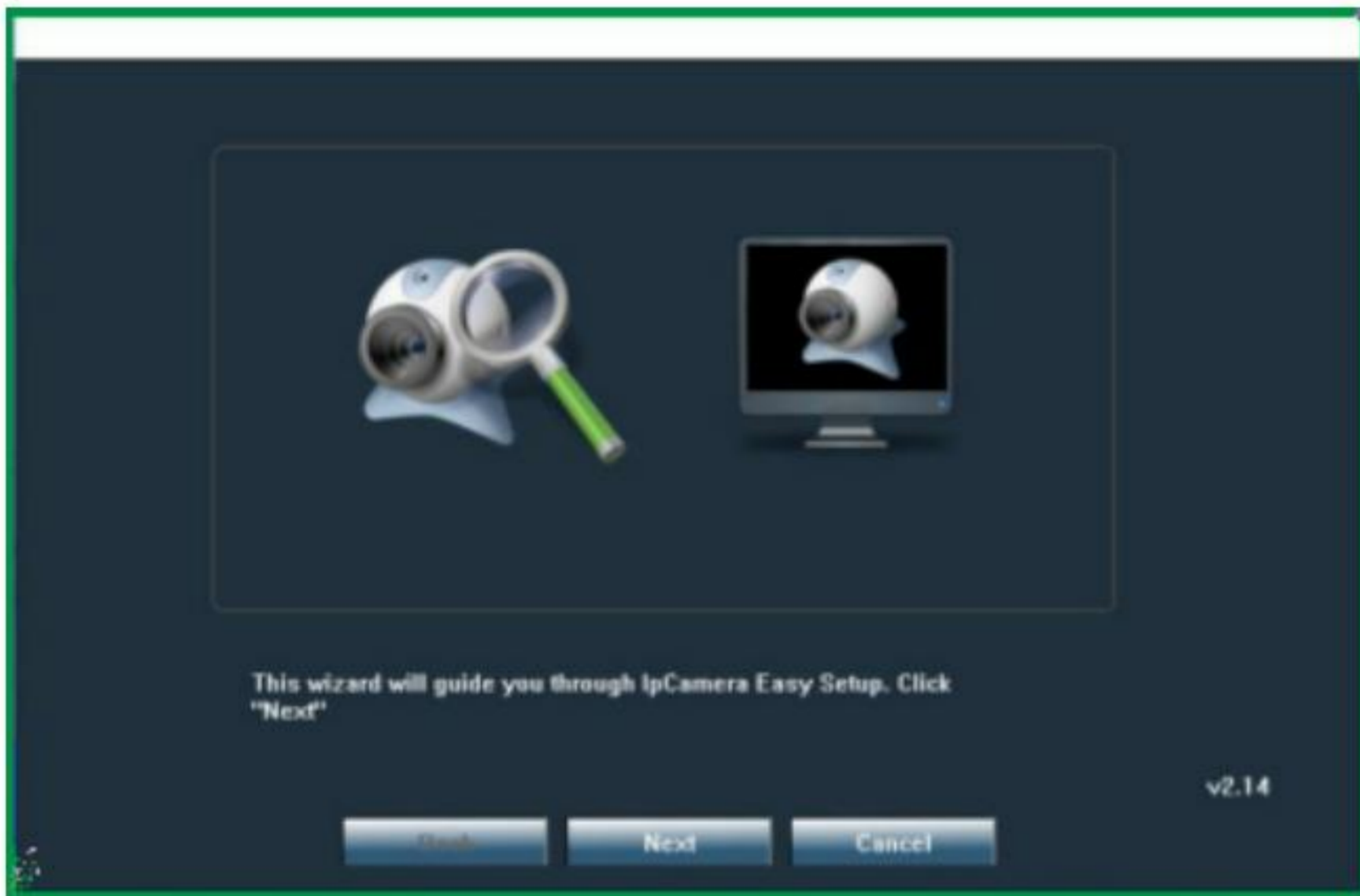


6. Computer Browsing Access

6.1 Search IP Camera

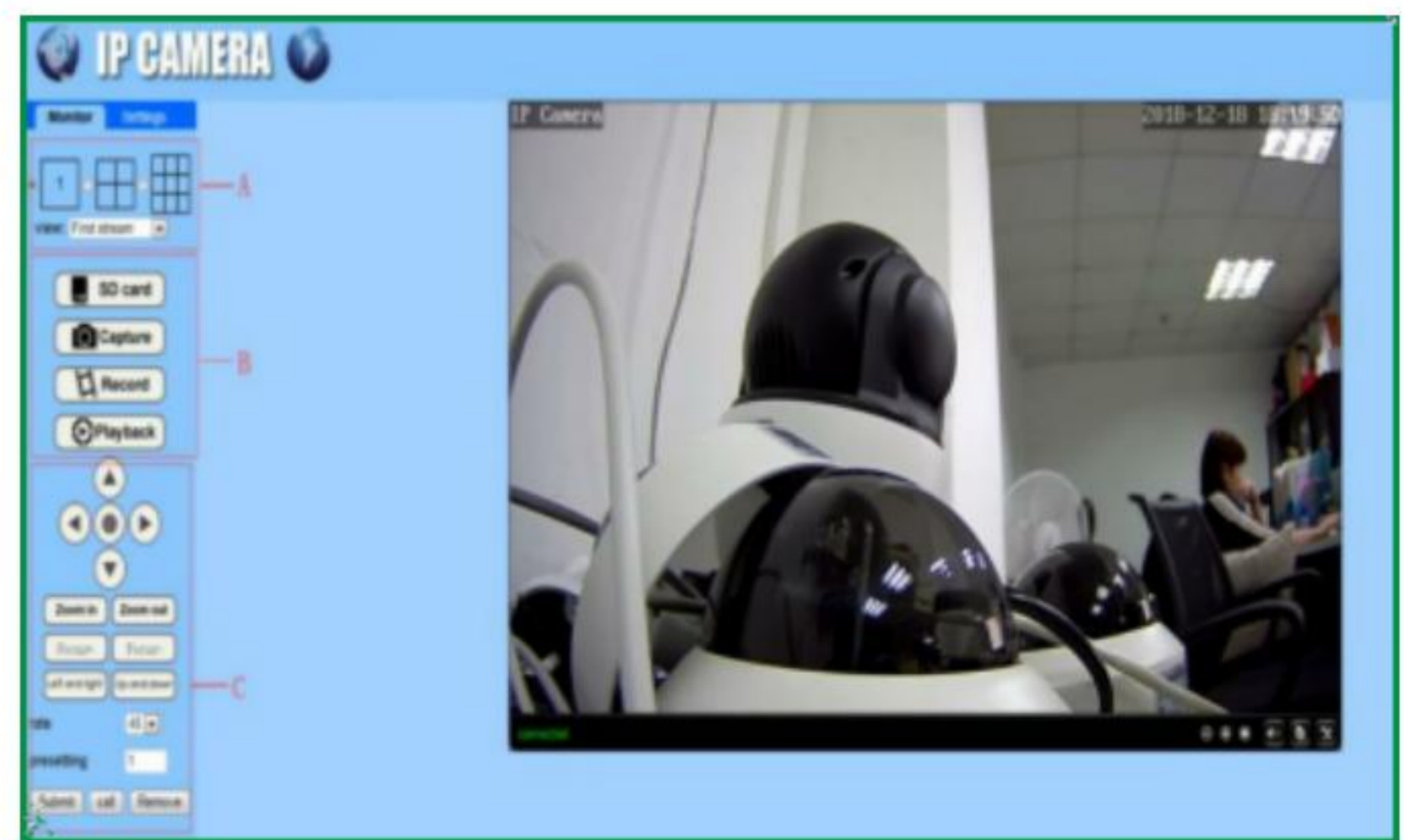
Go to our website www.alptopsecurity.com –Go to SUPPORT----AT-100BW/200BW/500BW,AT-200PW/DW/TW,AT-500PW/DW/TW—Software---download the search tool.
<https://www.alptopsecurity.com/Download/68.html>

Open the file and install search tool in your computer. Click “next” to find IP camera. You can select Network Card to search IP Camera.

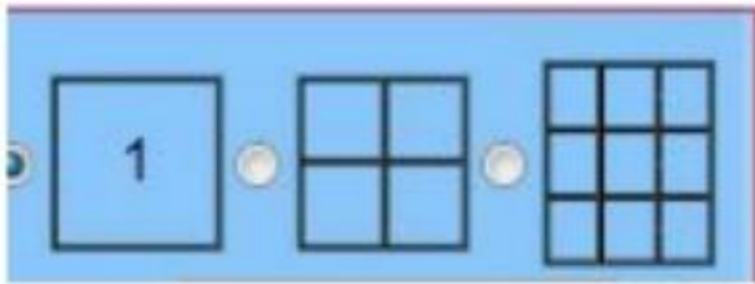
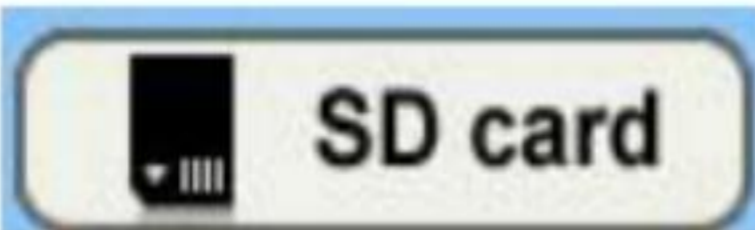
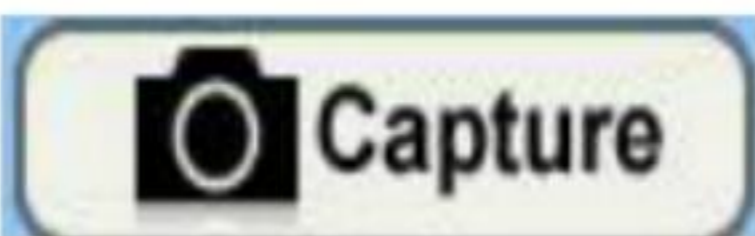




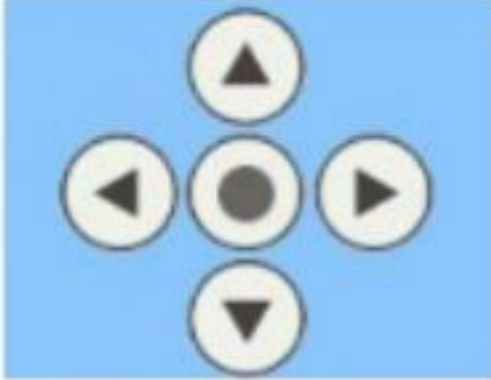
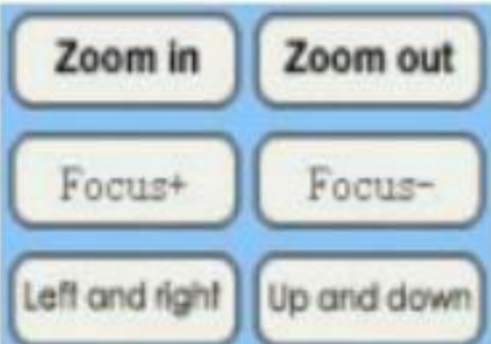

6.2 View Video by Browser

Support IE, Google and Firefox browser, install ActiveX before view video.
 Default account and password is **admin/admin**



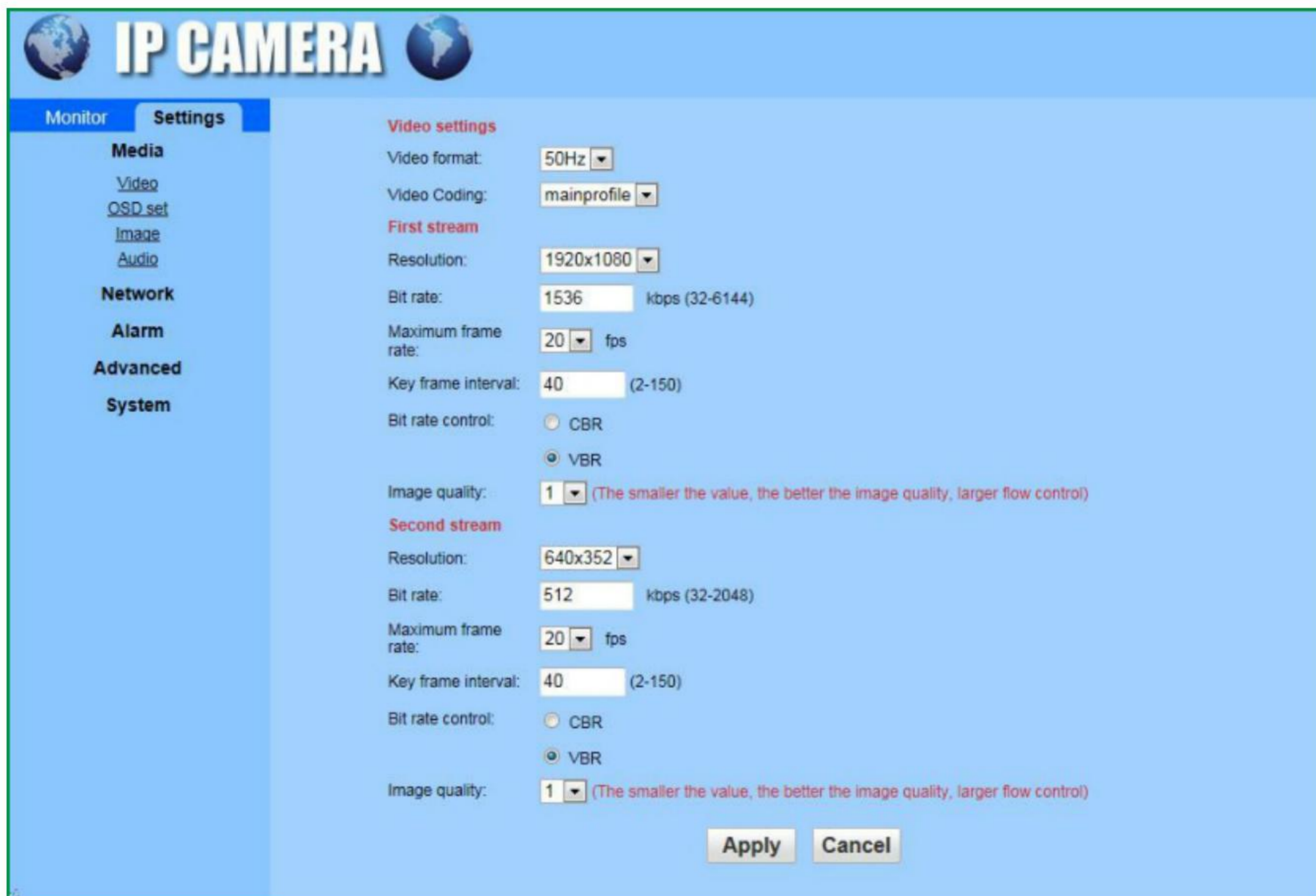
6.3 Interface

Region A		Multiple preview modes.
Region B		View memory card capacity and date.
		Click on the capture and take the current image.

		Local manual recording.
		Video Recording playback: Click the playback, select the date and time, select the local playback or SD card playback, search the video files and double click on the file to play.
Region C		PTZ control operation interface, control the camera to rotate horizontally and vertically.
		Control the camera zoom in/out, focus +/-, left / right and up / down cruise.
		Adjust the camera rotation speed and presetting point settings: Select presetting point 1, the camera rotates to the screen you want to monitor, click on the setting to set the preset point. Type 41 in Presetting to call the command of auto cruise.

6.4 Parameter Settings

6.4.1 Setting Media



The screenshot shows the 'Settings' page of an IP camera web interface. The left sidebar contains navigation links: Monitor, Settings, Media, Video, OSD_set, Image, Audio, Network, Alarm, Advanced, and System. The main content area is titled 'Video settings' and is divided into 'First stream' and 'Second stream' sections. Both sections have identical settings: Video format (50Hz), Video Coding (mainprofile), Resolution (1920x1080 for First stream, 640x352 for Second stream), Bit rate (1536 kbps for First stream, 512 kbps for Second stream), Maximum frame rate (20 fps), Key frame interval (40), and Bit rate control (VBR selected). Image quality is set to 1 for both streams. At the bottom, there are 'Apply' and 'Cancel' buttons.

Video: Set the video format, video coding, resolution, bit rate, max frame rate, key frame interval, bit rate control and image quality.

OSD Set: Set time stamp, time show, camera name and name show in this interface.

Image: Adjust the brightness, saturation, contrast, exposure parameter and set the WDR, Aemode, Imgmode, Intelligent night mode, IR LED Control, IRCut in this interface. (IR LED Control only support auto function)

Audio: Audio type support G711 / 726 protocol, audio stream selection on/off, audio input type selection, input / output volume adjustment

6.4.2 Setting Network

The screenshot shows the 'IP CAMERA' web interface. The 'Settings' tab is active, and the 'Network' sub-tab is selected. The 'LAN Settings' section is visible, showing the following configuration:

- IP Configuration Type: Fixed IP Address
- IP address: 192.168.1.114
- Subnet mask: 255.255.255.0
- Gateway: 192.168.1.1
- DNS Configuration Type: Manual DNS
- Primary DNS: 116.116.116.116
- Secondary DNS: 221.5.88.88

The 'HTTP&RTSP' section is also visible:

- HTTP Port number: 80 (80 or 1024~49151)
- RTSP Port: 554 (554 or 1024~49151)
- RTMP Port: 1935 (1935 or 1024~49151)
- RTSP Permission check: On Off (Note:Modify the settings, reboot the device)

Buttons for 'Apply' and 'Cancel' are located at the bottom right of the settings area.

Network: The IP address can be selected manually settings or automatically obtain. The DNS also can be selected manually or automatically.

Wireless: Enable Wireless to search and select the wireless network that you want to add, put password. Click the "check" to verify camera if connected to the wireless signal.

DDNS: To set up DDNS (Remote access), requesting an dynamic domain name to fill in the username and password which provided by Service provider. Contact us to get the cam ID number, each camera username and password will be different. Also you could use a third-party domain name to set it up.

Platform: this function was replaced by P2P, please use P2P to complete your setting.

ONVIF: Set the Server Port, Preview, Time zone Setting, Image Setting, NVC Type in this interface.

P2P: Enable this function, can watch video in Mobile App via add UID Number.

6.4.3 Setting Alarm



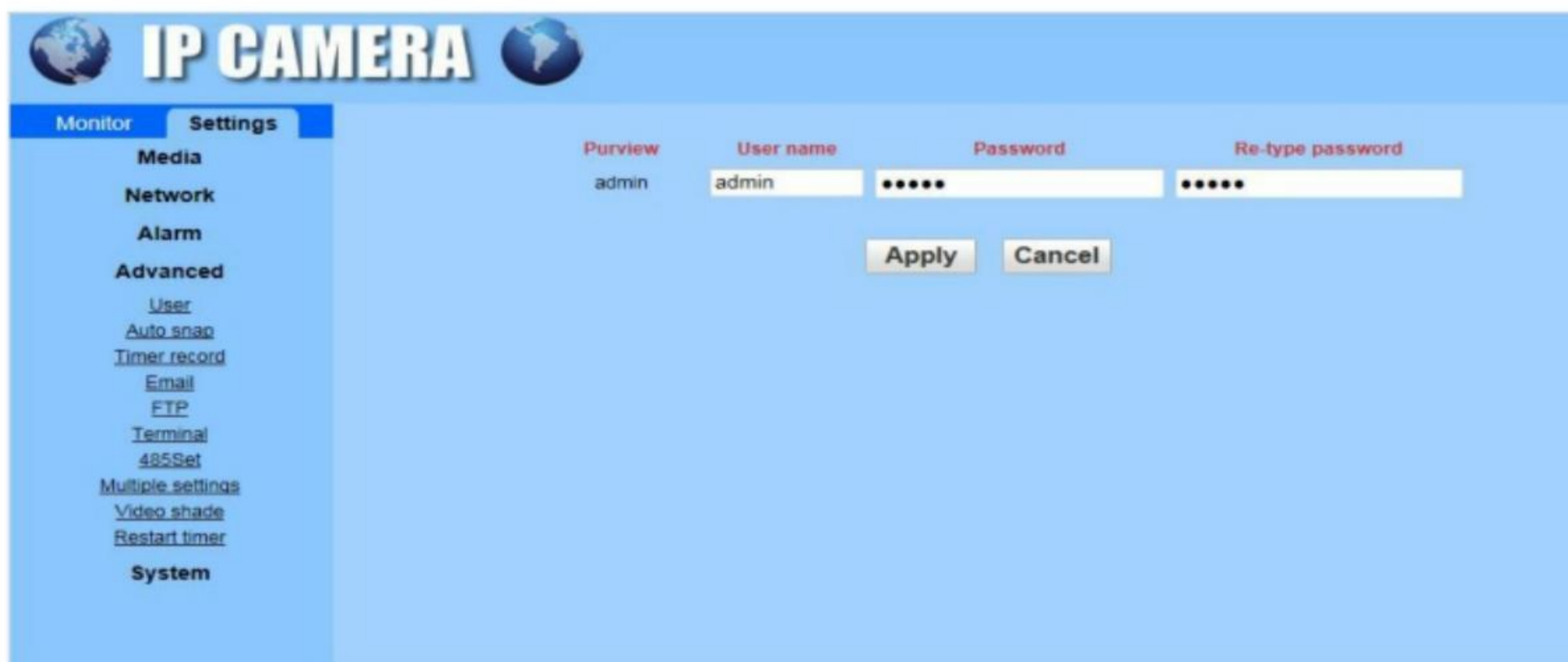
Audio alarm: Enable this function. Need to connect a buzzer, turn on & adjust the volume, audio alarm can work well.

Motion detection: There are 4 windows selections under Motion Detection. Select different windows to display different window positions. Drag the selected window to enlarge the window proportion. Manually type the sensitivity value or swipe the sensitivity bar to adjust the sensitivity.

Alarm: Email setting method is the same as Phone APP. Set the FTP server setting and Image capture in this interface.

Schedule: Select the time and click on the “Apply”.

6.4.4 Setting Advanced



User: For Change password.

Auto snap: Time capture, Choose to set the SD card snap interval or FTP snap interval and save route.

Timed record: Set the Record files duration, whether to open Record and stream.

Email Setting:

FTP Setting:

Terminal: Set the cruise laps, select the centred while self-check on/off, close the alarm PTZ movement on/off and indicator display mode.

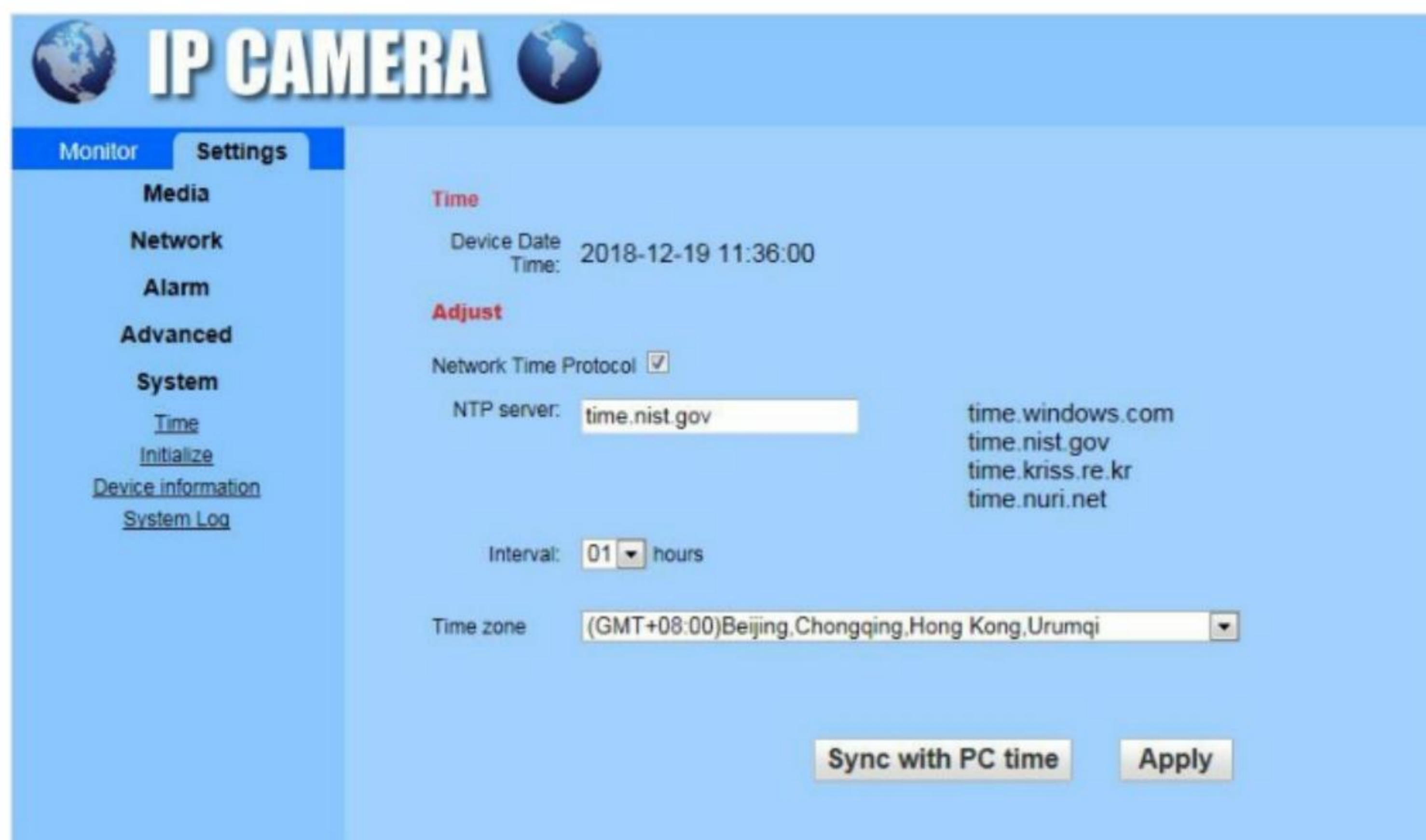
485Set: These cameras can't support RS485.

Multiple setting: In the same LAN, two or more of this series products from our company's, can be displayed on the same page via this Multiple Setting.

Video Shade: Video shade setting method is the same as the motion detection.

Restart timer: Turn on the restart timer and set restart time, then click "Apply", the camera will follow the settings to scheduled reboot.

6.4.5 Settings System



Time: Select the NTP server to synchronize the camera with the internet network time, click to "Sync with PC time". The camera time automatically becomes the time displayed on the computer.

Initialize: Set the Language (only available in Chinese and English currently), Lenstype, Reboot, Factory default, Backup setting data and system upgrade in this interface.

Device information: The device information include device ID, device type, network connection and etc..

System Log: The system log records all the steps of the device.

7. Video Management Software (HIP2P Client)

Using Video Management software to view multiple cameras at the same time


7.1 Software installation

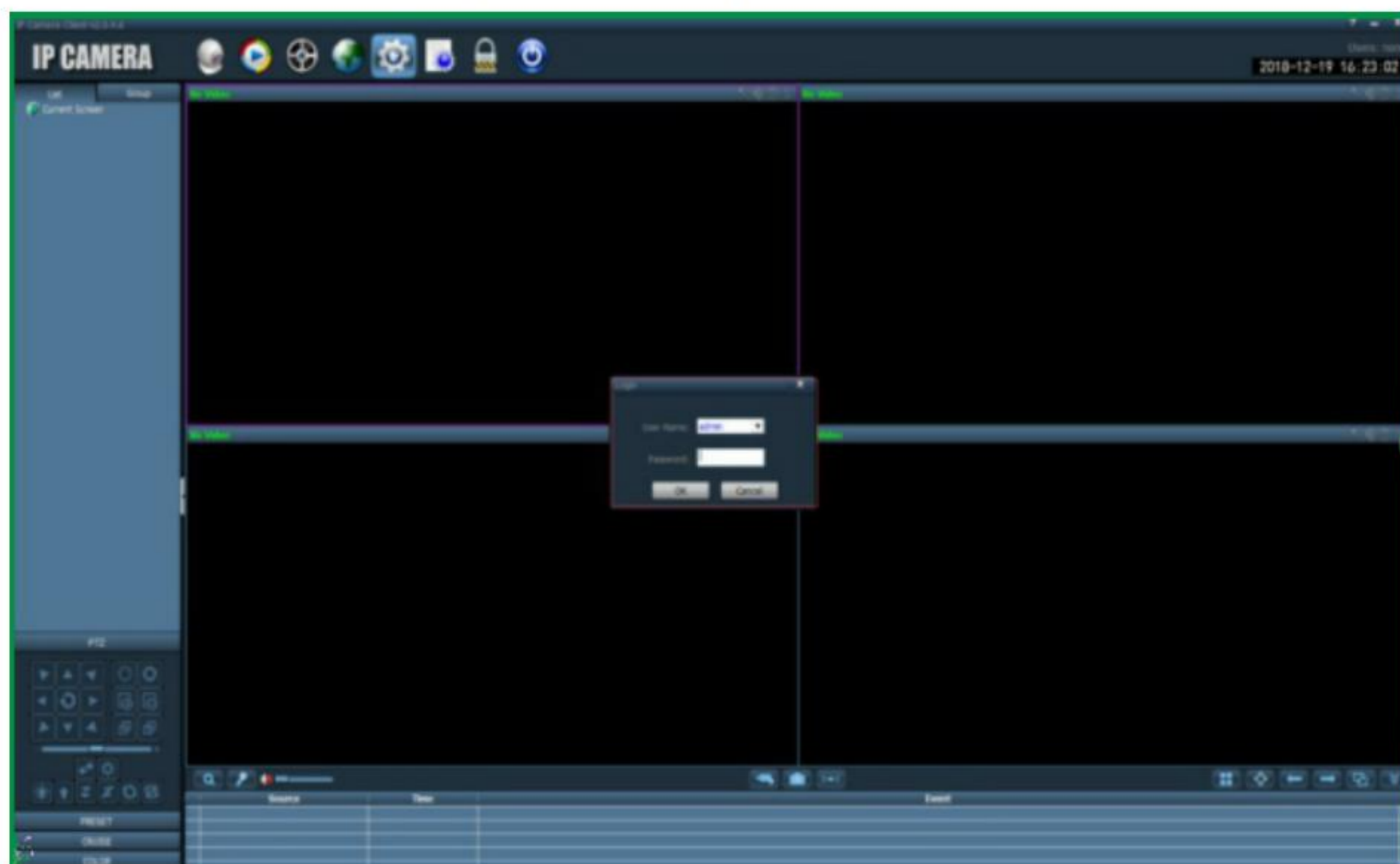
Go to our website www.alptopsecurity.com –Go to SUPPORT----AT-100BW/200BW/500BW,AT-200PW/DW/TW,AT-500PW/DW/TW—Software---download the HIP2P Client Software.

<https://www.alptopsecurity.com/Download/68.html>



7.2 Add Camera with local network

A) Open the software, click  , to login system, default password: leave it blank.

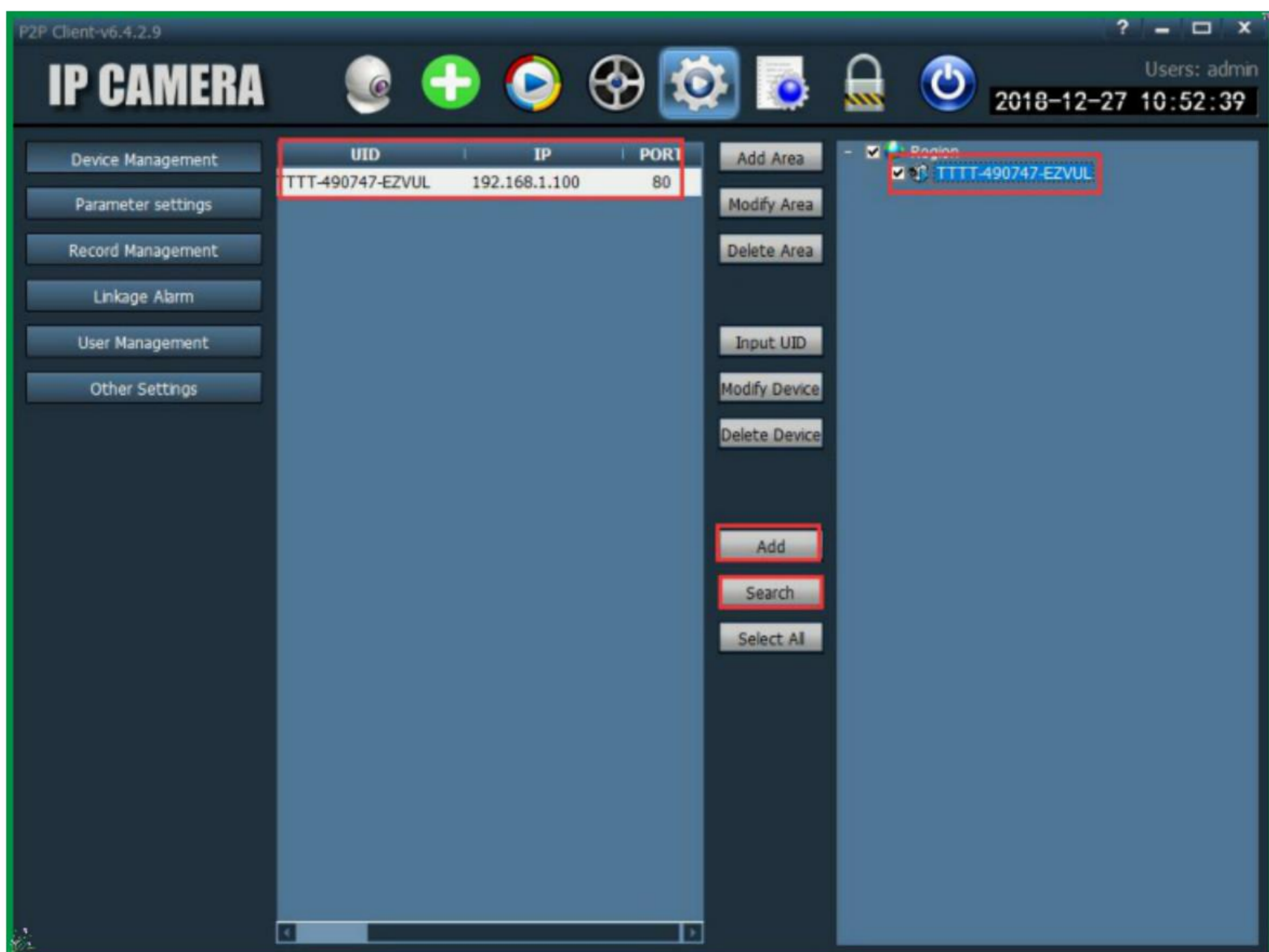


Add Area

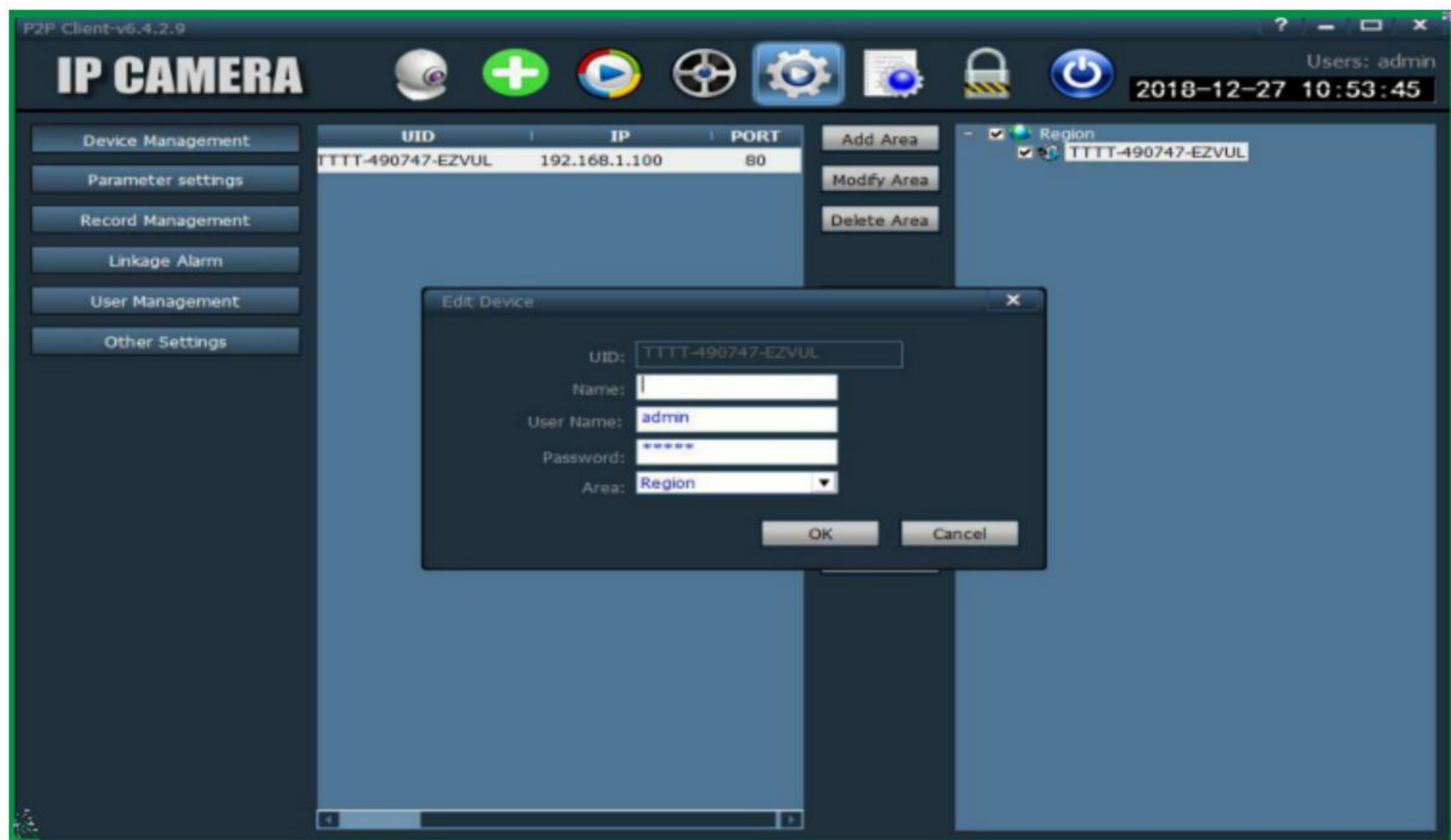
B) Click **Add Area** to set an area name (Like: office / home / factory.....), you also can modify and delete area as picture showing below.




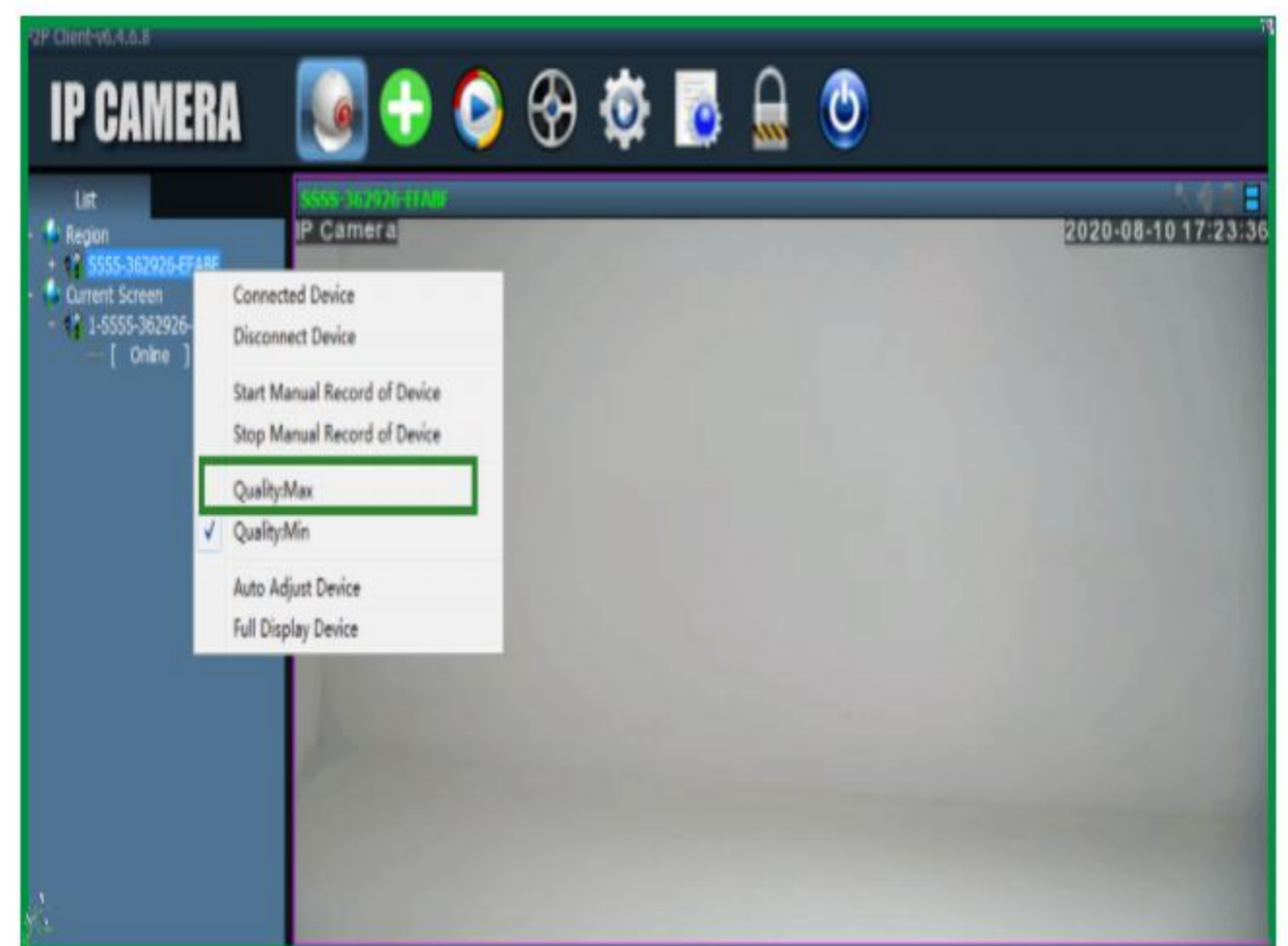
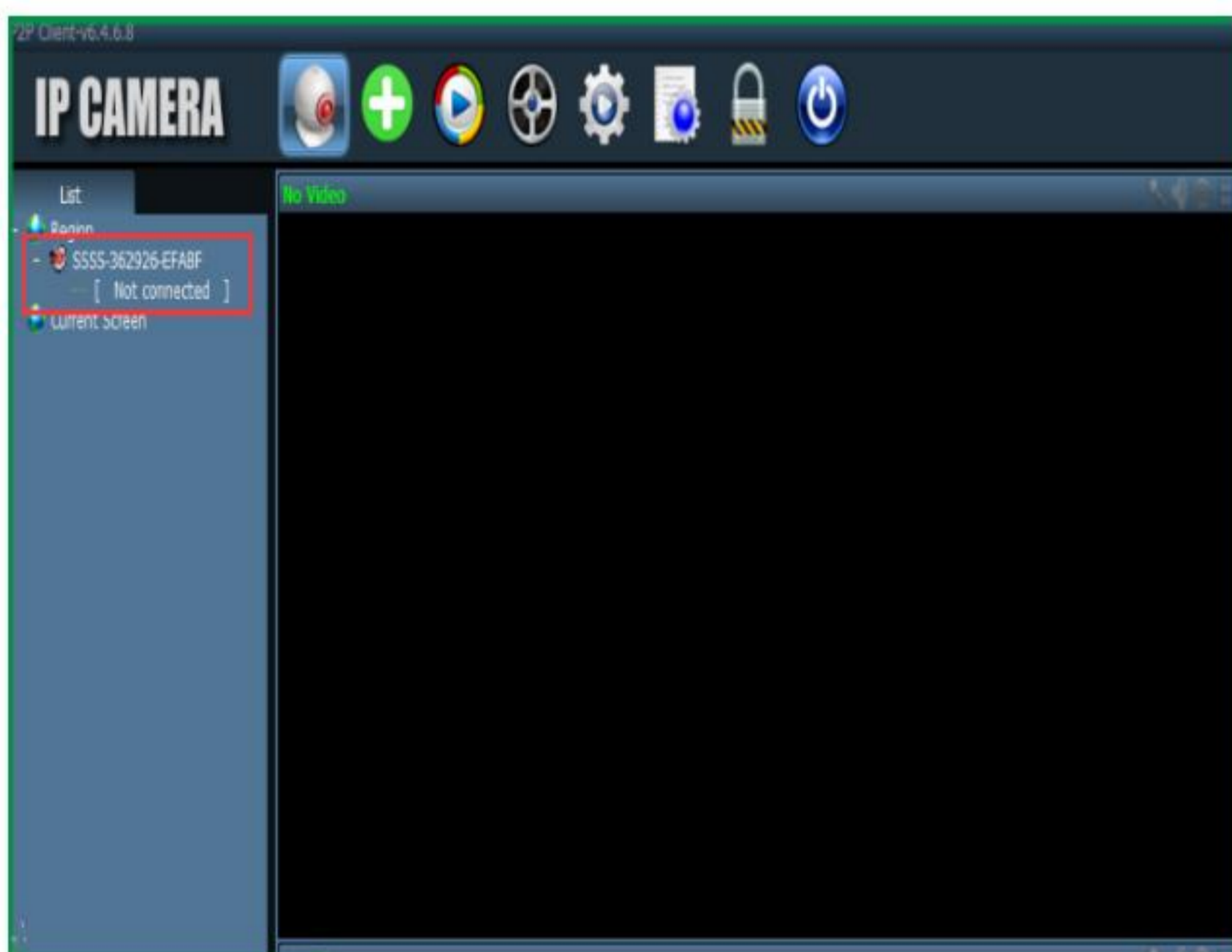
C) Click "Search" to find IP Camera in the LAN, Select the camera click "add" to add camera to list.



D) Double Click camera's UID to modify camera's password.



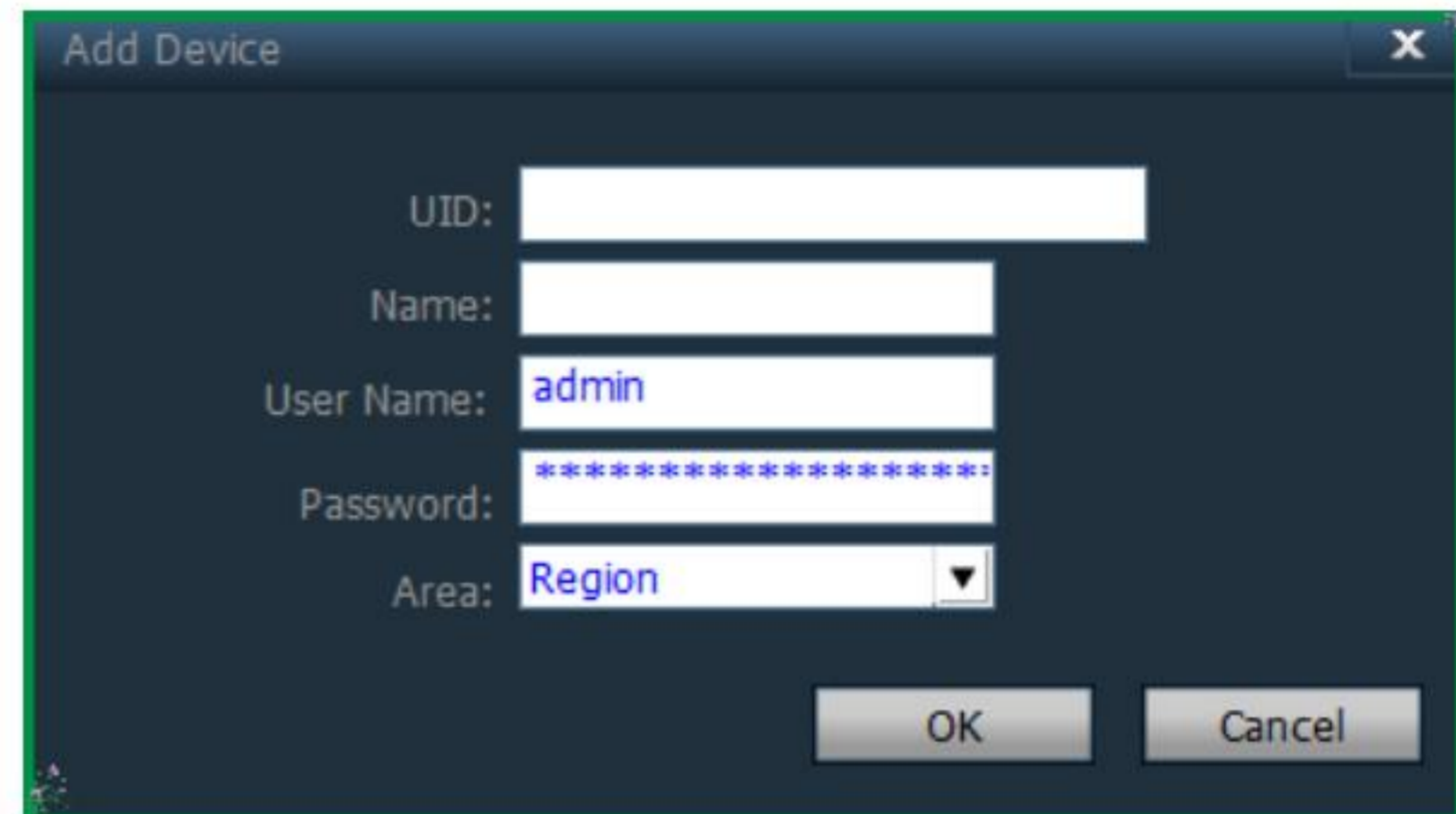
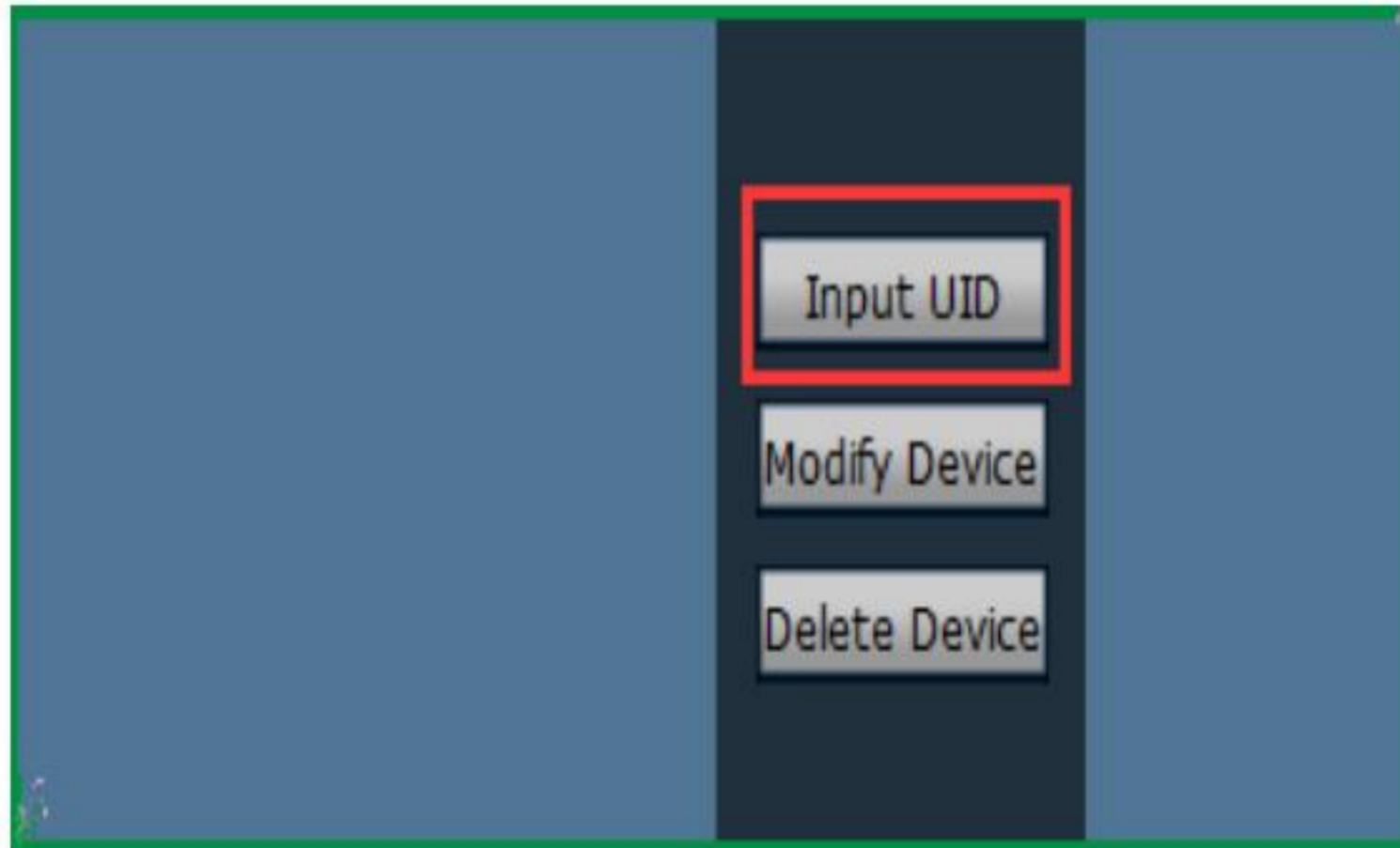
E) Click  Back to preview screen, Double-click the camera name in the device list to preview the screen in real time. If you want to get a more high-definition effect when previewing the screen, please right click the camera UID, a sub-menu will be pop up, please select quality: max




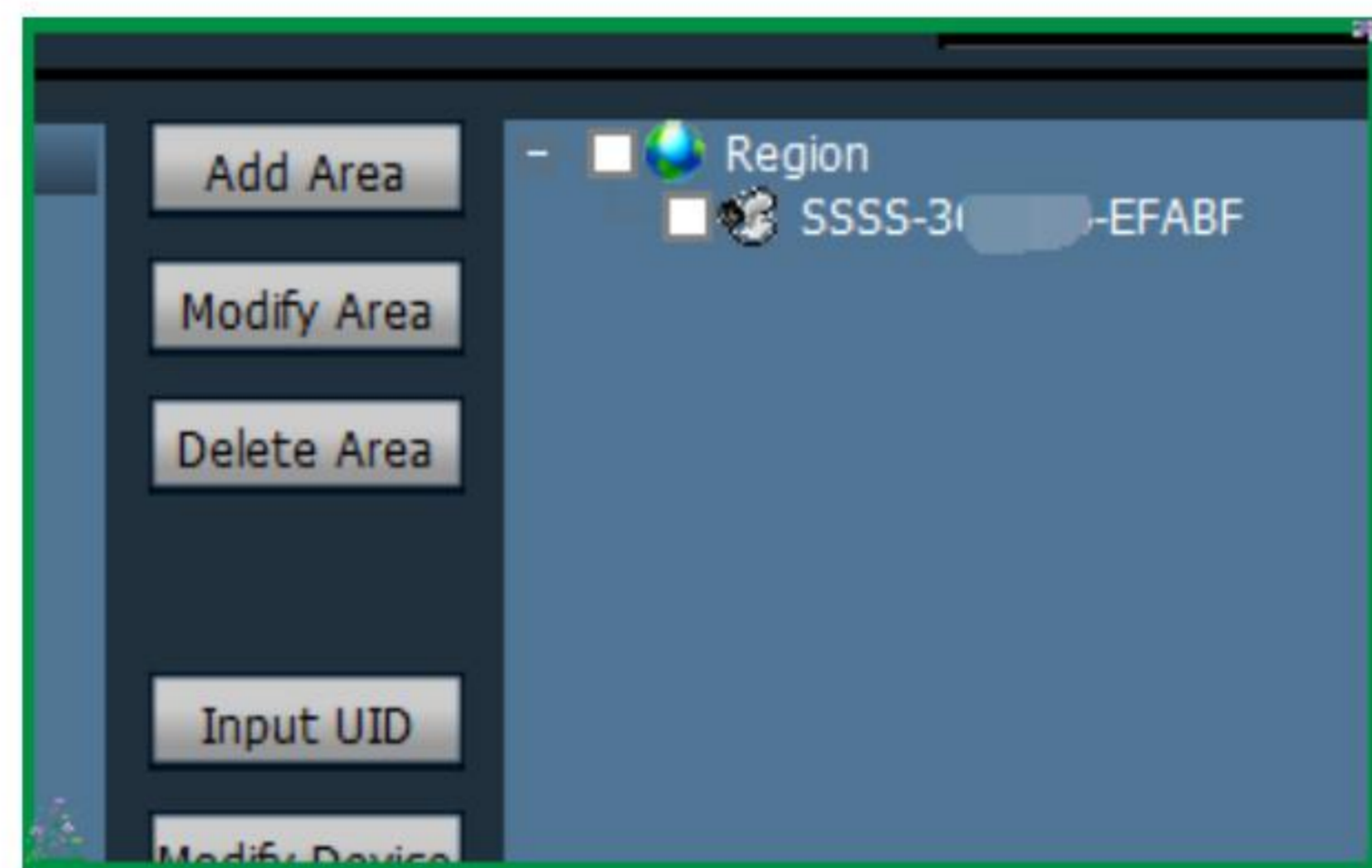
7.3 Add Camera with Remote Network

There are two ways to add cameras.

- 1) Please enter the config menu. Enter the UID number, user name and password of the camera.
Default admin/ admin.

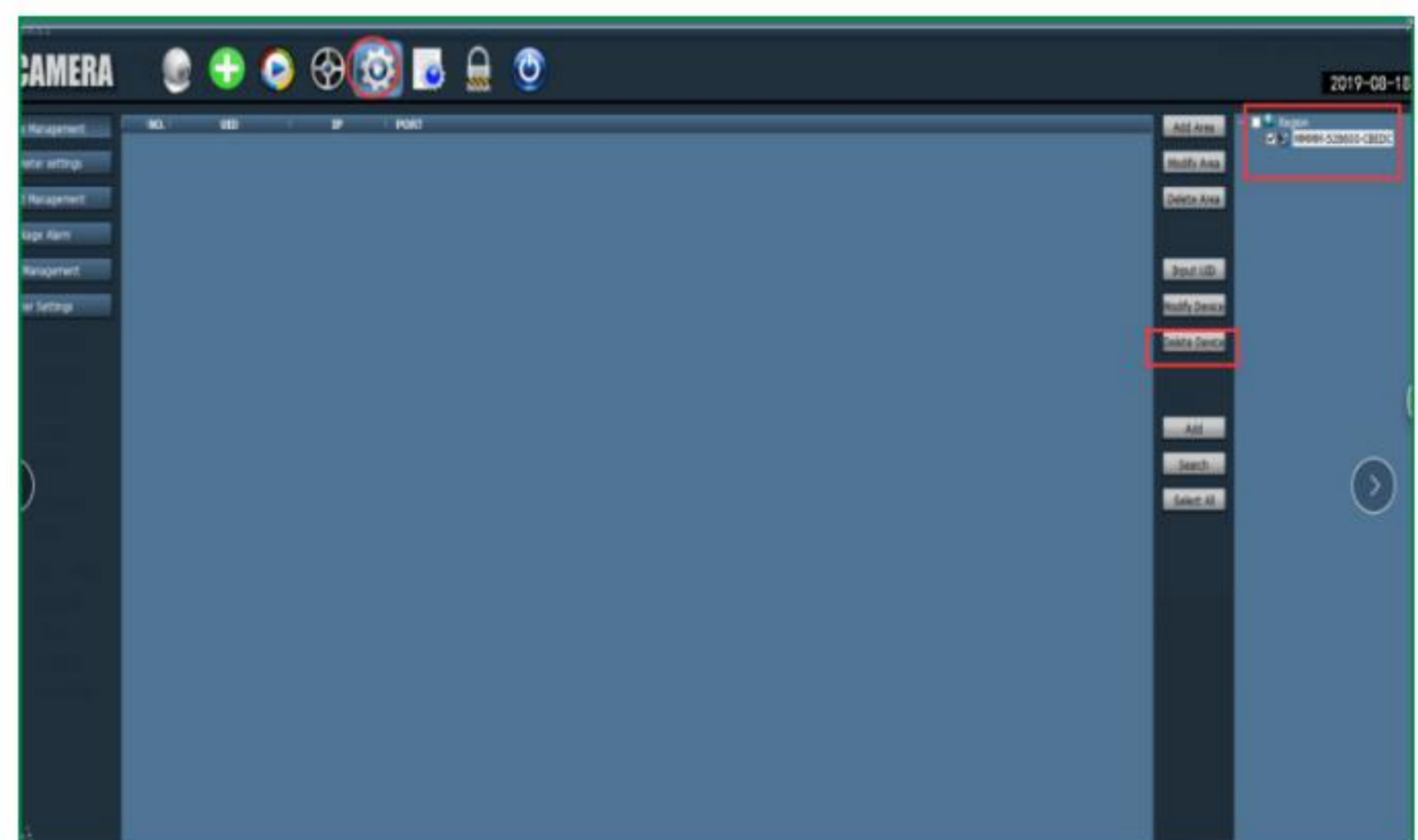
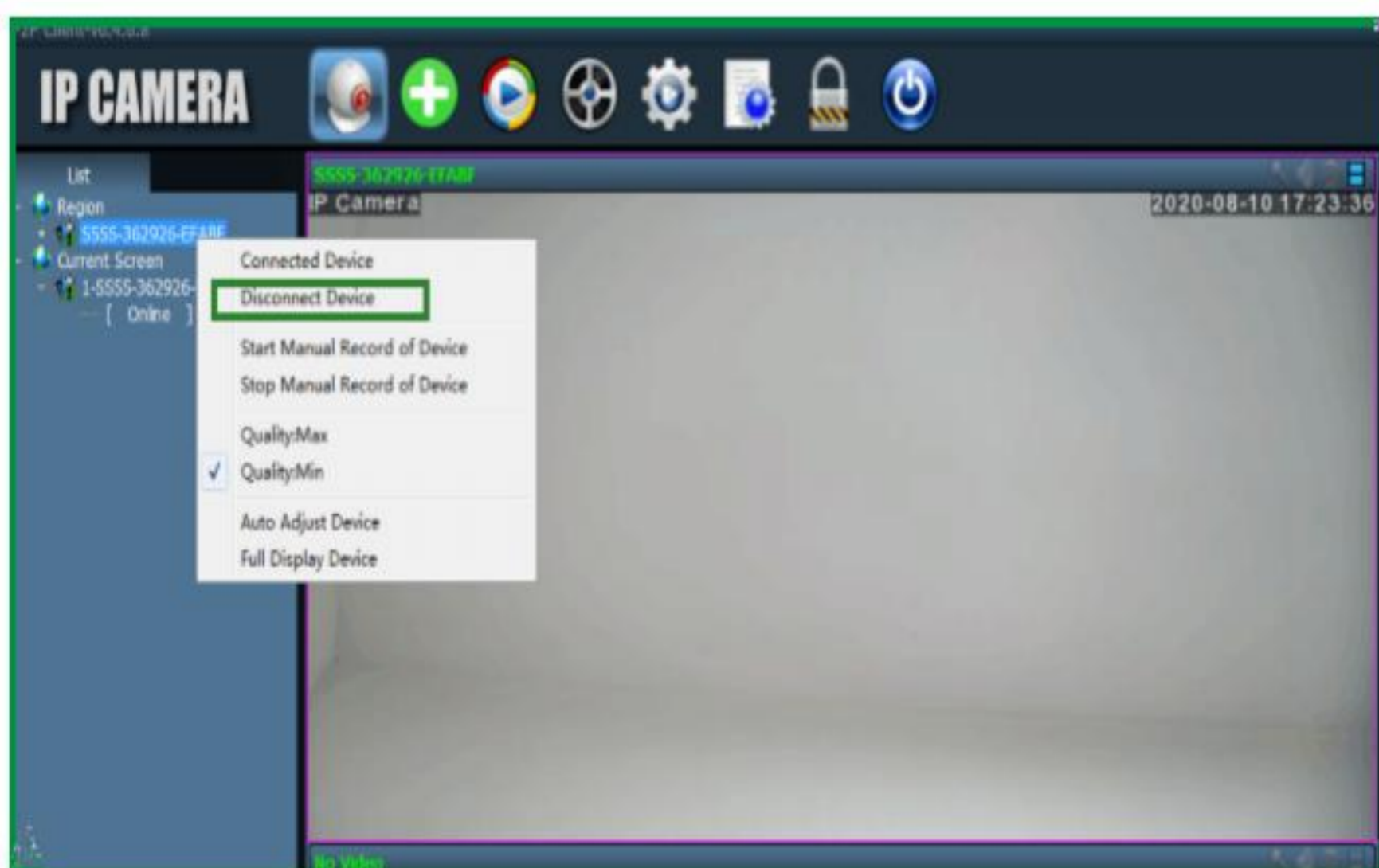


- 2) Click the button “” menu bar, It will search the camera directly.



7.4 Delete camera

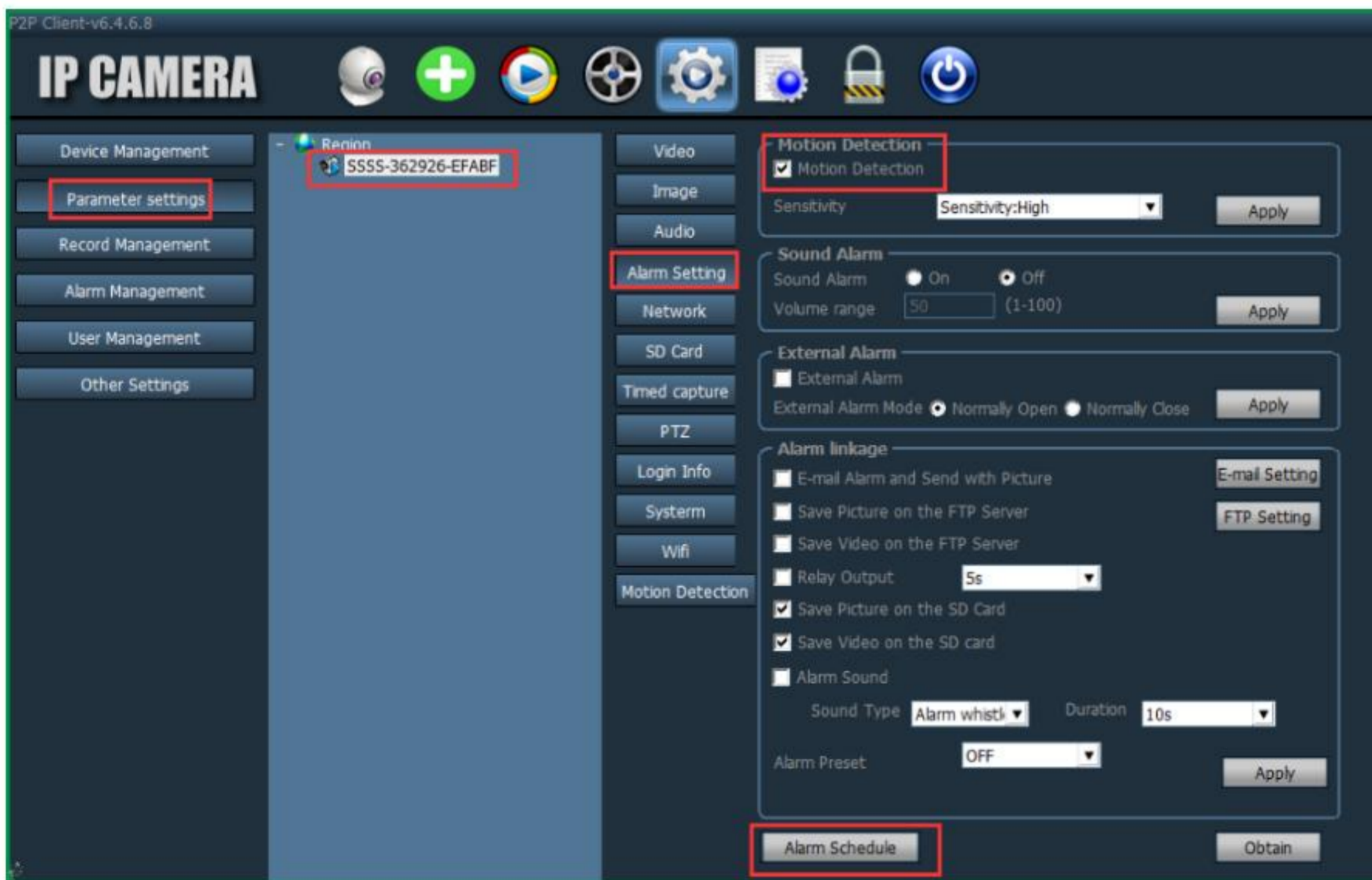
Please right click camera UID, click “Disconnect device”. Then enter setting menu, choose camera UID which you want to delete. Click “delete device”.



7.5 Motion detection recording settings



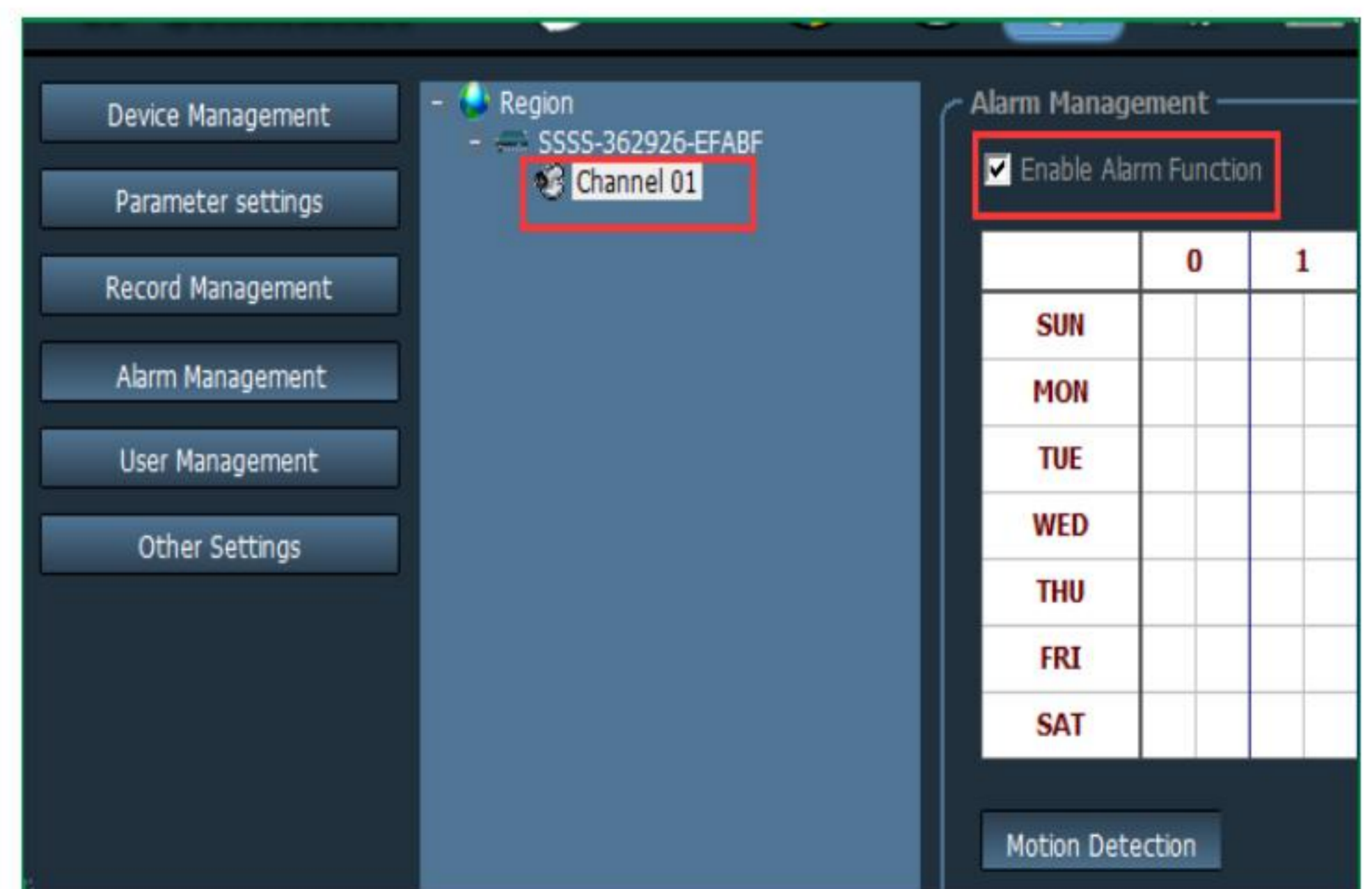
Click the settings menu, enter Parameter settings, Choose camera UID that you need. Enable Motion detection. In Alarm Settings and setup a Alarm schedule. Click the left mouse to drag a green blocks in the schedule.



Alarm Schedule

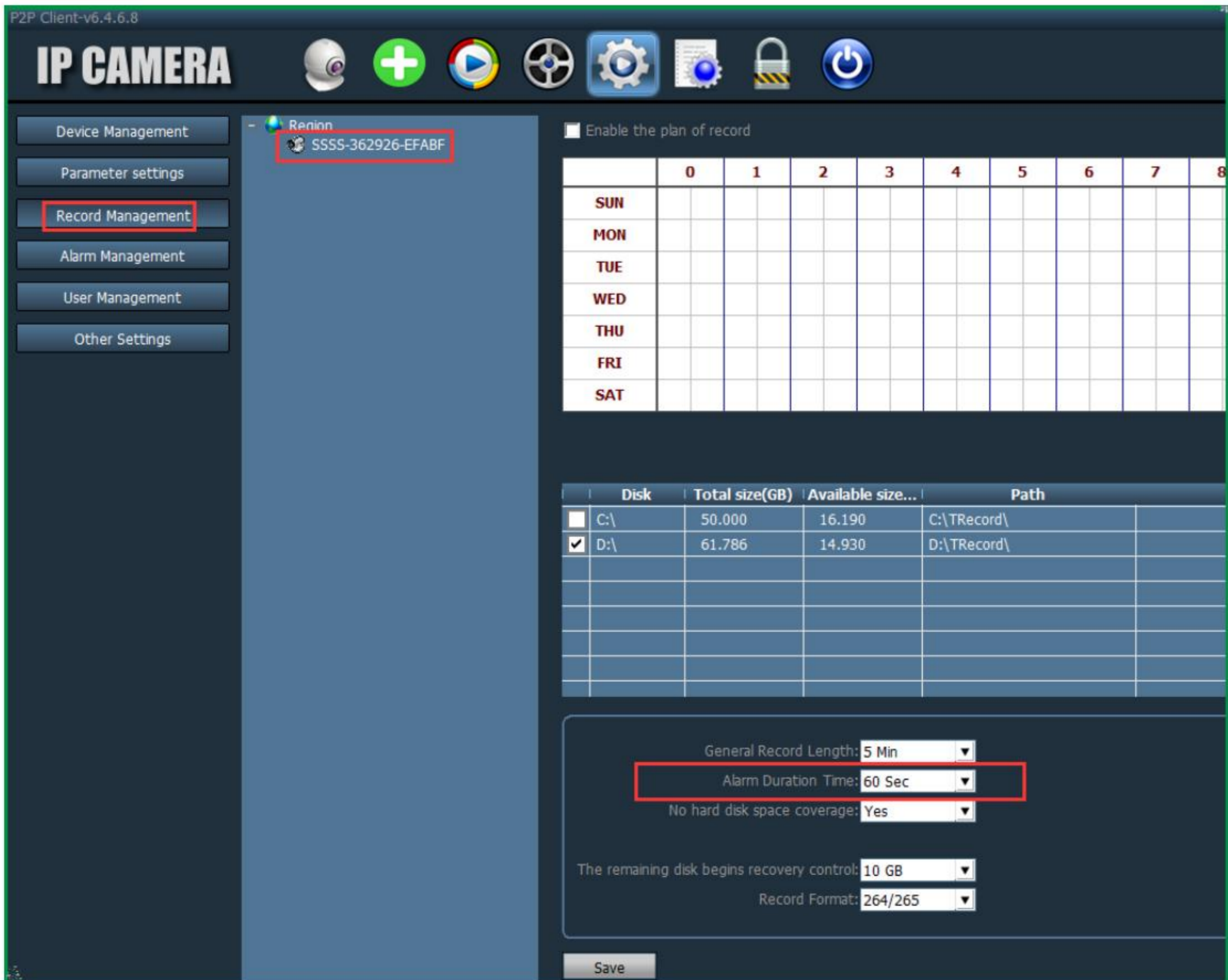
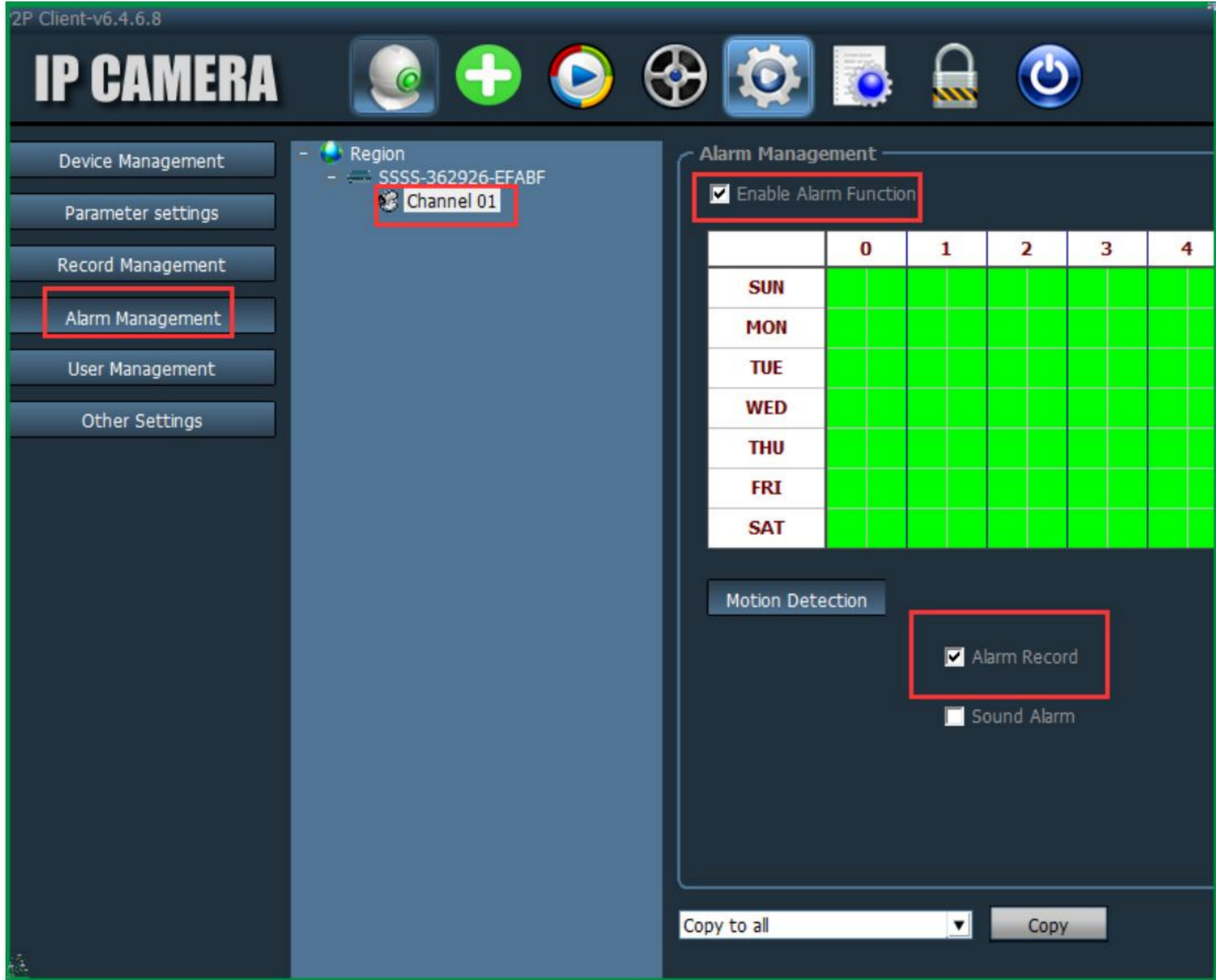
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
SUN																								
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								

Click the settings menu, enter Alarm Management, select the camera UID you need, you need to click +, as shown in the figure below, create a channel, and then you can set a time zone.



Enable Alarm Function and Alarm Record.

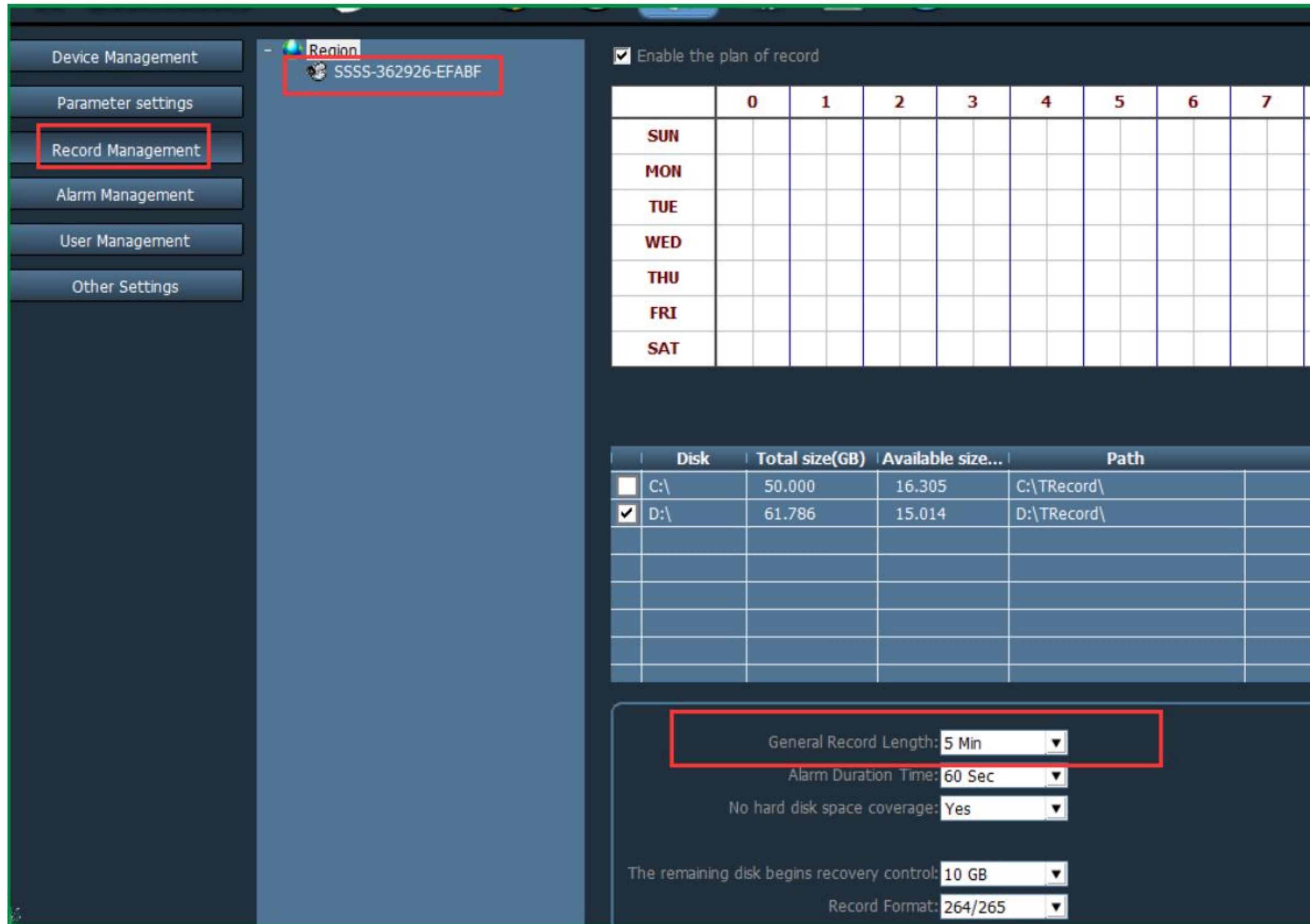
Hold down the left button of the mouse, and then move the mouse, a time zone will be automatically generated, and you can establish a suitable range according to your needs. The video is stored in D drive by default, the Alarm time of each folder can be set in Record Management, please see the following figure.



7.6 Schedule recording settings

Click the settings menu, enter the record management, select the camera UID you need, and check Enable the plan of record. You can establish a suitable range according to your needs.

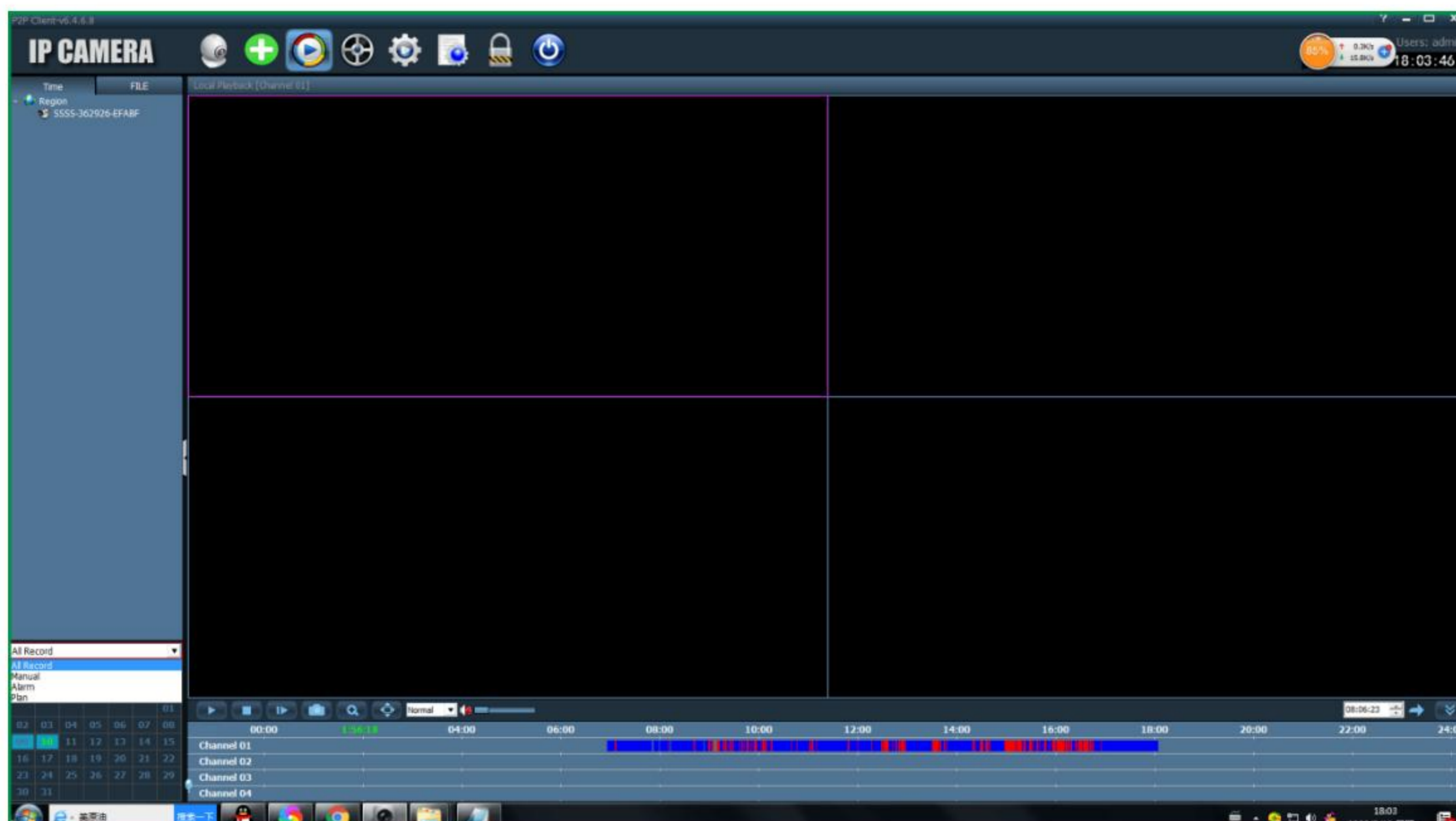
The video is stored in D drive by default, you can also modify the time of each video file.



7.7 Local video playback

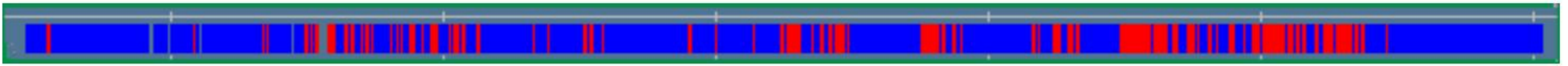
Click the local playback menu, in the local video playback interface, you can watch the playback through the file and timeline.

Timeline Playback: Click: “ Time ”.



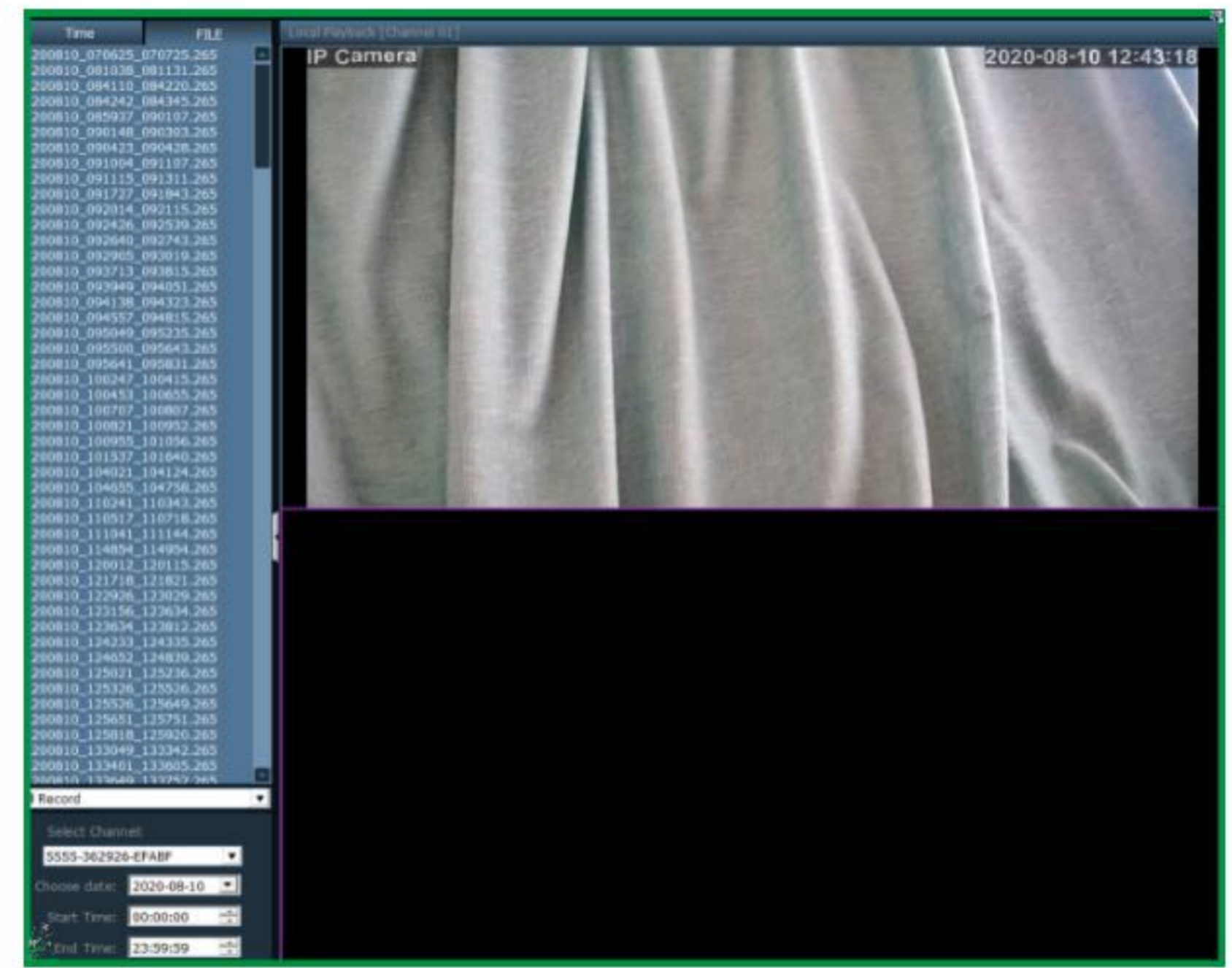
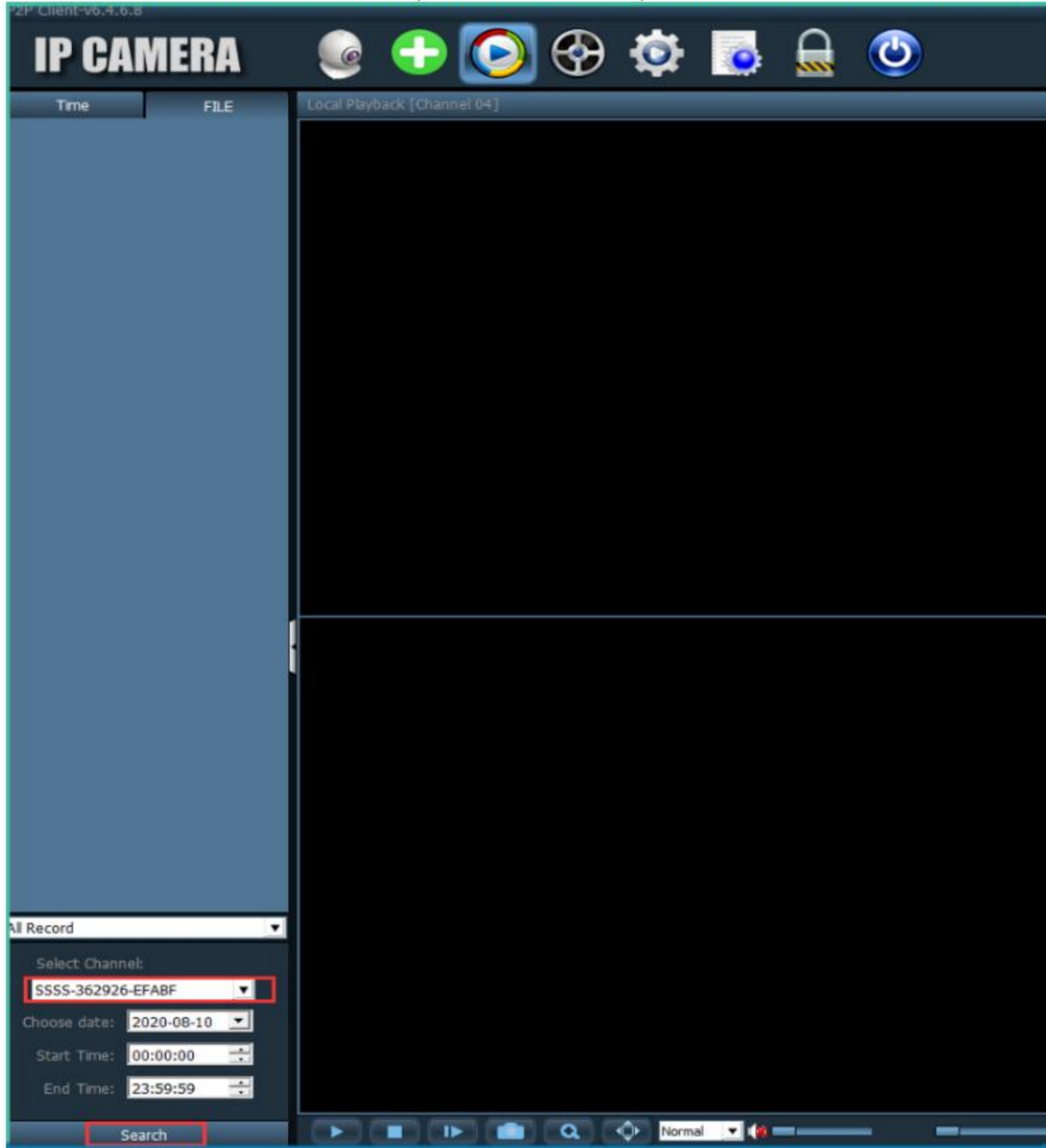
There have Alarm Record, Manual Record, Plan Record in total.

Place the mouse at the position where you want to replay the video, and then click, you can view the corresponding video.




File playback

Click the icon “ **FILE** ”, There are Alarm Record, Manual Record, Plan Record, After clicking the drop-down box, select the UID of the camera you want to view, select the date and time, click search, and all related videos will be displayed.



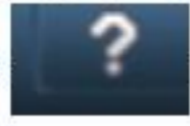
7.8 Remote video (SD Card) playback

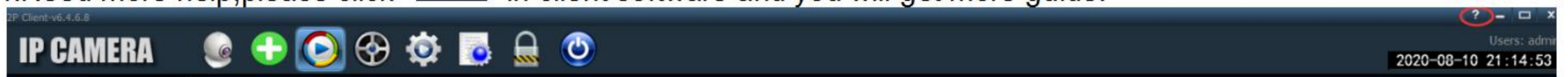
Click the icon “  ”, You can only playback the video with in file.

There have Alarm Record, All Record

Select the camera UID you want to view, select the date and time, click search, and all related videos will be displayed.

Note:

1. In the image parameter setting, The default of IR LED Control is Auto and cannot control the infrared on and off.
2. Photos stored in SD card can only be viewed in IE browser
3. You cannot control the speed of PTZ with HIP2P client.
4. Need more help, please click “  ” in client software and you will get more guide.



Frequently Asked Questions

Q1: Remote viewing, appear pause and delay phenomenon?

- A:1) Related to network data, it is recommended to adjust the HD mode to Smooth mode when watching, and the video file is still saved in HD mode.
- 2) Try to reduce the camera stream when view the video, reducing the stream may affect the quality of the image.
 - 3) Remote viewing, the network recommends uploading network data up to 512KB/S. Download data 256KB/S to watch the best. Upload network data can be viewed in the router background.

Q2: Prompt password error

- A: The camera security password is incorrectly entered or forgot the password. Press and hold the reset button for 10 seconds and then reset the camera.

Q3: How to get more manual and software?

- A: Please visit this link. <https://www.alptopsecurity.com/Download/AT-200PW/>

Q4: Camera IP address often changes

- A:1) Login to web version and go to the camera setting, change the automatic IP address to manual setting.
- 2) The IP address which automatically obtain will vary depending on the IP assigned by your router's DHCP.

Q5: Is the device not online?

- A:1) The router disables MAC address filtering.
- 2) If it is a dual-band router, it needs to use 2.4GWi-Fi and not support 5GWi-Fi.
 - 3) The preferred server address (DNS) of the router is changed to the telecommunications service provider DNS.
 - 4) Wi-Fi account password only contains numbers and letters, no horizontal characters and other special characters.
 - 5) The router signal channel is changed to 11.

Q6: SD card remote playback download

- A:1) Web download: Open the browser and log in, click the SD card and select recording date and time to download.
- 2) Mobile APP download: Open APP - click the video - click the remote playback - press the video file for 1-3 seconds to pop up a dialog box, click download, you can find the video file in the phone system file (CamHi file).

Q7: Can't identify the memory card?

- A:1) Reinsert the SD card into the camera, powered off and restarted camera !
- 2) SD card is recommend to use SanDisk, Kingston, Samsung, Toshiba, PNY Bianwei, Lexar brand

Q8: Can't the phone search for the camera's own Wi-Fi?

- A: Press the camera reset button for 10seconds, make the camera reset factory default.

Q9: Can't the camera connect to Wi-Fi?

- A:1) When the camera is configured, the phone and camera are no more than 3 meters away from the router!
- 2) Router Wi-Fi can't be hidden or MAC address bound, or limited!
 - 3) The wireless signal range will depend on the strength of your Router WiFi signal. You may possibly need a WiFi extender if your WiFi signal is weak around the yard where you want to install it.

Q10: RTSP Path Example

- A: rtsp : //192.168.1.100 : 554/11

Q11: WBE browsing plug-in installation problem

A: Web page online download plug-in component: ActiveX

Q12: Third party software: iSpy Software operation

A: iSpy Add camera selection: Open the software click add object, Select the IP photographer, Click ONVIF to enter the user name and password. URL enter: http:// camera IP address / port 8080. Click on the next page to see the full URL, click add, finish!

Q13: Can't connect to Optical Modem Wi-Fi router?

A: Recommend to use Wireless router, Some Optical Modem with Wi-Fi router has some kind of restriction, Cause the device can't connect to the wireless signal or no network transmission on the connection.

Q14: Can't play back remotely at phone APP?

A:1) Check that the device if can preview in real time!

2) Click the pinion symbol to enter the setting ---- Click on the SD card, check if can read the SD card.

3) Can preview the real-time picture normally, Can read the information of memory card, but no playback of files in video playback, recommend to unplug and plug the SD card again.

4) Because the remote playback of the video file is relatively large, Network does not support remote playback of network traffic! Recommend to connect your phone to a faster Wi-Fi, try remote playback.

Q15: Can't search for the camera IP address in the local area network.

A: Our device default IP address network segment 192.168.1.X, you need to modify your network IP address network segment to the same network segment, then use the search tool on the CD to search for IP addresses.

Q17: Mailbox alarm cannot receive pictures

A:1) Motion detection mailbox alarms support most mailboxes such as Google, Yahoo, etc. If you do not receive an email alert, please check if the mailbox settings are set according to the instructions, whether to pass the test.

2) Some alarm messages may be judged as spam by the mailbox, can be found in the mailbox trash or send mail delay due to network server data congestion, etc.

Q18: Can I add a camera to multiple phones?

A: Yes. Manually add the camera UID number to other mobile APP after the camera is connected to the network.

Q19: I can view the image on the same LAN, but the phone can't be viewed remotely outside.

A:1) The camera may be connected to your local area network without connecting to your router's external network, no network access! It is recommended to check if the router has set this camera IP to prohibit network access.

2) Restore factory settings, reset the router Wi-Fi and reconnect..

Q20: The phone can't access the Internet after the phone is connected to the camera wireless hot-spot.

A: The camera wireless hot-spot is convenient for the device to preview and view the image by mobile APP in a network-free environment and the phone can't access the external network by the wireless hot-spot.

Q21: No Signal or Picture when you plug to NVR.

A: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)
4)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.

Q22: The camera still not connected to Wi-Fi?

A: ① Please make sure the network you used in your IP camera and the phone are the same one.
② Please make sure your router open DHCP, you can log in the router setting and find the DHCP to check it closed or opened. If it close, then it will not distribute IP address to this IP camera, and it will fail.
③ Please make sure the network you used is 2.4GHz not 5GHz.
④ For model AT-200DW,Please avoid using special characters such as #, &, = in your router password.
⑤ Please access camera's setting to confirm its WiFi signal.If you choose WiFi connection, please make sure the WiFi signal connected to the camera is up to 80%.You may possibly need a WiFi extender if your WiFi signal is weak around the yard where you want to install it.
⑥ Please reset the camera and reinstall camhipro app if your camera isn't working properly.
⑦ Please take out your SD card and try again,may the SD card is incompatible.If the devices connected to WIFI are excessive, it will cause the IP address conflict and fail to connect to Wi-Fi.

Q23: Why does FTP just upload the pictures and no video?

A: If the SD not plugged in, you will not upload video.

Q24: SD card cannot be recognized. After a period,video and cycle video cannot be recorded?

A: There is something wrong with the compatibility of the SD card or the SD card itself if it cannot be recognized.Please change another SD card to use. It is suggested to use SanDisk special white security microSD card, class 10 (legal), not over than 128GB. 64GB is best suggested.
Incompatible SD card also cause can't connect network well.