

ALPTOP

Outdoor PTZ WiFi Security Camera

User Manual

Model: AT-500PW20



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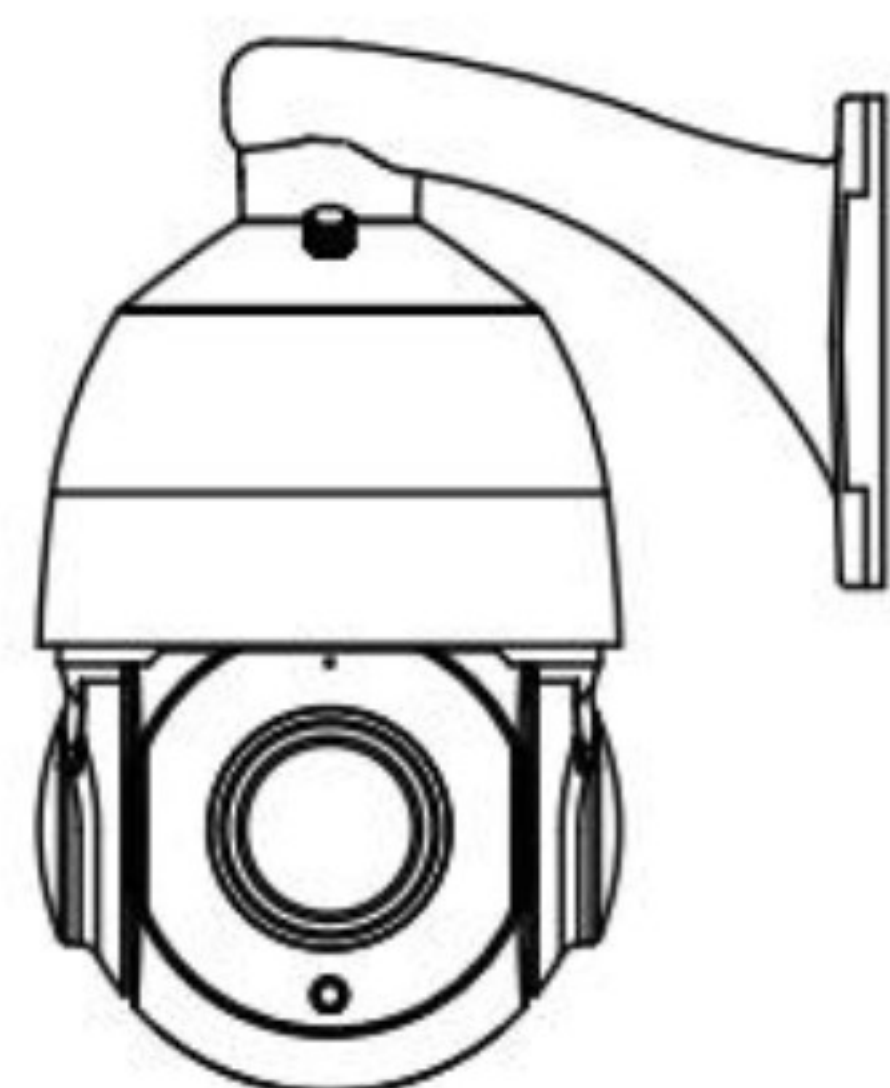
Email: support@alptopsecurity.com

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1. What's in the Box



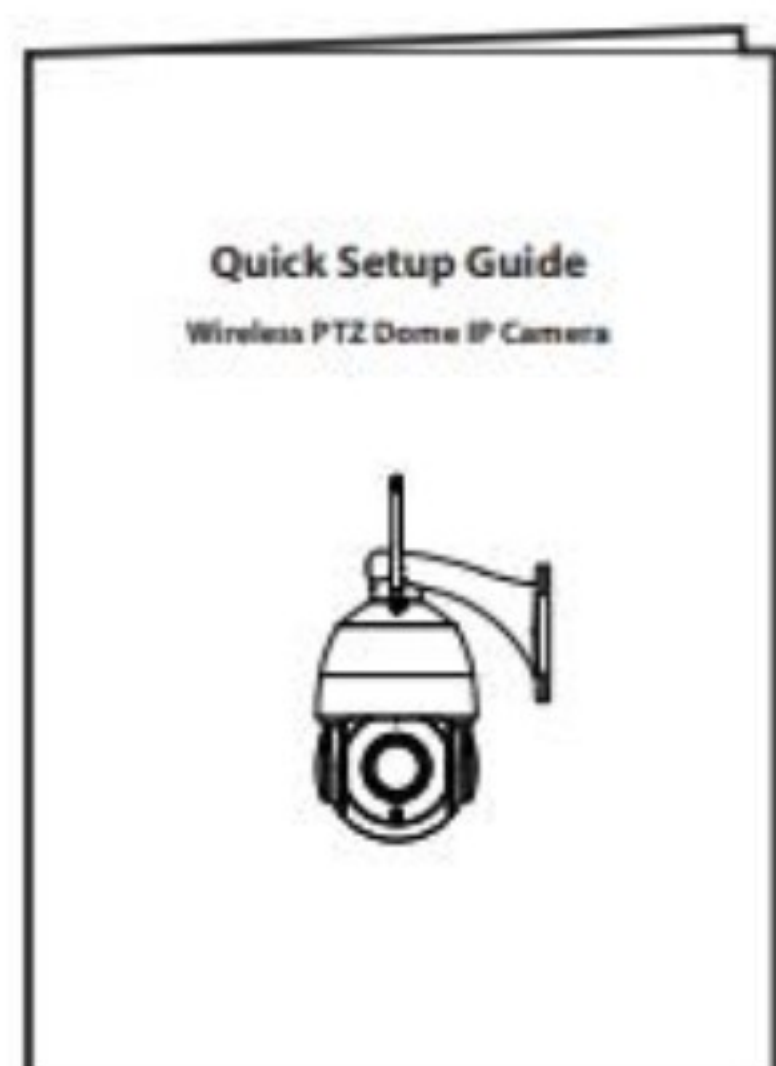
IP Camera



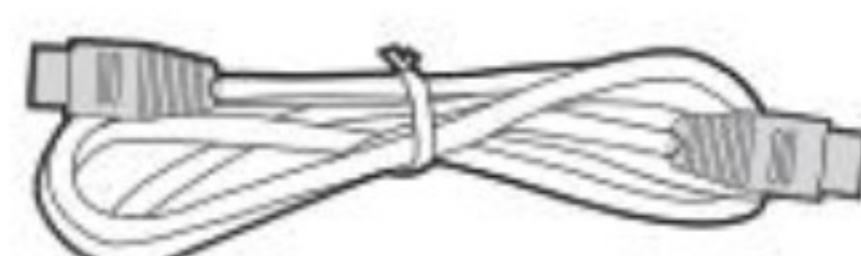
Expansion Screws



Power Adapter



Quick Setup Guide

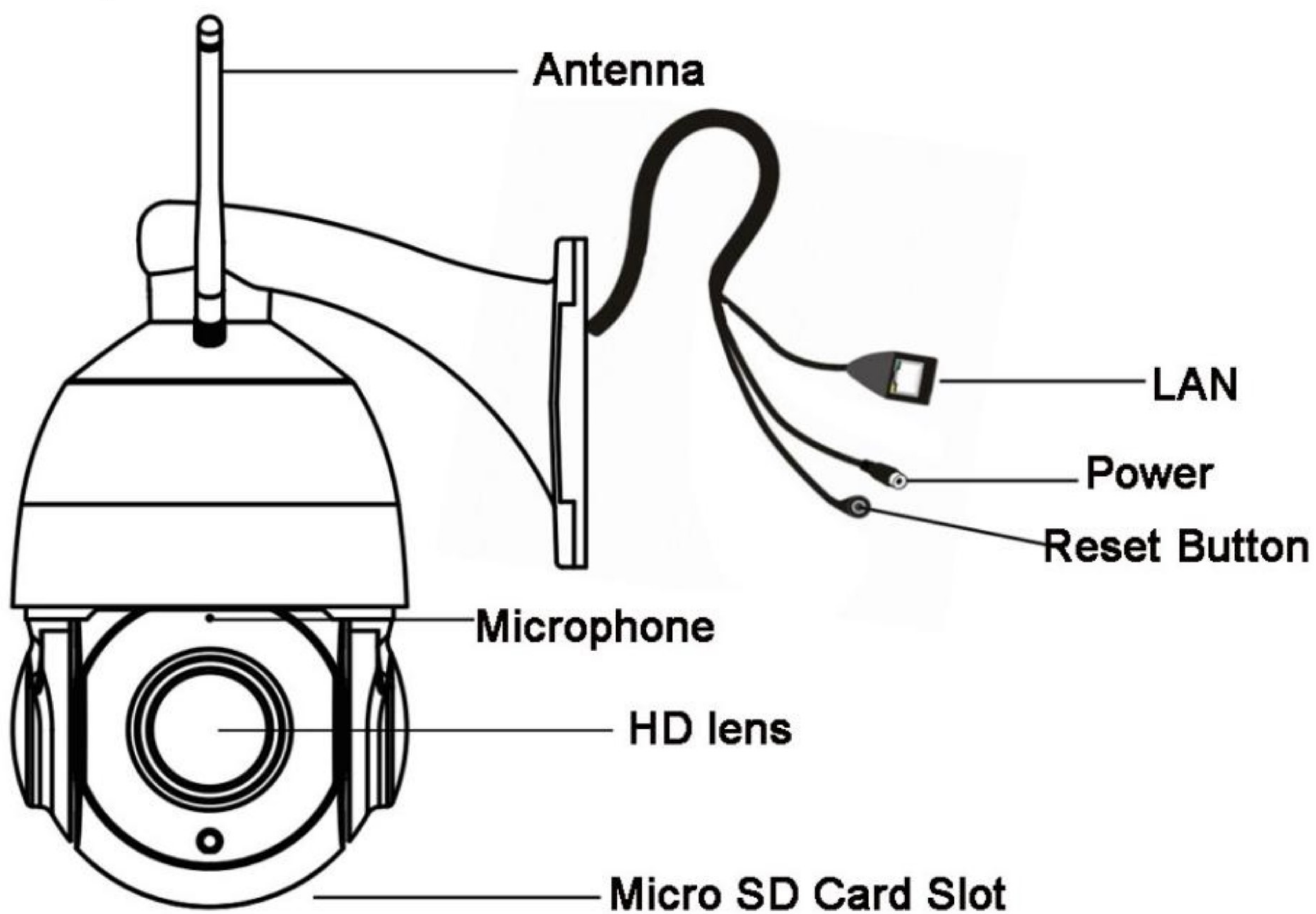


Ethernet Cable



Wi-Fi Antenna

Camera Diagram:



Important Tips

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 needs the router to assign an IP address. So if your router is not working under DHCP mode, please access the 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 the router's default setting, please rename the 2.4G WiFi to be different from 5GHz WiFi.
4. Please note that the password cannot have spaces. Please avoid using special characters such as #, *, &, = in your router WiFi password.
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 the camera is power on.

2. APP Download

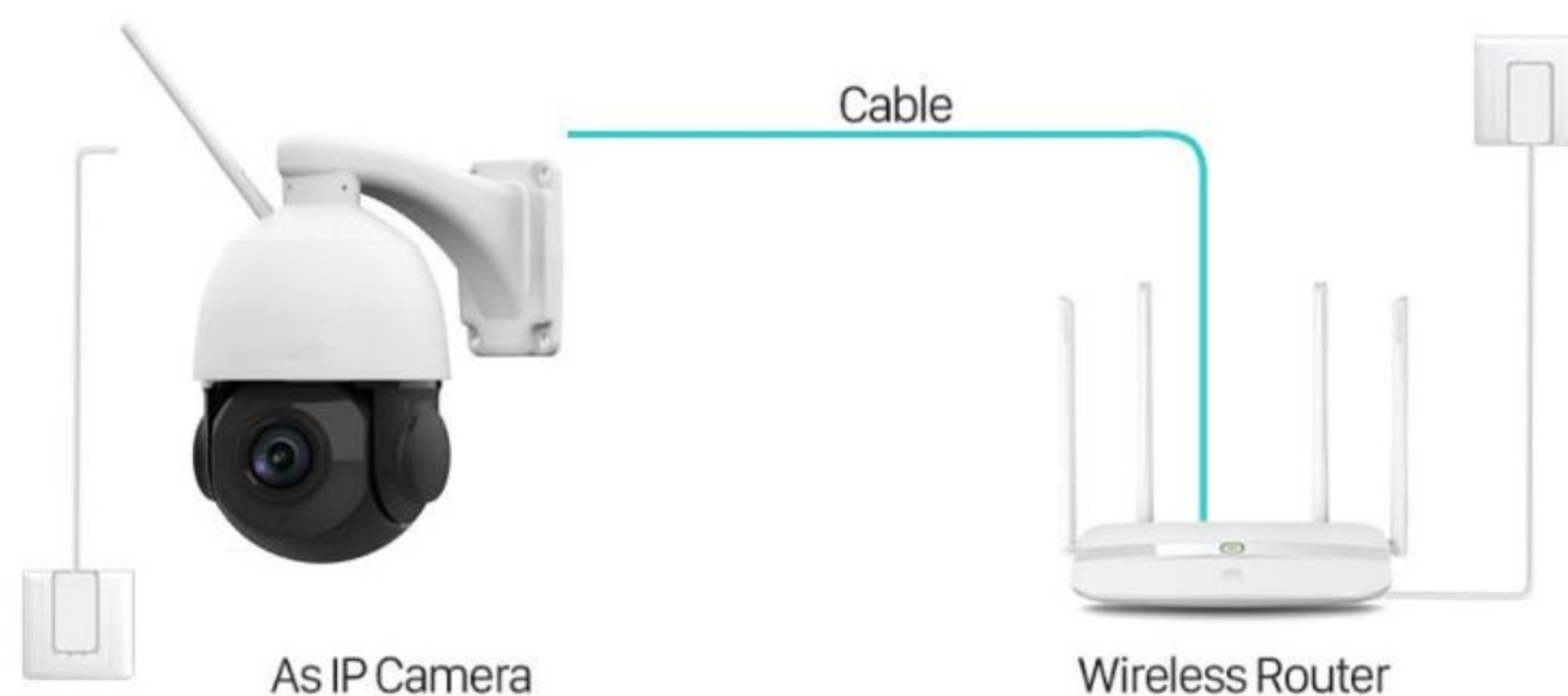
Download APP “**CamHipro**” from Google Play or Apple Store, or scan the QR code to install.



Connect camera to CamHipro APP

There are two 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.



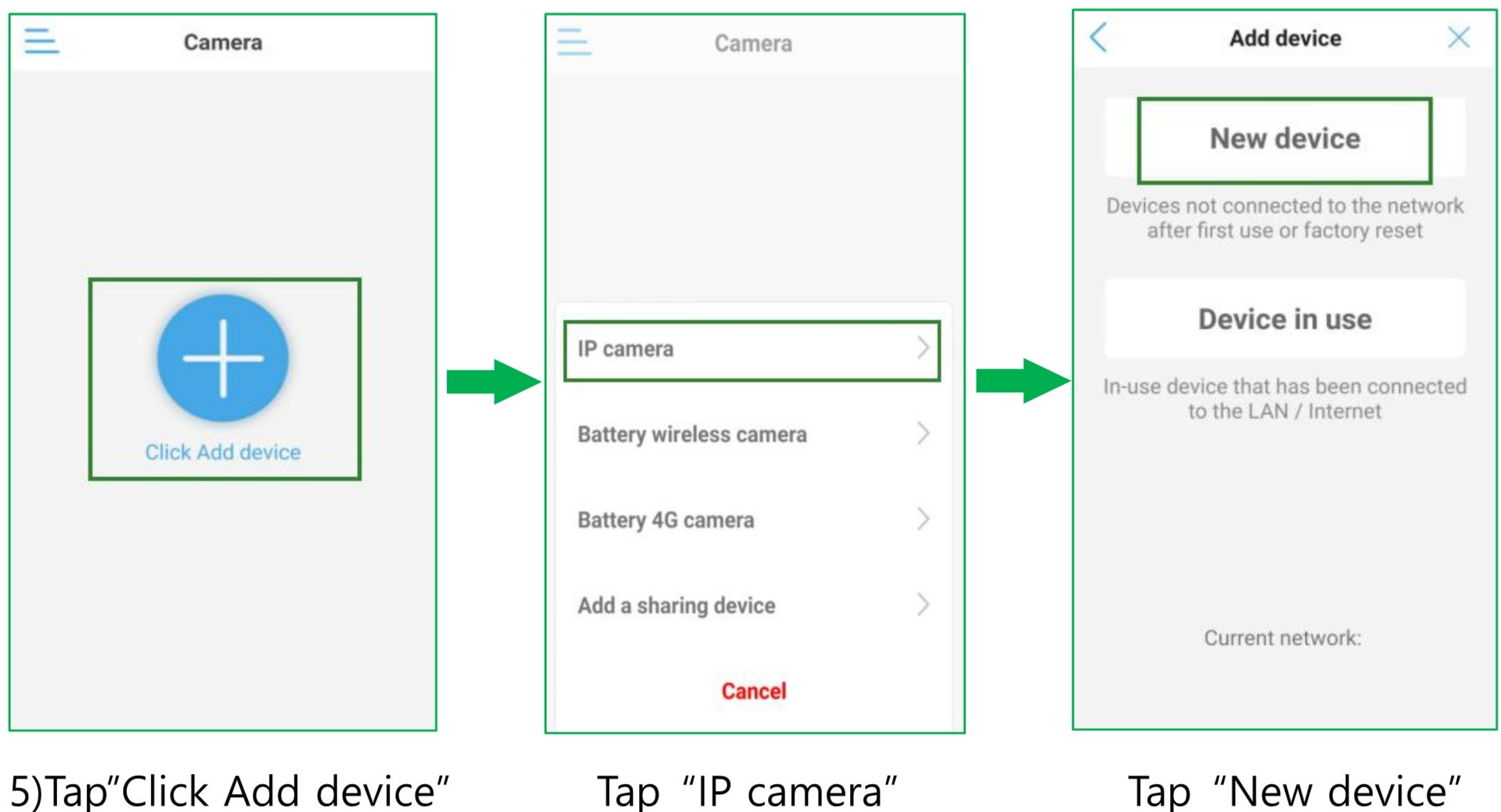
B. AP Mode Configuration: The camera does not need to be connected to the router with a network cable.

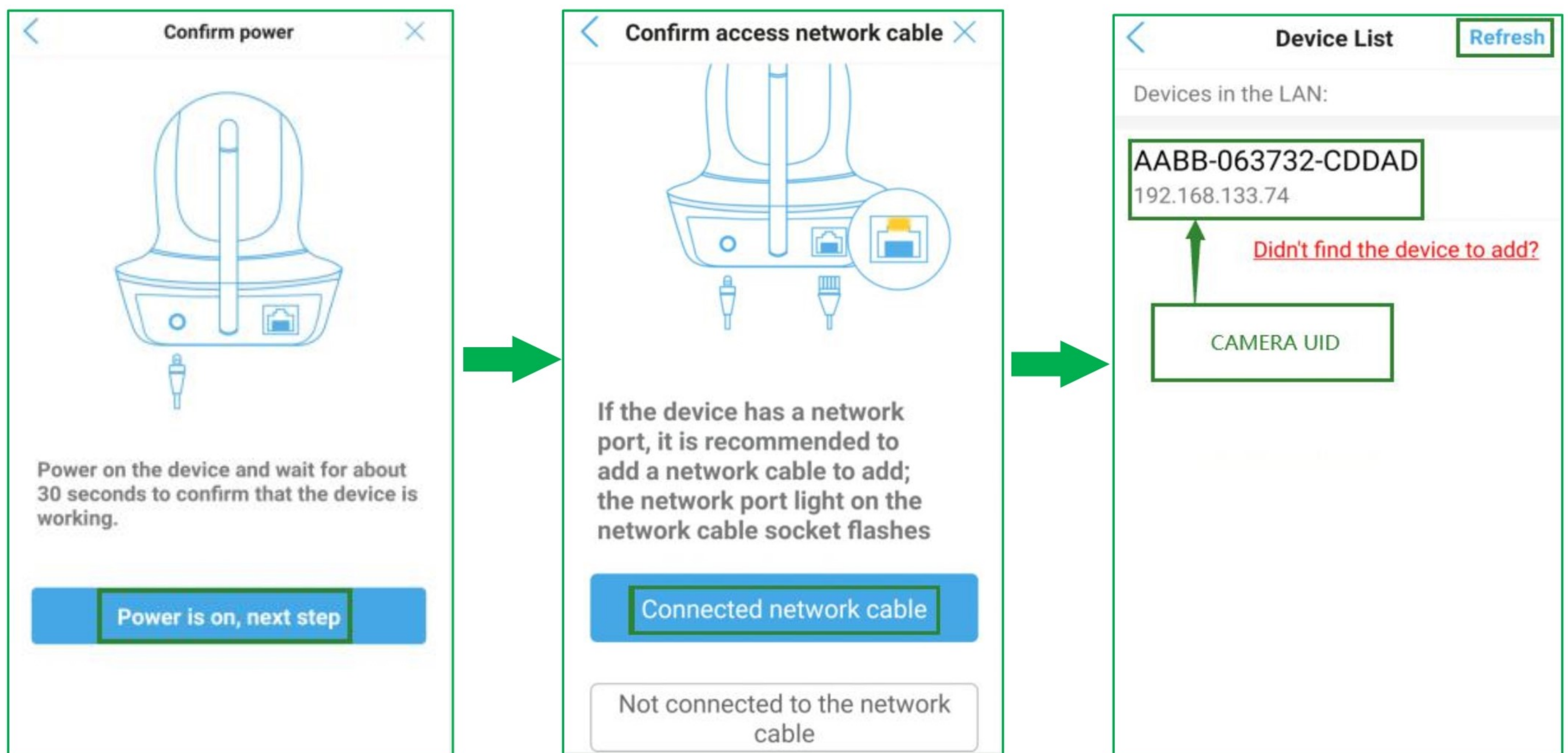


Please choose either of the two methods to configure your camera. Please don't use the two methods at the same time.

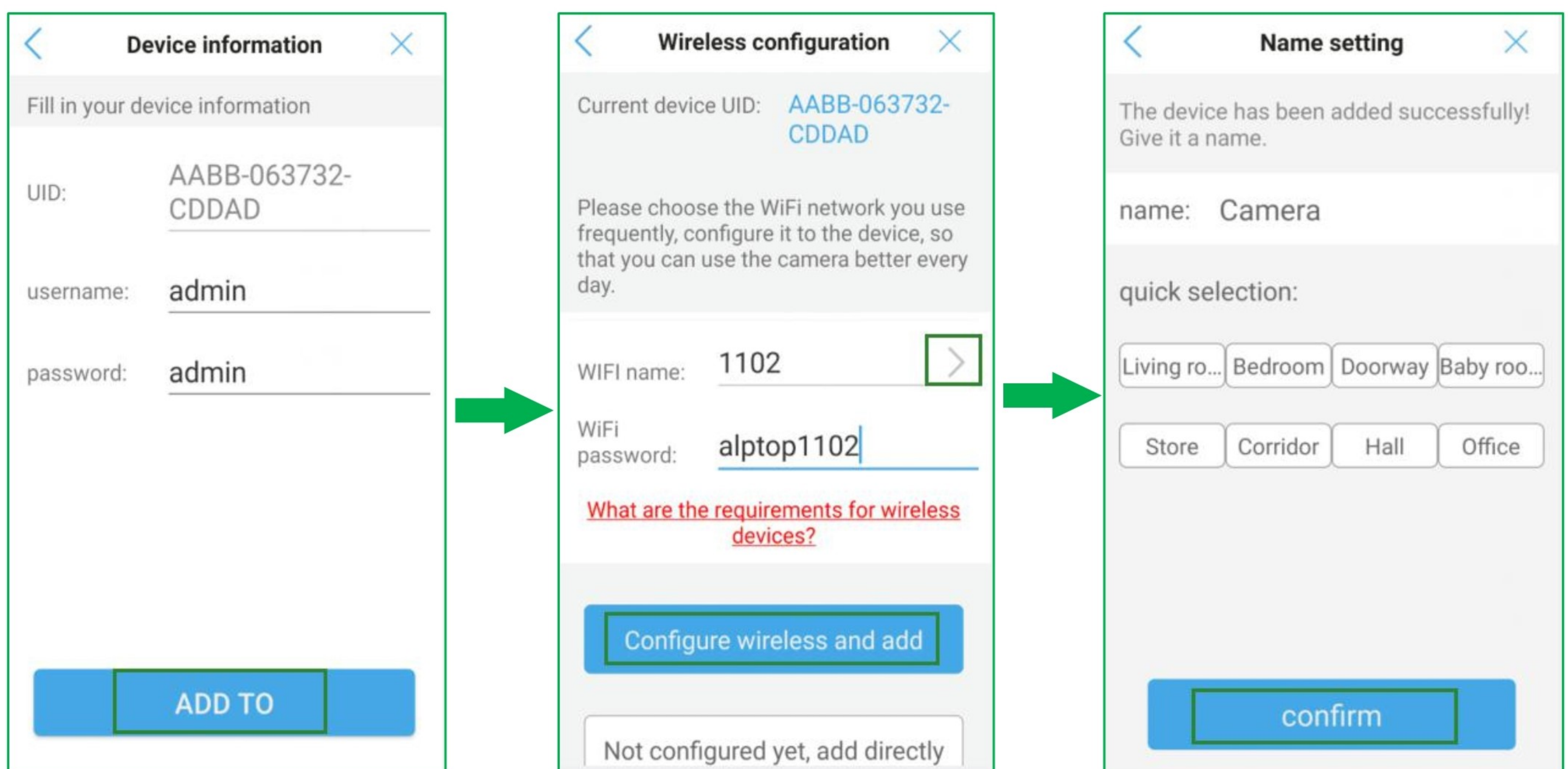
2.1 LAN Mode Configuration

- 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.
- 4)Open CamHipro APP.





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".

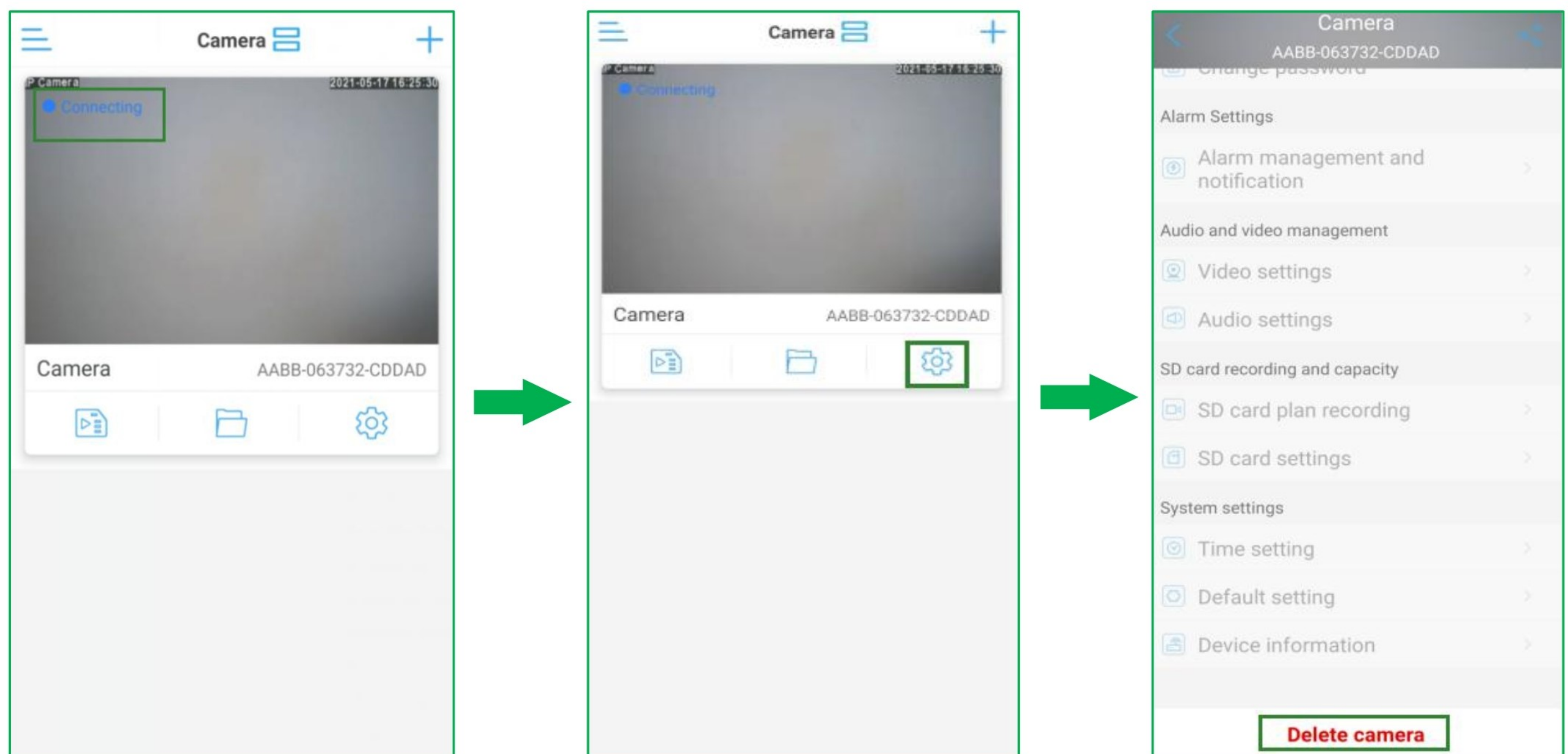
8) Choose WiFi name and input your correct WiFi password, and tap "**Configure wireless and add**". Please note that the password cannot have spaces.

Note:only 2.4ghz WiFi is supported.

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

After setting up the WiFi,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.



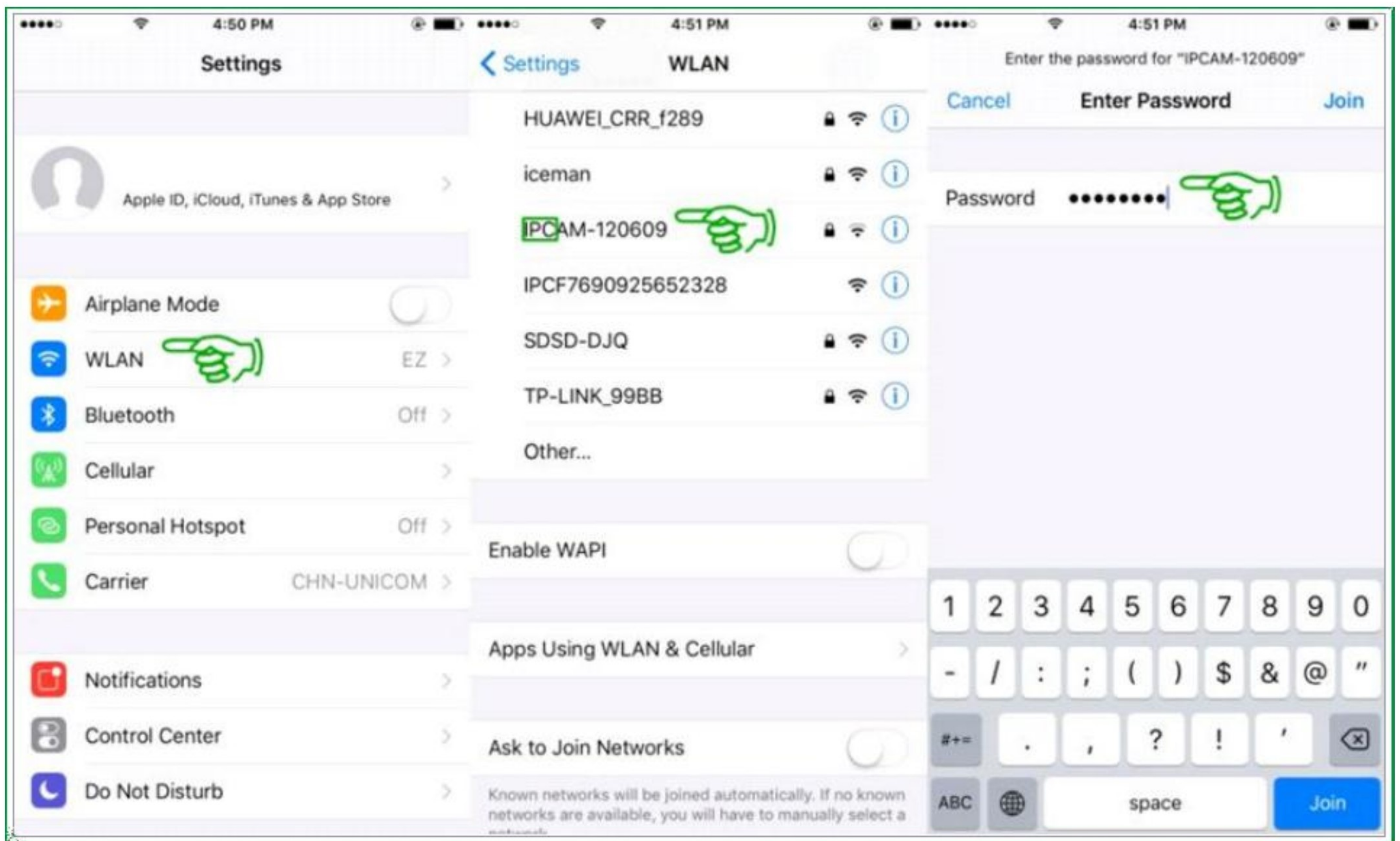
2.2 AP Mode Configuration

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 that the distance between your phone,camera and your router is no more than 5 feet when you are ready to pair the camera.

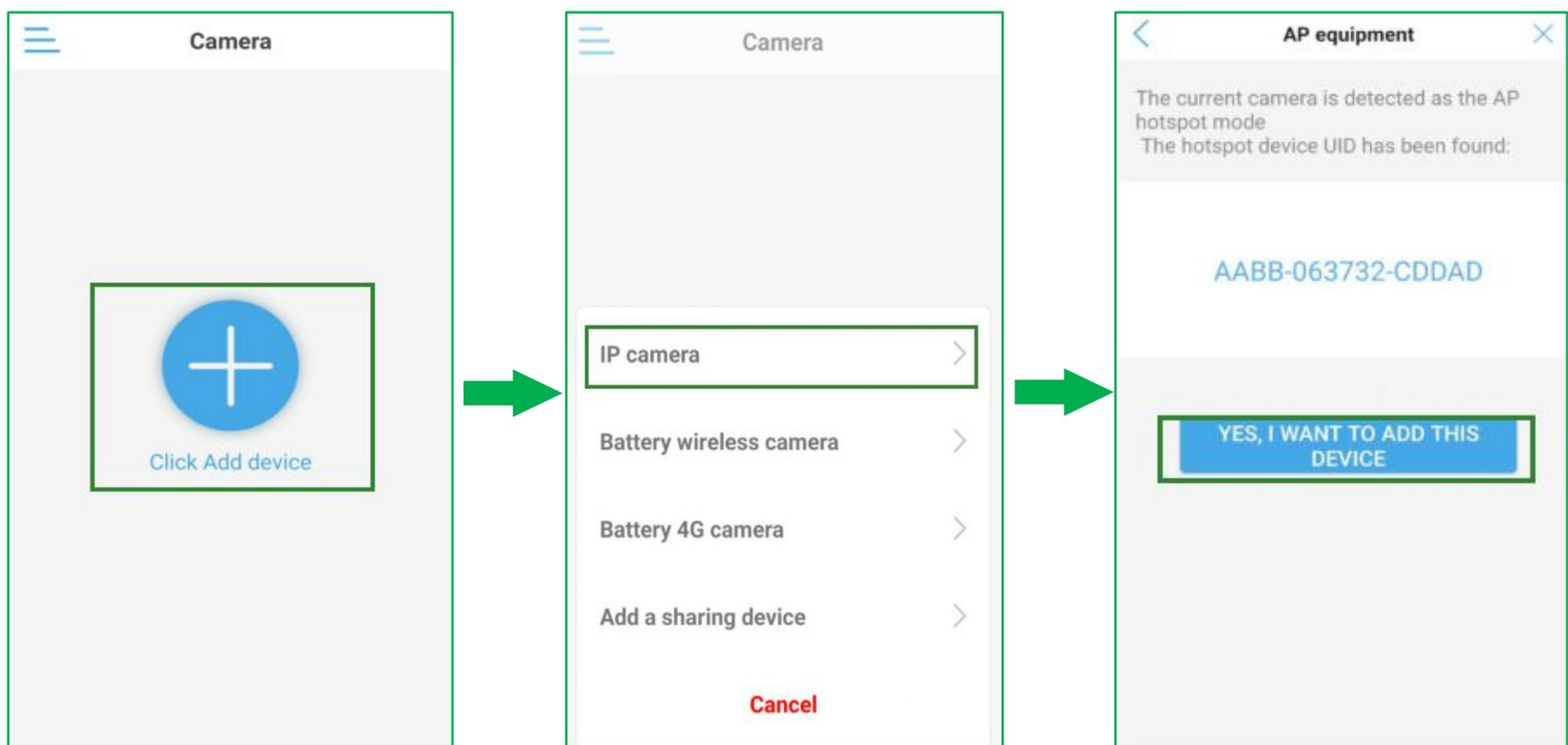
4)Wait for about 30s, Please kindly click "Setting" on your phone - Click "WLAN"
- Choose the WLAN with the name starts with IPCAM-XXXXXX - Insert the default password **01234567** - Click Connect.

Tip:Please reset camera again if you don't find camera WiFi hotspot.

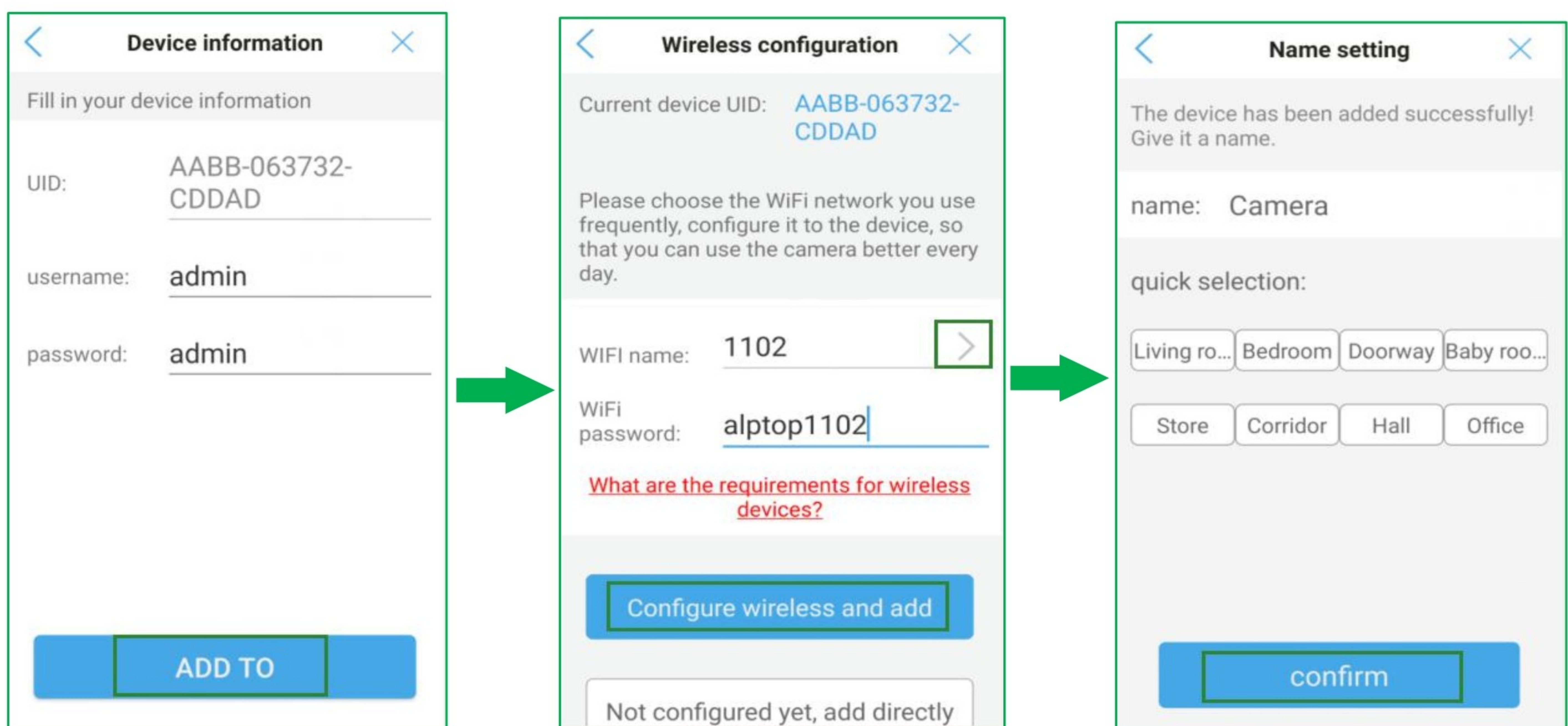


Note: Name of SSID: IPCAM-XXXXXX Default password: 01234567

5)After confirming your phone has been connected to the camera' s WiFi Hotspot,
Open the CamHipro App,and please **enable location service**,You can turn off it
after the WiFi connection is completed.



6) Tap "Click Add device", Tap "IP camera", The hotspot device UID will be found, Tap "Yes, I WANT TO ADD THIS CAMERA"



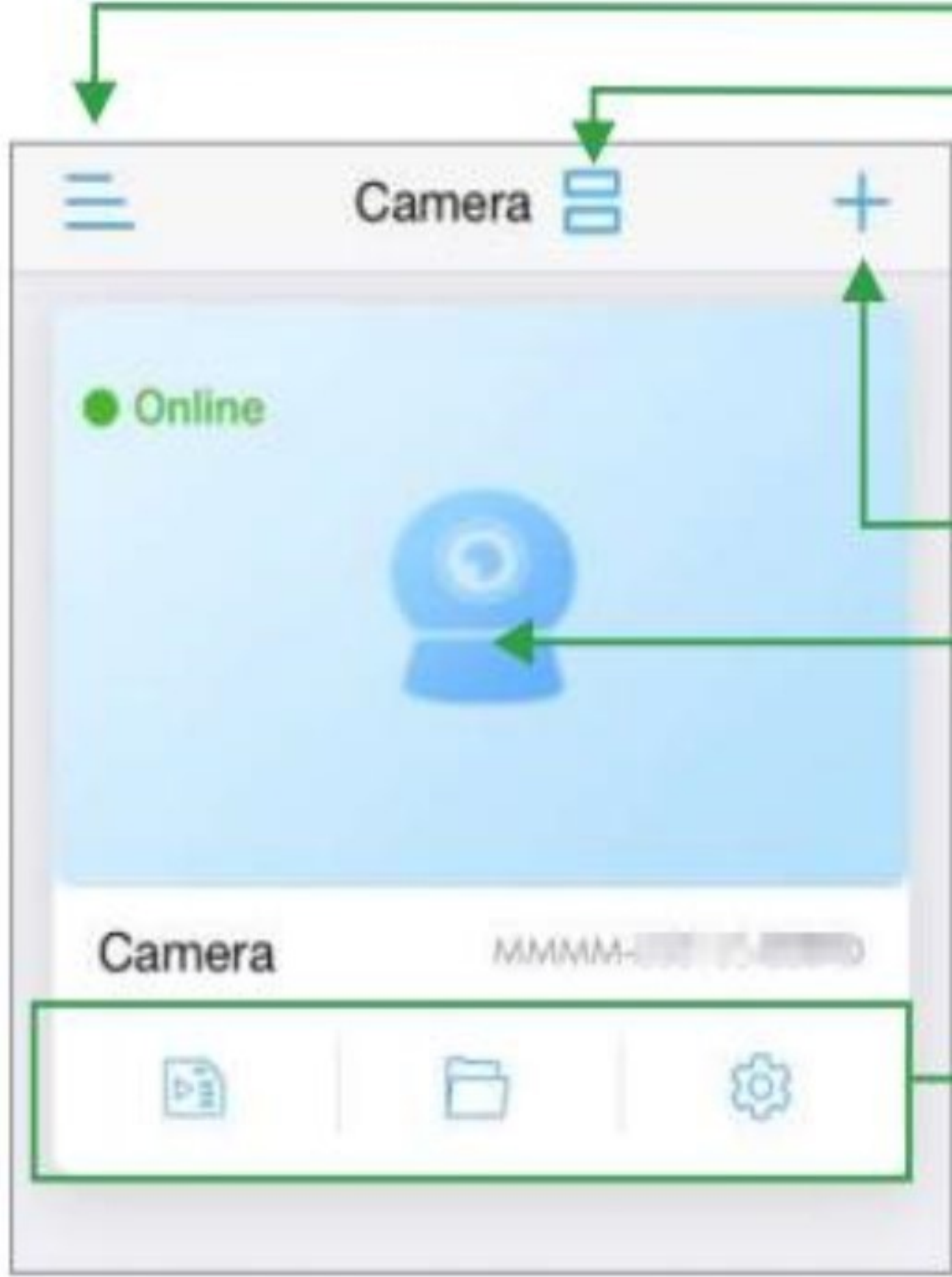
8). Tap "ADD TO", Choose 2.4ghz WiFi name and input your WiFi password, tap "Configure wireless add directly".

9). Select or set a name for your camera, then tap 'confirm'. After device has been added successfully. You can tap confirm and go into camera interface.

2.3 APP Function Introduction

2.3.1 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)

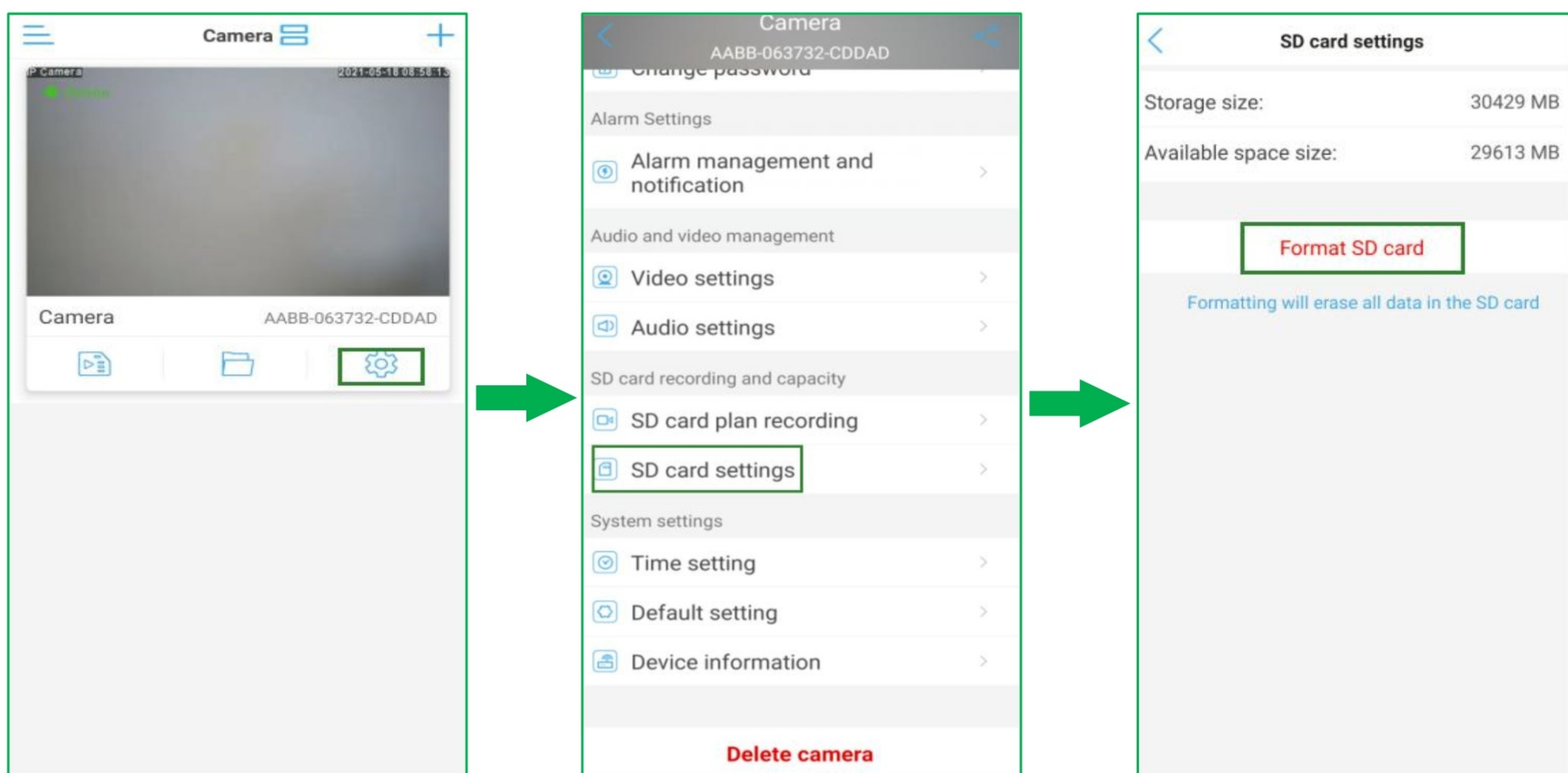
Take a snapshot

Choose HD/SD


2.3.2 SD Card Setting

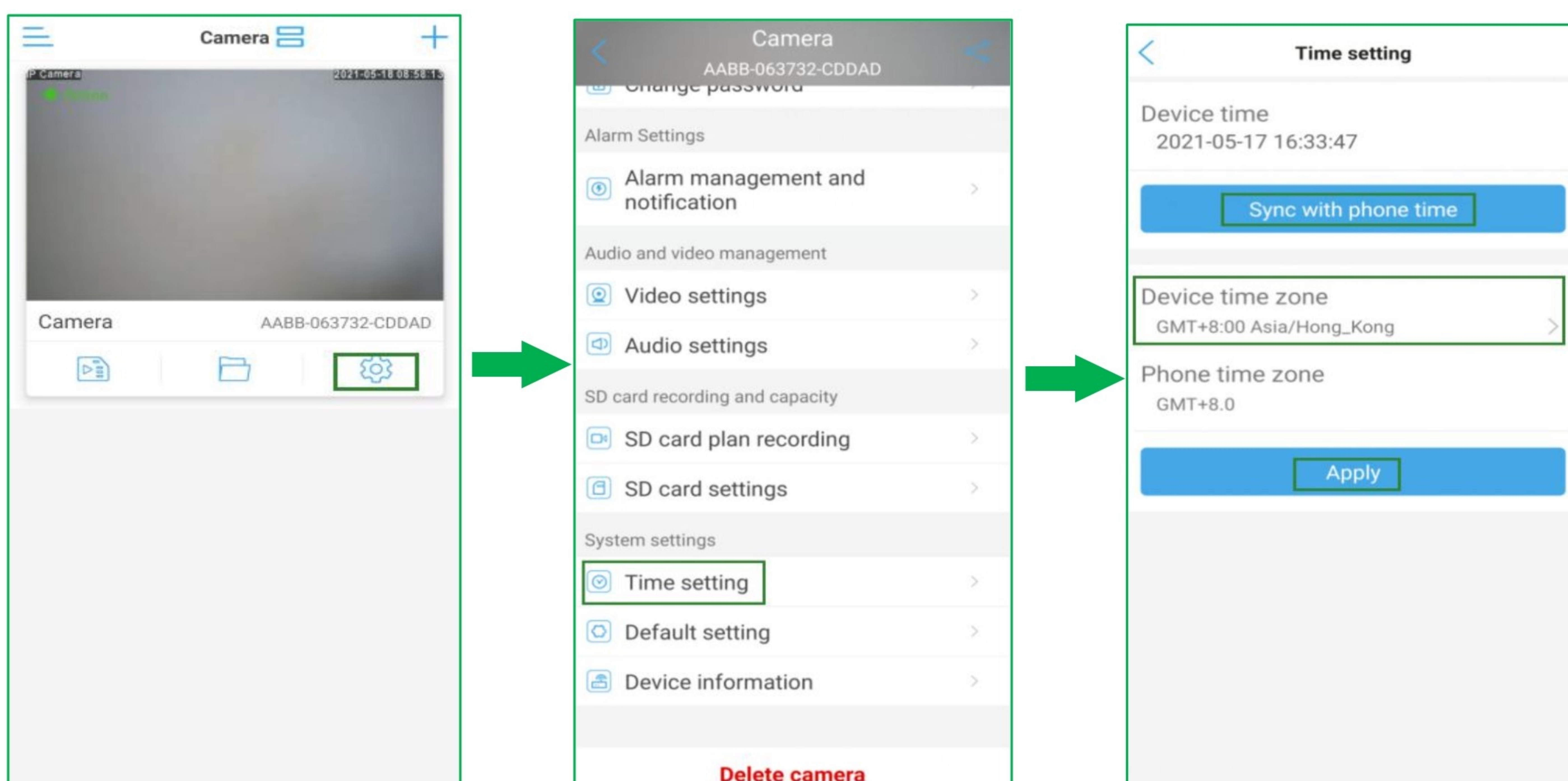
- Please power off the camera, then insert the card into the camera.
 - Click  icon, go to the camera setting page.
 - Please click "SD Card Setting" on the main menu interface. And then you can check the storage space information the SD card, Or format the SD card.
- Please remember to back up the data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



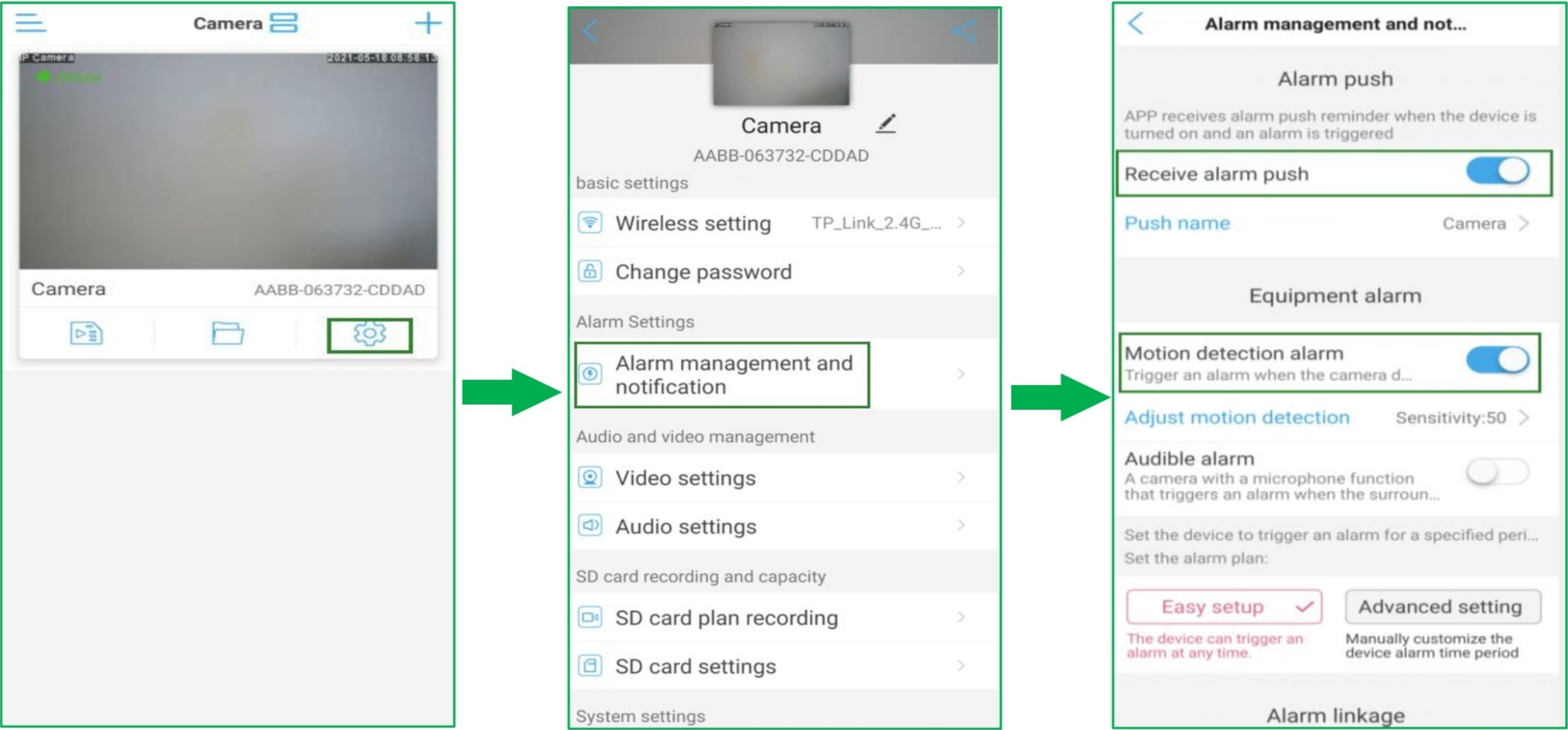



2.3.3 Time Setting

- 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.

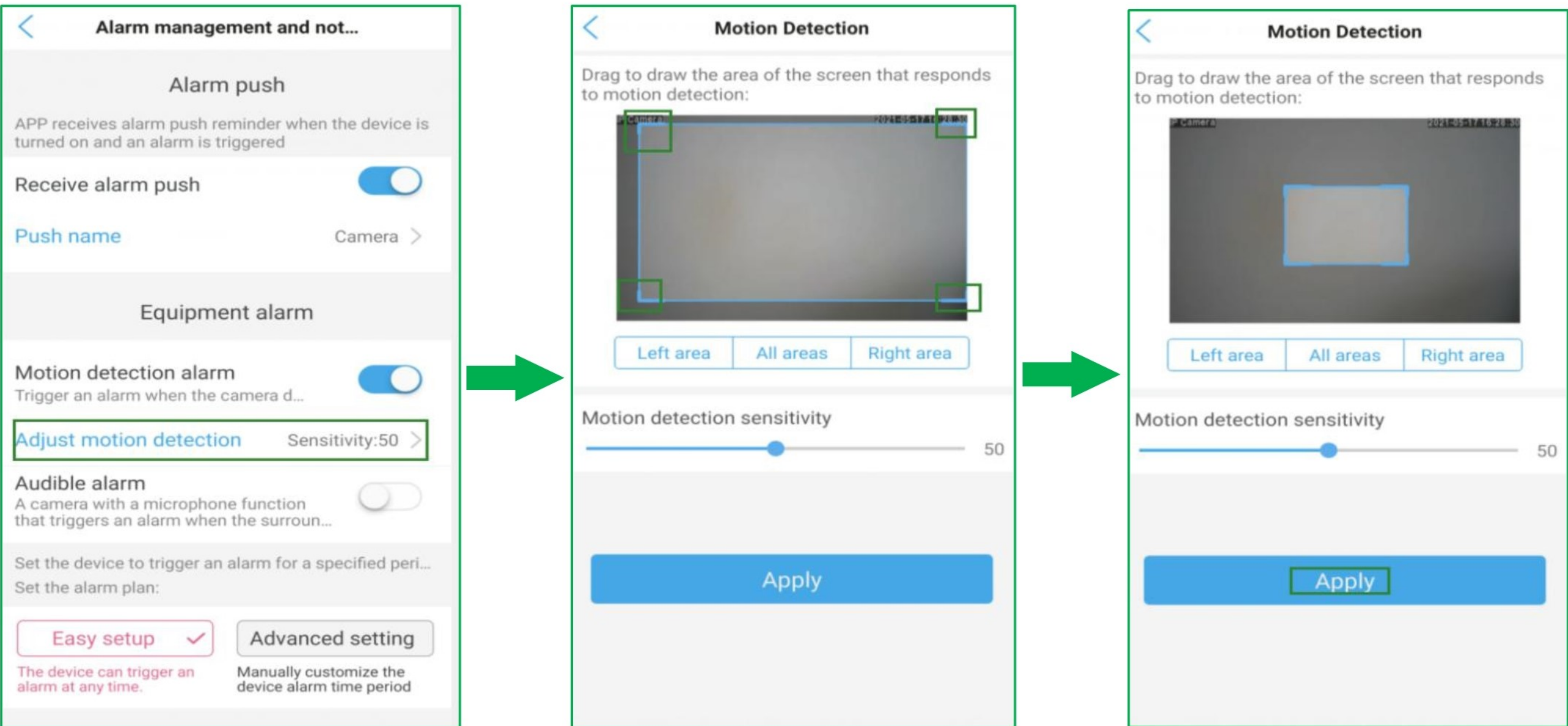


2.3.4 Camera Alarm Setting (Enable mobile phone alarm push)



- 1) 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.
- 2)Enable ‘Motion Detection alarm’ and adjust the sensitivity of motion detection.
- You can also set up motion detection area and setup planned alarm time period in advanced setting.

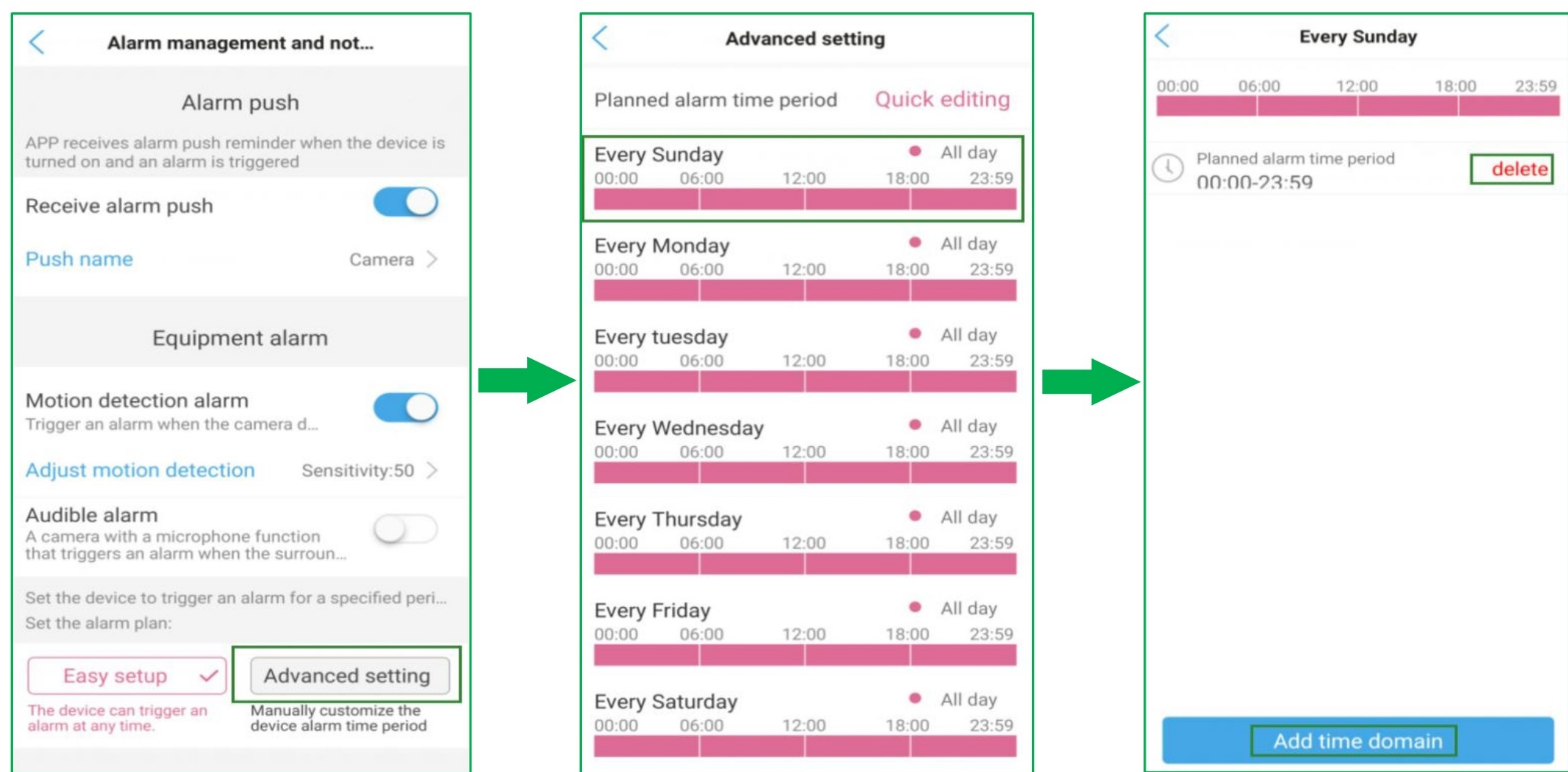
Set up motion detection area



- You can choose Left region, All area, Right region to set up motion detection.
- You can drag the corners of the box to expand or shrink the area.
- Please drag the level bar to the sensitivity level based on your need.
- If you want to choose 4 areas to set the specific area alert, please set it up on "HIP2P" software or Internet Explorer.

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

Setup planned alarm time period in advanced setting



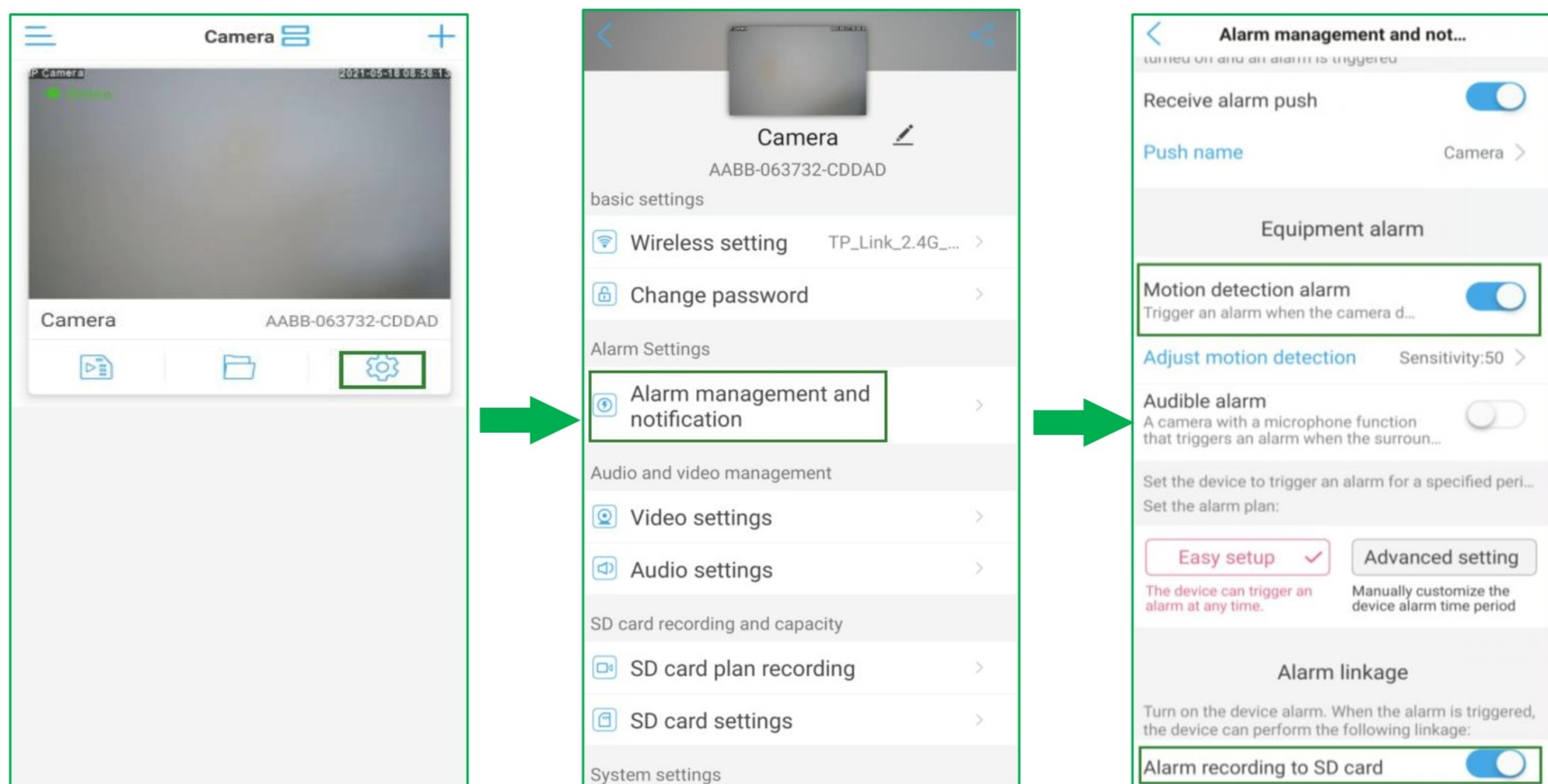
The default alarm time is 24 hours/day, If you want to edit the planned alarm time period, please click "delete" first, and then click "add time domain" to setup it. If your camera is a two-way audio camera, it will support "sound alarm", it will send you alerts when detects sounds if you turn it on. The default settings is "close".

2.3.5 SD Card Setting Recording(Alarm Recording and Schedule Recording)

2.3.5.1.Setup Alarm Recording to SD Card

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

1)Click  icon,Go to 'Recordings' page.


2)There have two ways to view recordings.**Time playback** and **File playback**.

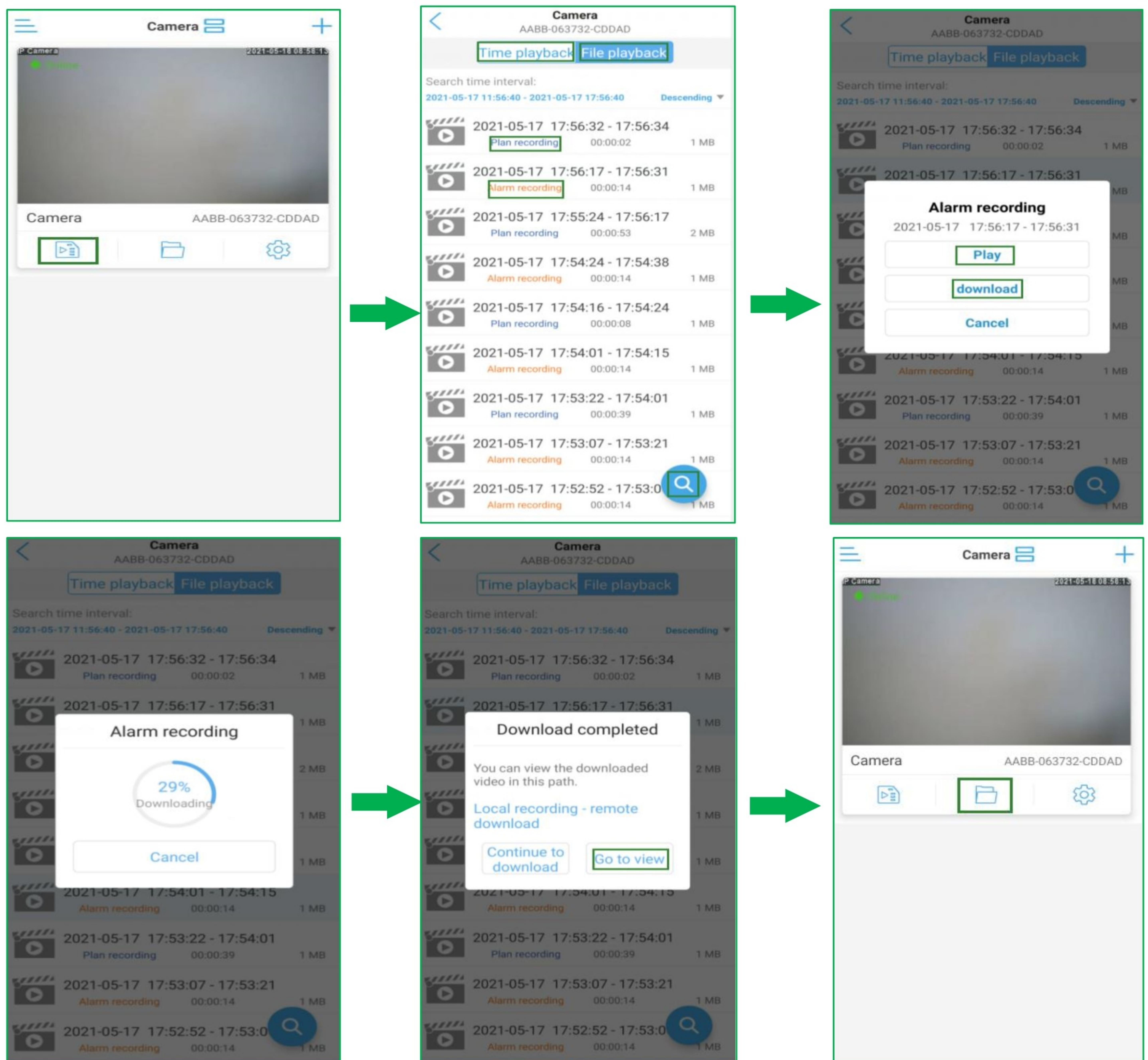
Note: Currently it cannot distinguish between scheduled recording and alarm recording through timeline playback,If you want to view the alarm recording,we recommend to view it through File playback.

When making the manual, the camera enabled planned recording and alarm recording at the same time, so there have alarm recording files and planned recording files.


3) 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 button right side to get other recordings you want.

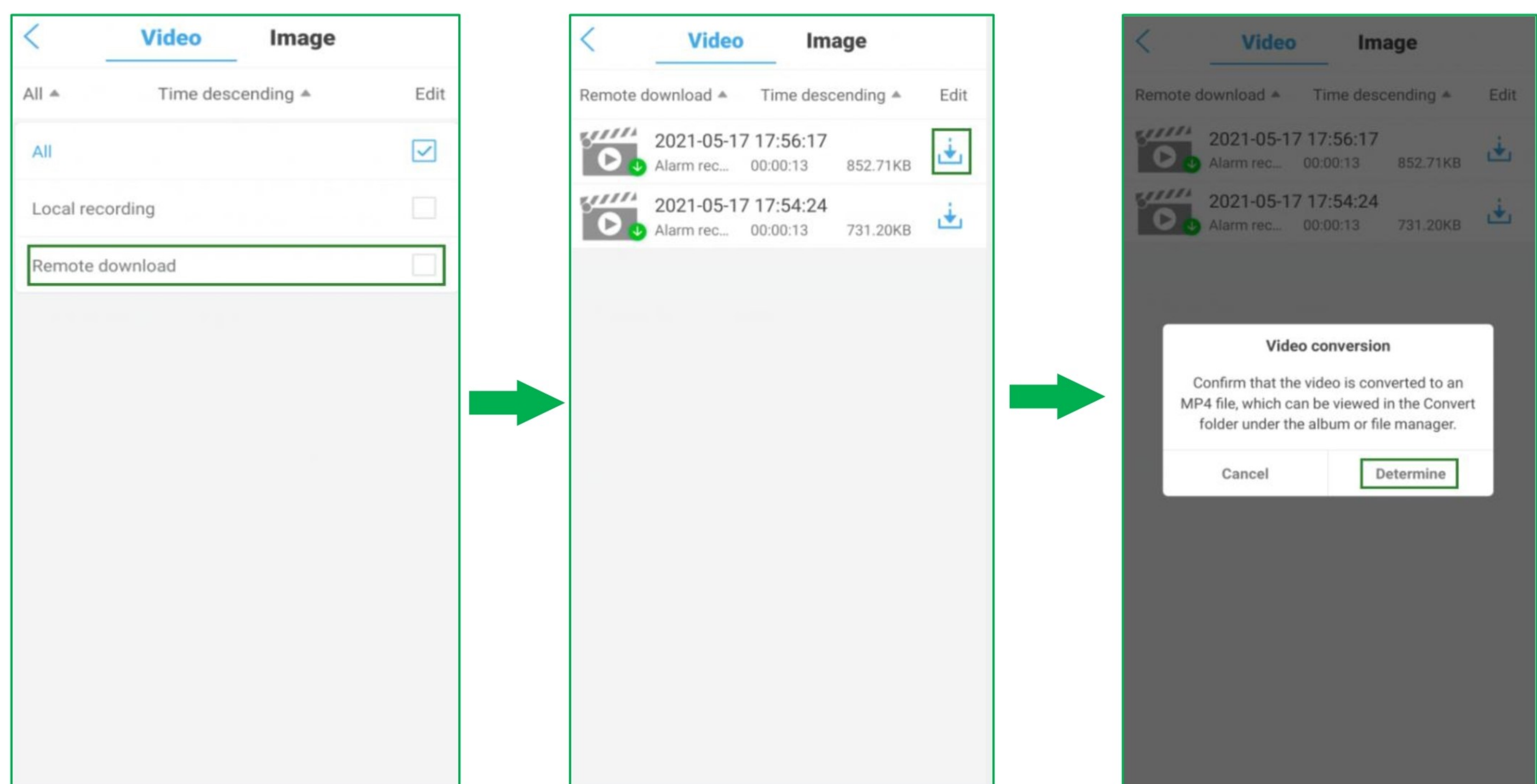
Note: Each alarm recording time is fixed, about 15 seconds.

4) Select a Alarm recording, tap "play" to playback it. Tap "download" to download it. You can tap "Go to view" to view the recording after downloading a recording file. You can also tap  to view the recording after downloading a recording file.



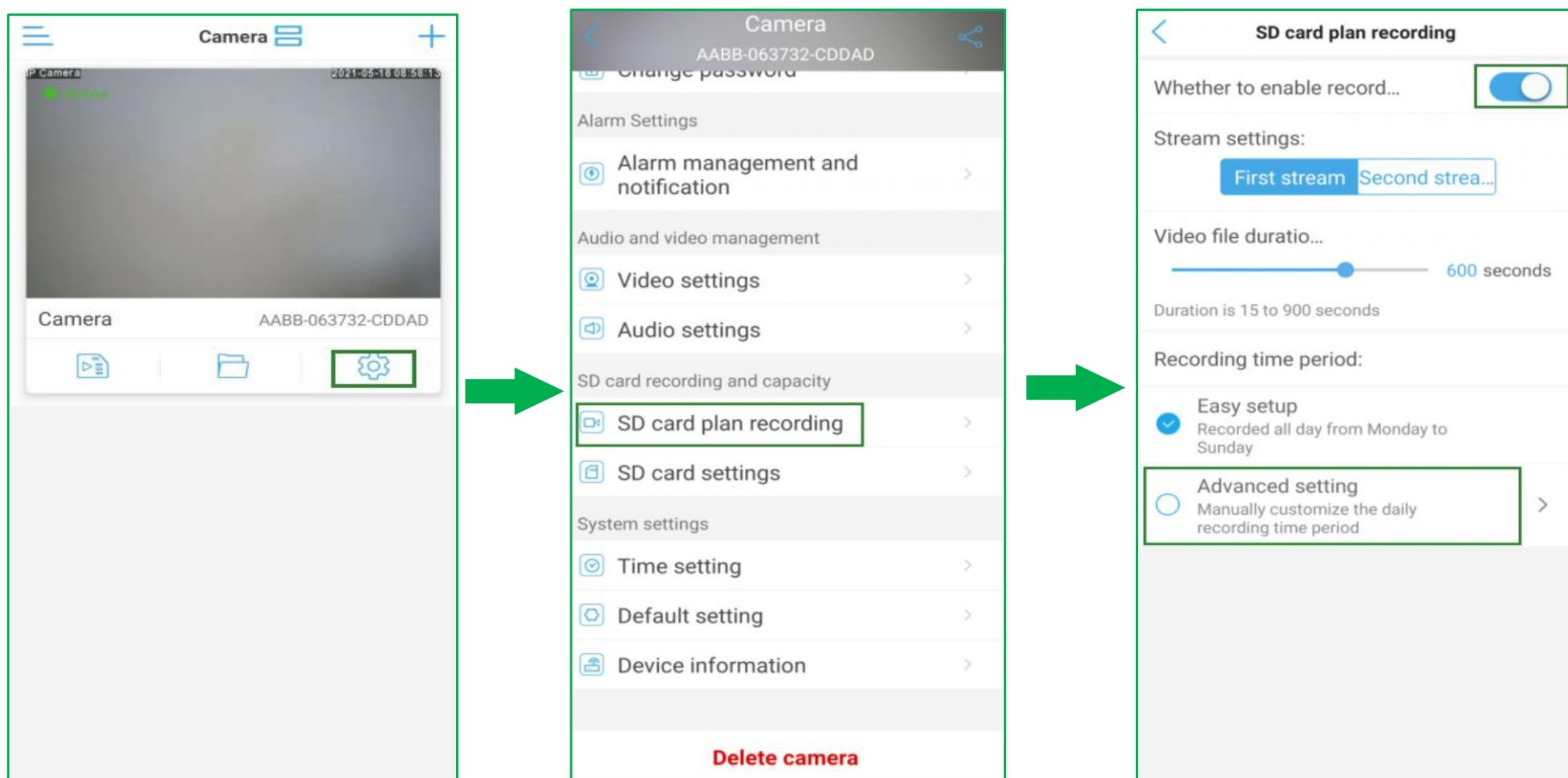
5)Go to the recording file folder to check the downloaded recordings. Choose “Video” on the top. The remote recording and local manual recording will be saved here.Please choose “remote download” and you will find downloaded alarm recordings.

6)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.





2.3.5.2 Setup Schedule Recording to SD

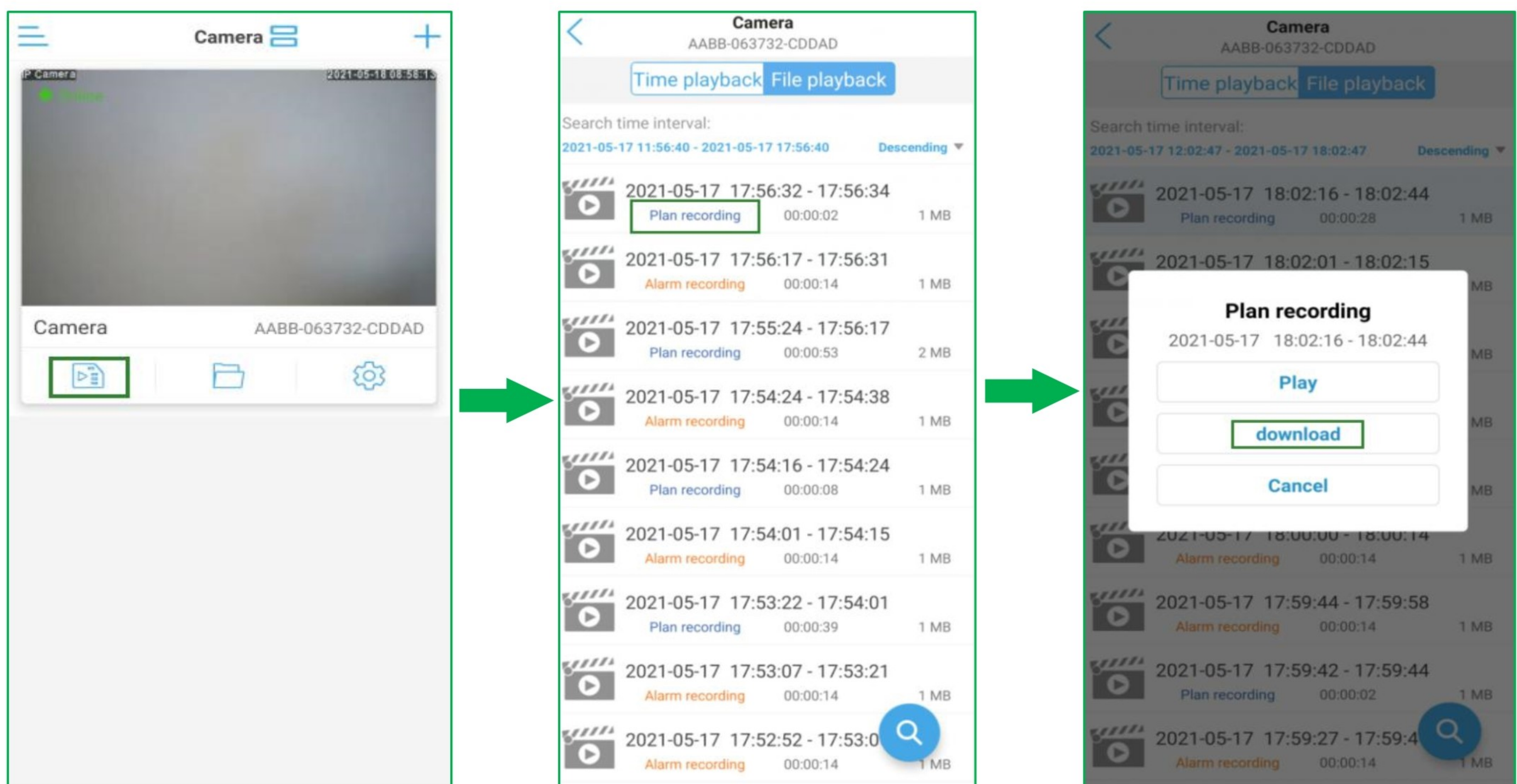
- 1)Click setting icon and go into SD card plan recording page.
- 2)Enable“record”.And you can set “Recording Length” to 15~900 seconds.
- 3)Set the date and time you want the camera starts and stops to record in advanced settings.




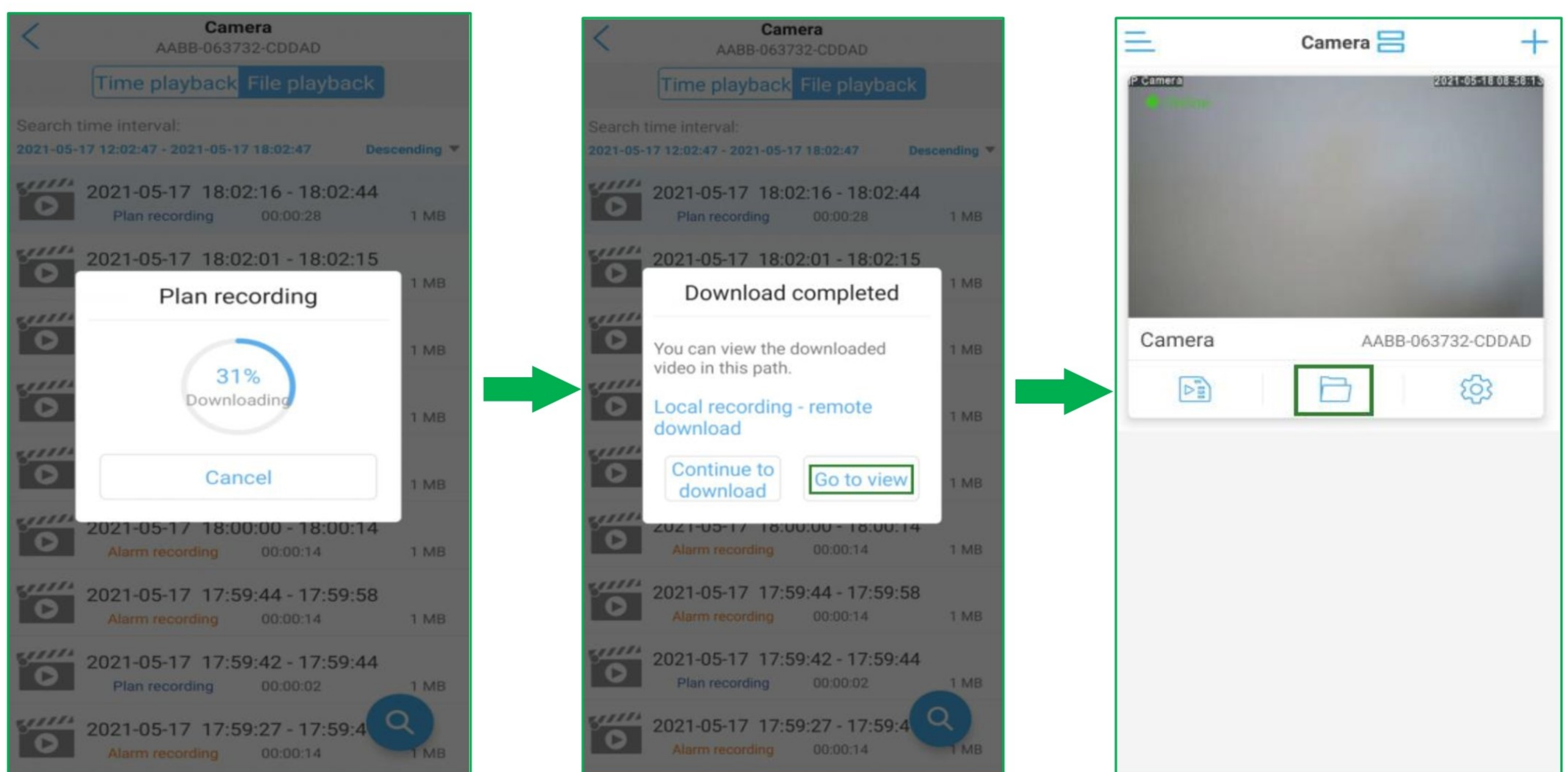
Note:if you just need alarm recordings in your SD card,please don't enable record on SD card plan recording.

Playback and Download Schedule Recordings saved on the micro SD Card


- 1)Click  icon,Go to "Recordings" page.
- 2)There have two ways to view recordings.Time playback and File playback.
- 3)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  on the button right side to get other recordings.
- 4)Select a plan recording, tap 'play' to playback it. Tap 'download' to download it.



5)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 file.



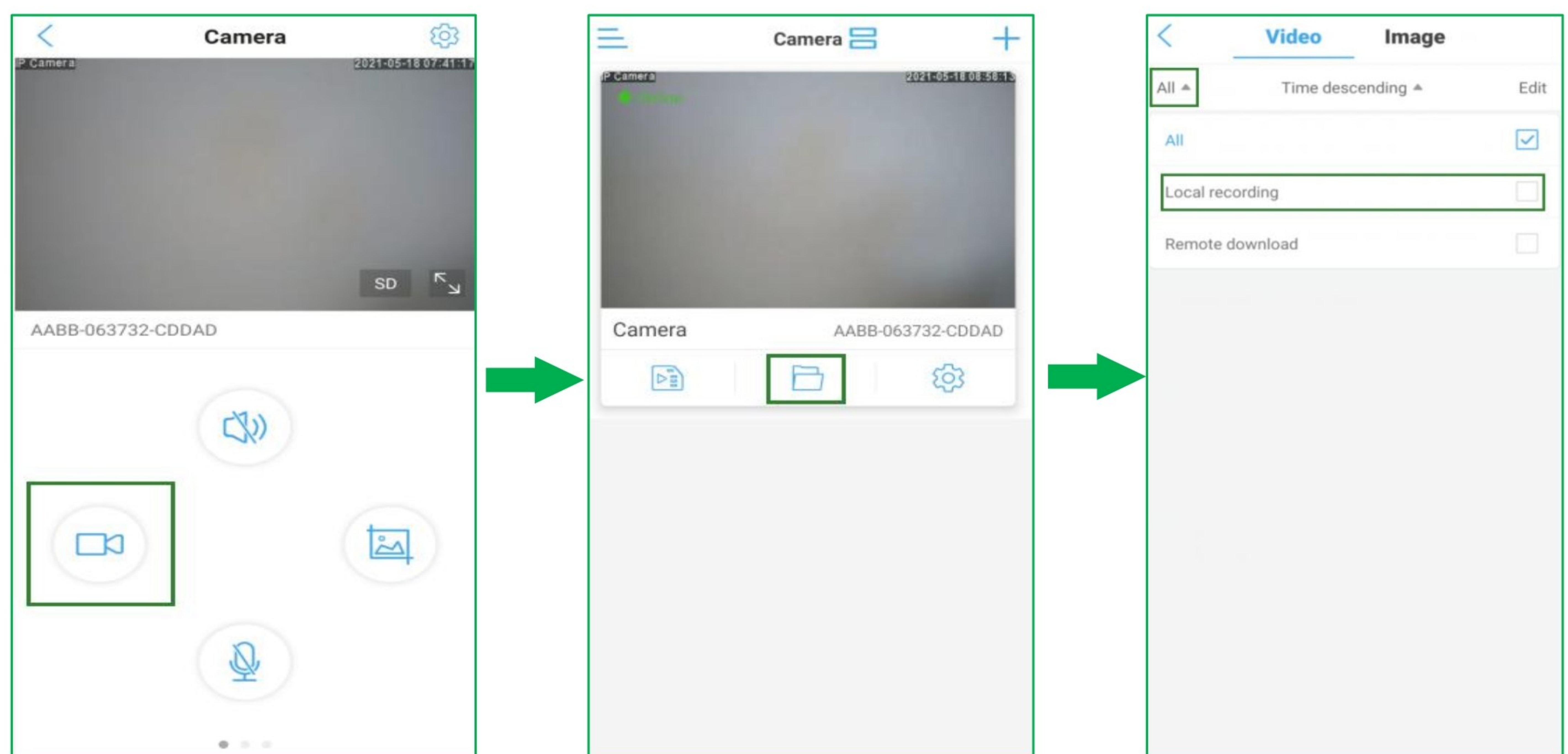
6)Go to the recording file folder to check the downloaded recordings. Choose "Video" on the top.The remote recording and local manual recording will be saved here.Please choose"remote download"and you will find downloaded recordings.

7)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.

2.3.6 Watch and Playback the local recordings saved on your phone

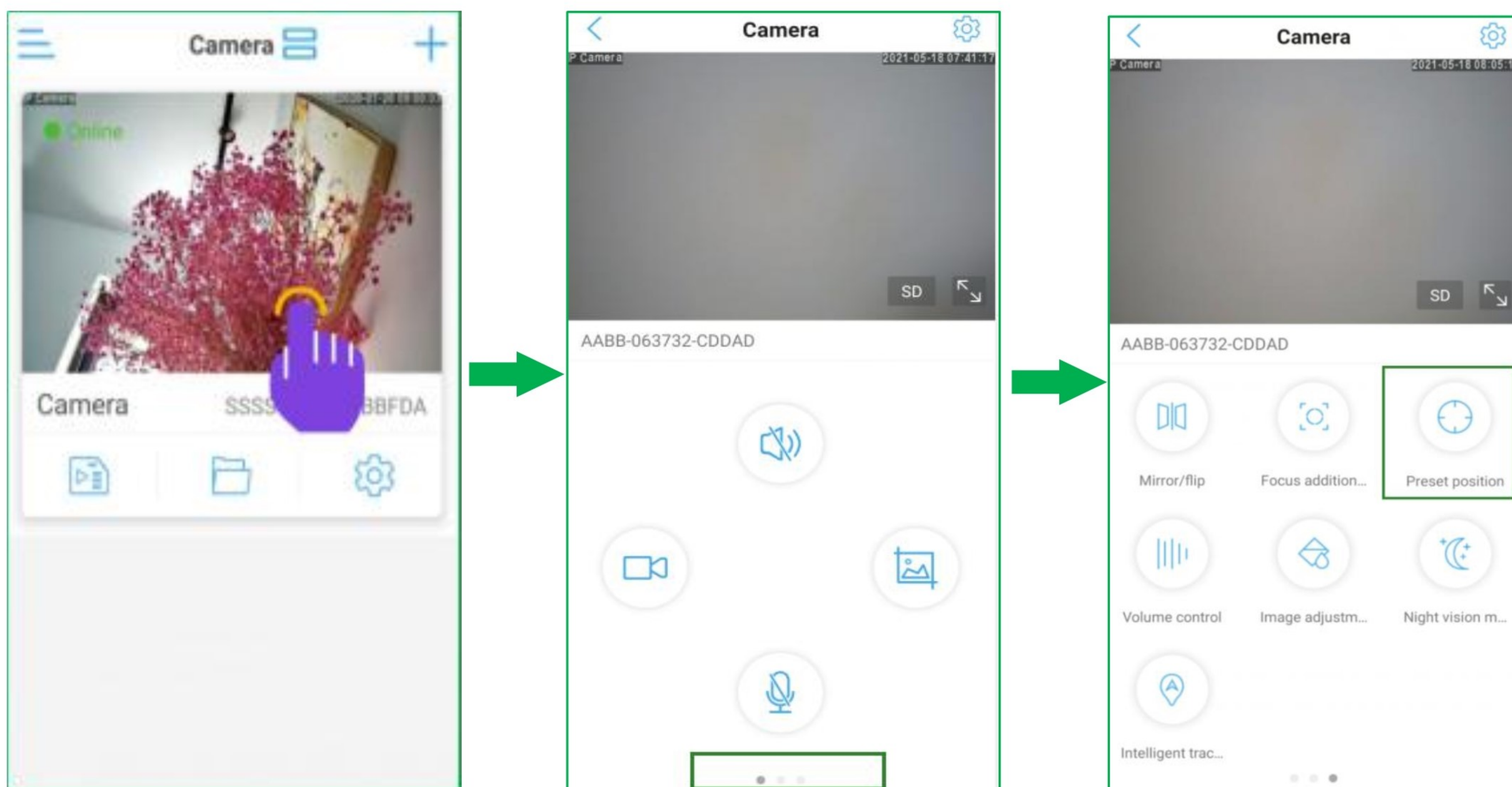
When you manually record to the phone,You can go to the local file folder and check the manual recordings.

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.



2.3.7 Preset point

Click on the screen to go to the camera preview screen.Click on the bottom and turn to next page,You can set the preset position.



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

2.3.8 Night Vision Mode Switch

Ordinary: If you choose 'Ordinary', the red IR light will turn on automatically in darkness.

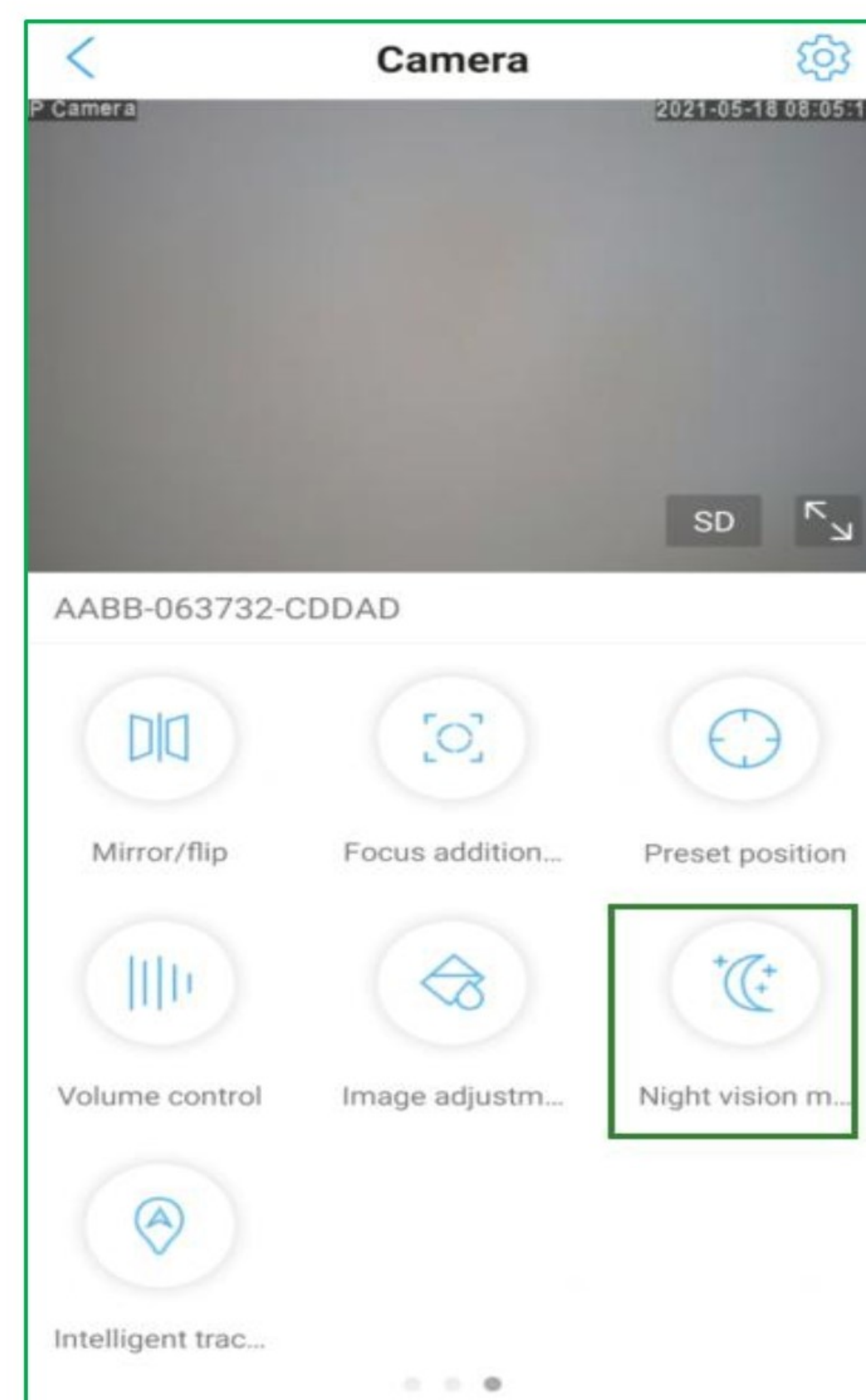
And the night vision will be with black and white image.

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'.

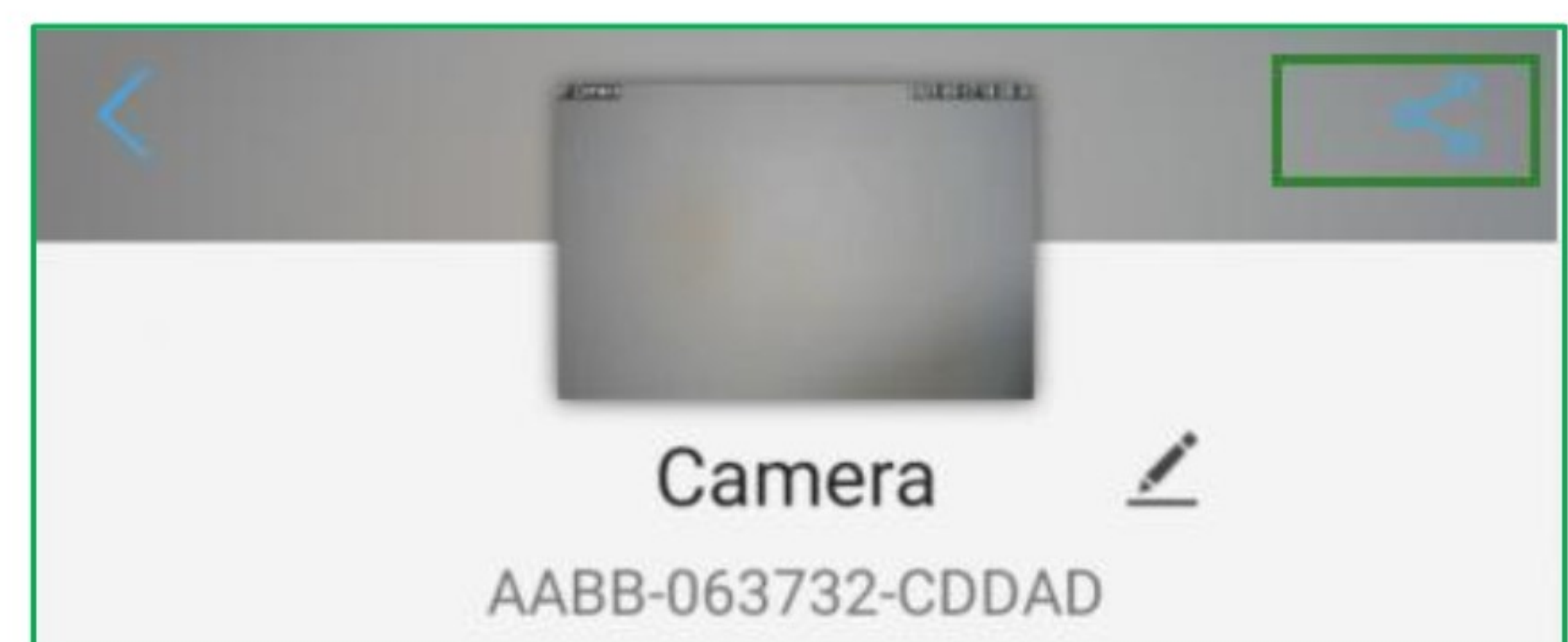
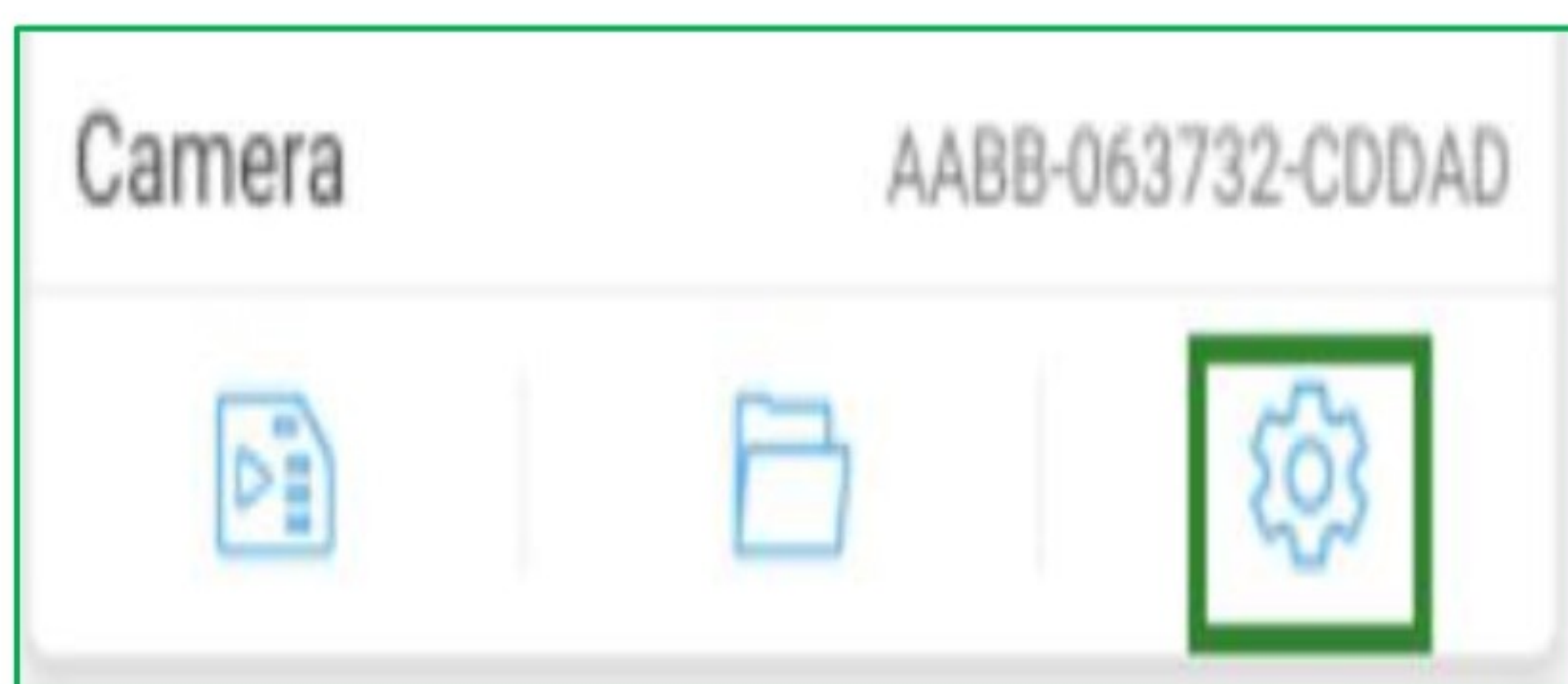
And it will be back to 'Ordinary' if there is no motion detected after one minute.



2.3.9 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.

1) Click  icon, go to the camera setting page and Click the share link in the upper right corner to get the QR code of the camera.

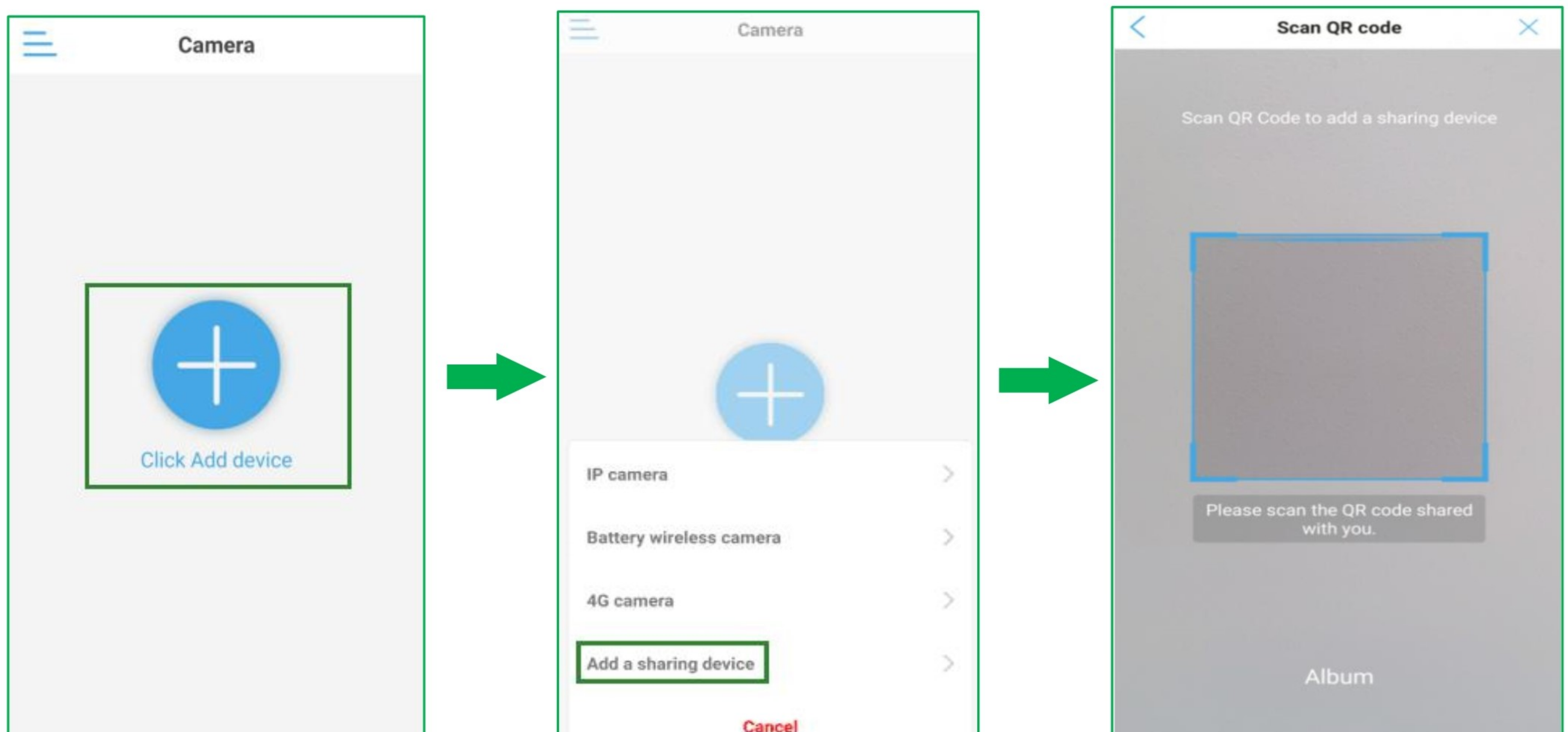


2) Your friends or family members need to install CamHipro App on phone first.

3) Open CamHipro other phone, Click add device and **Add a sharing device**.

4) Please scan the QR code shared with you.

5) The device has been added successfully.



2.3.10 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

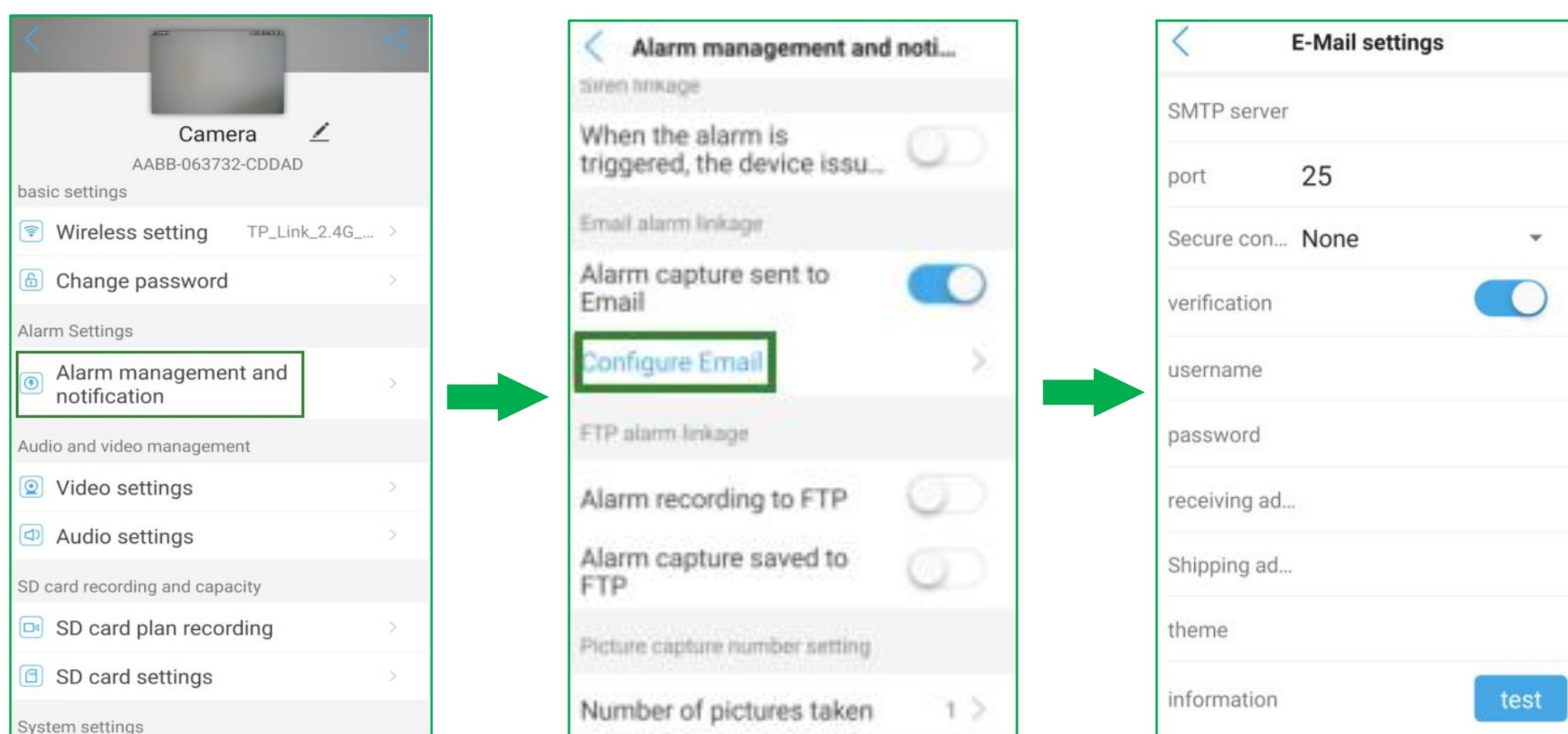
Password: Gmail login password

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).

Note: 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.

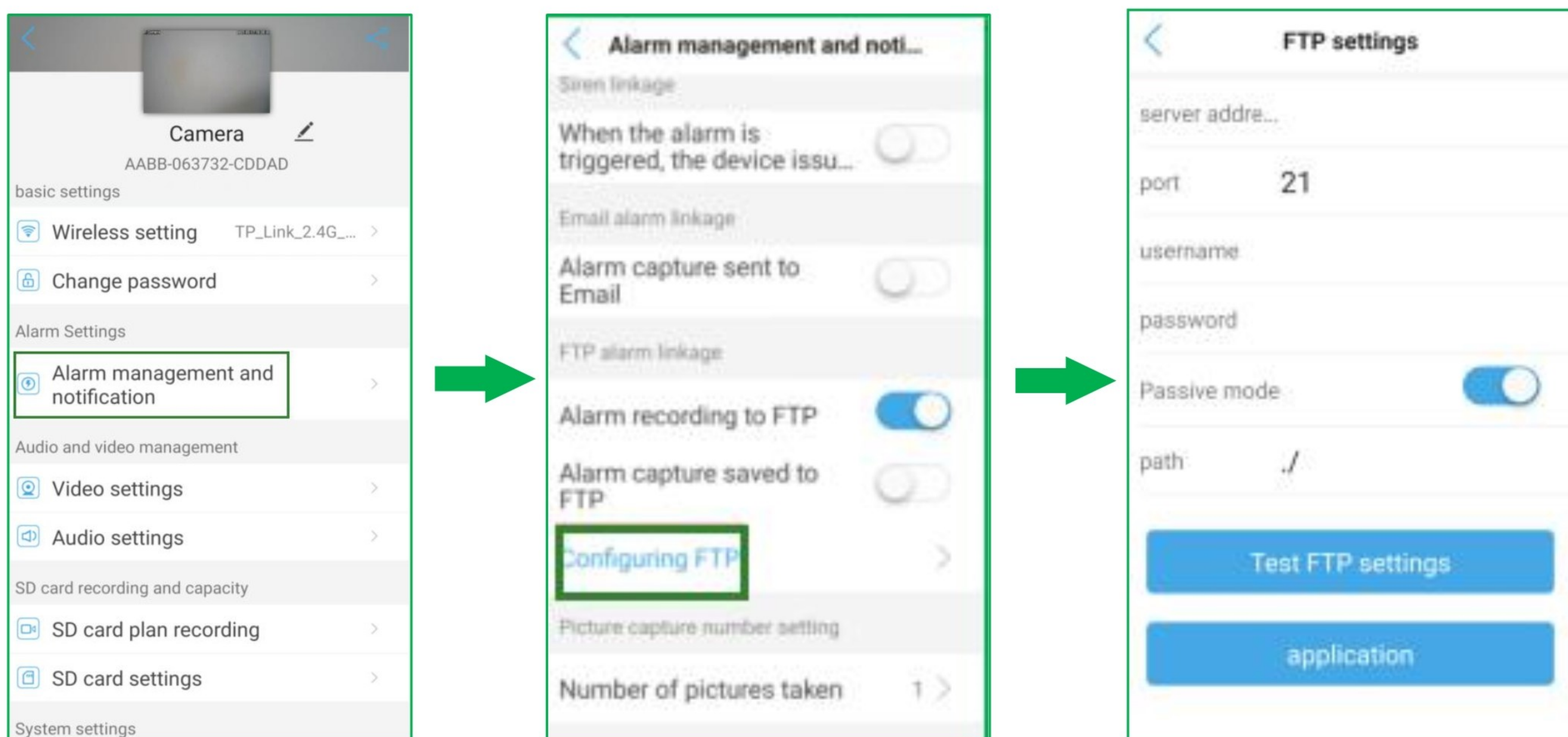


2.3.11 FTP setting

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'.

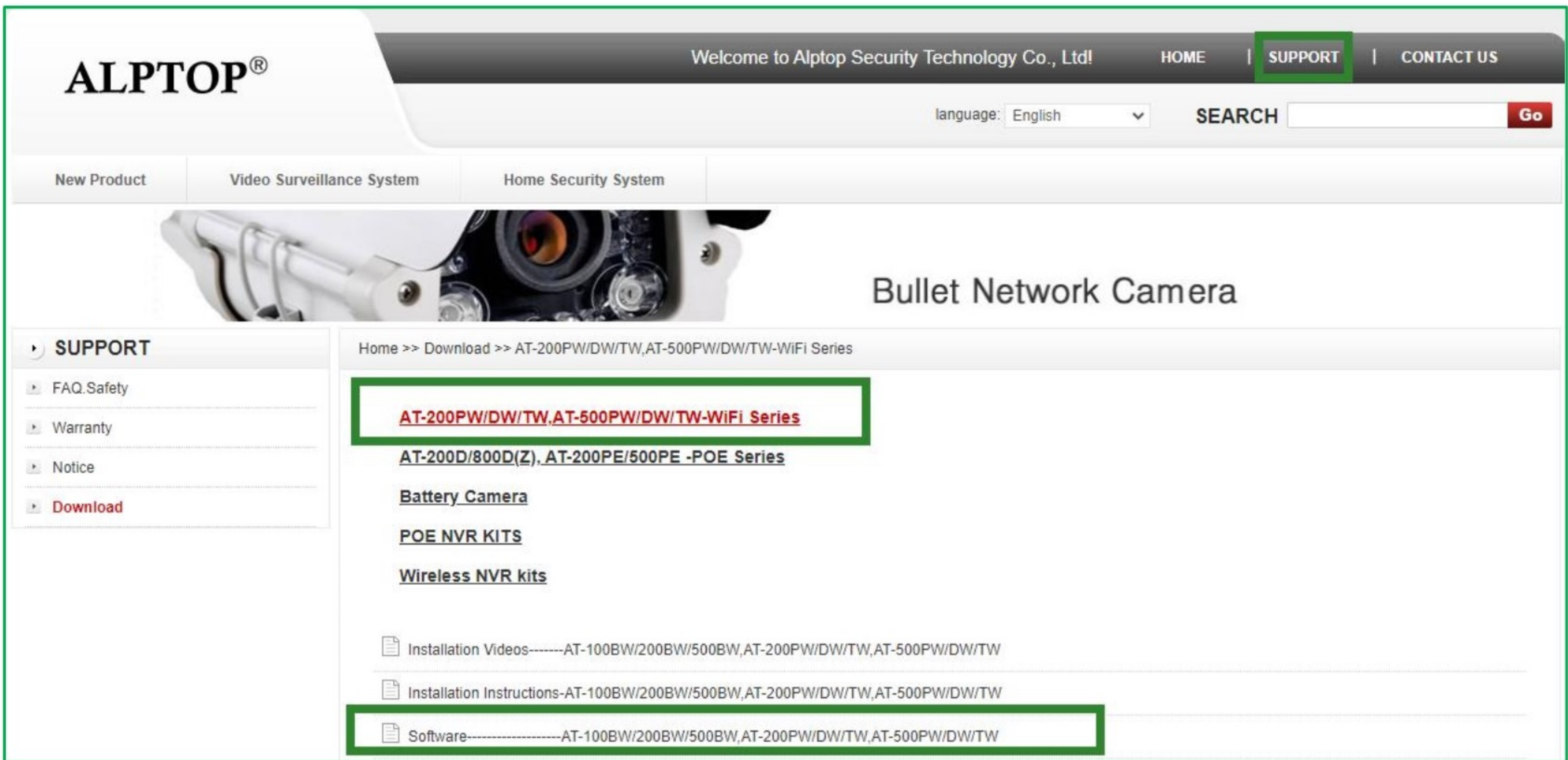


3.Accessing via Web Browser

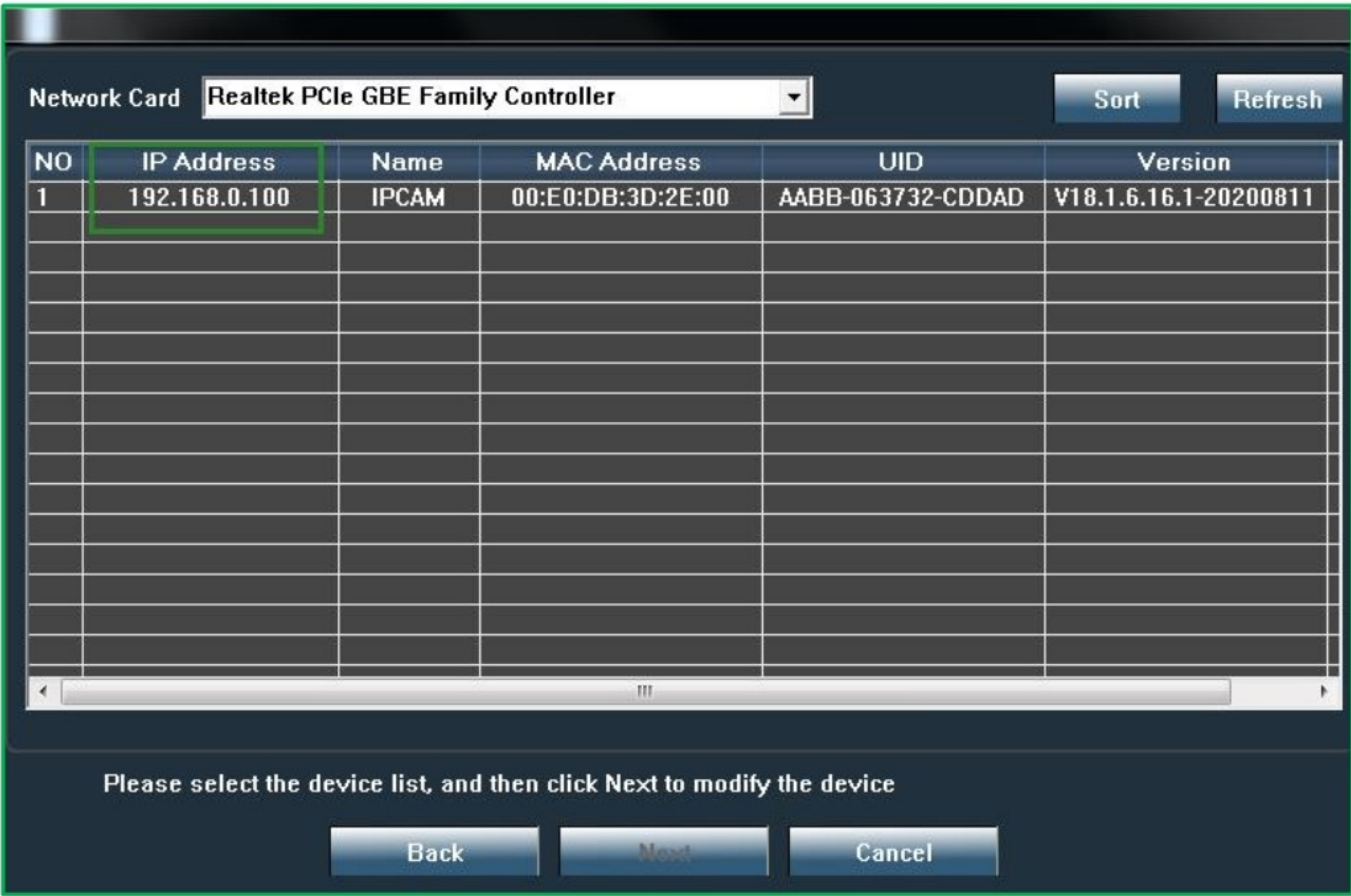
3.1 Search IP Camera

Please visit our website www.alptopsecurity.com to download correct search tool.

Click SUPPORT → AT-200PW/DW/TW-WiFi Series → Software.



Open the file and install search tool to your computer. Click “next” to find IP camera.



3.2 View Video by Browser

We recommend that visit camera with IE Browser,Maybe you need install ActiveX before view video, Google and Firefox browser also support.

Default account and password is **admin/admin**.



Browser Interface

	Multiple preview modes.
	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.
	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.

3.3 Parameter Settings

3.3.1 Setting Media



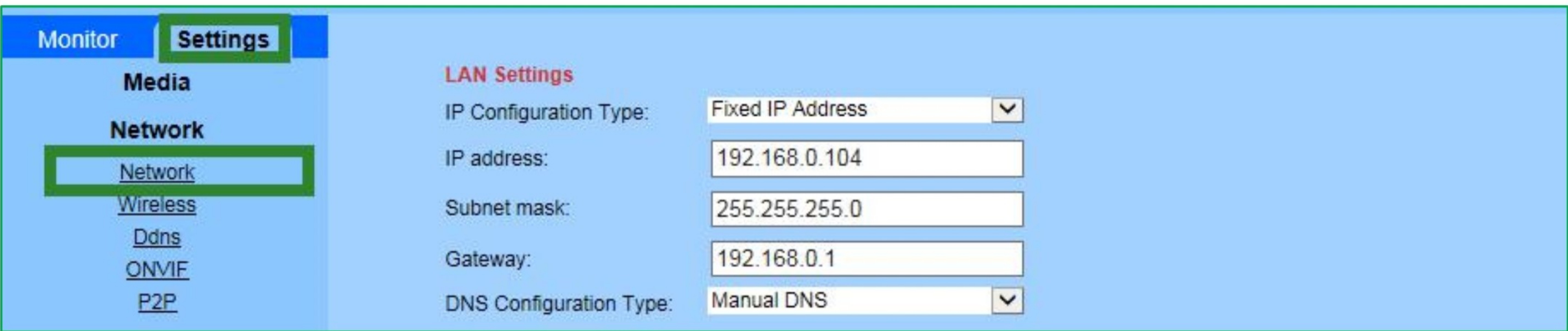
Video: Set the video format, video coding, resolution, bit rate, max frame rate, key frame interval, bit rate control and image quality.

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.

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

3.3.2 Setting Network



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.

3.3.3 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".

3.3.4 Setting Advanced



The screenshot displays a web-based settings interface. On the left, a vertical sidebar contains menu items: Monitor, Settings (highlighted with a green box), Media, Network, Alarm, Advanced (highlighted with a green box), User, and Auto snap. The main content area is titled 'Advanced' and contains a login form. The form includes a 'Purview' field with the value 'admin', a 'User name' field with the value 'admin', a 'Password' field with masked characters (dots), and a 'Re-type password' field also with masked characters. Below the password fields are two buttons: 'Apply' and 'Cancel'.

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

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.

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.

4. Accessing via Client Software (HIP2P Client)

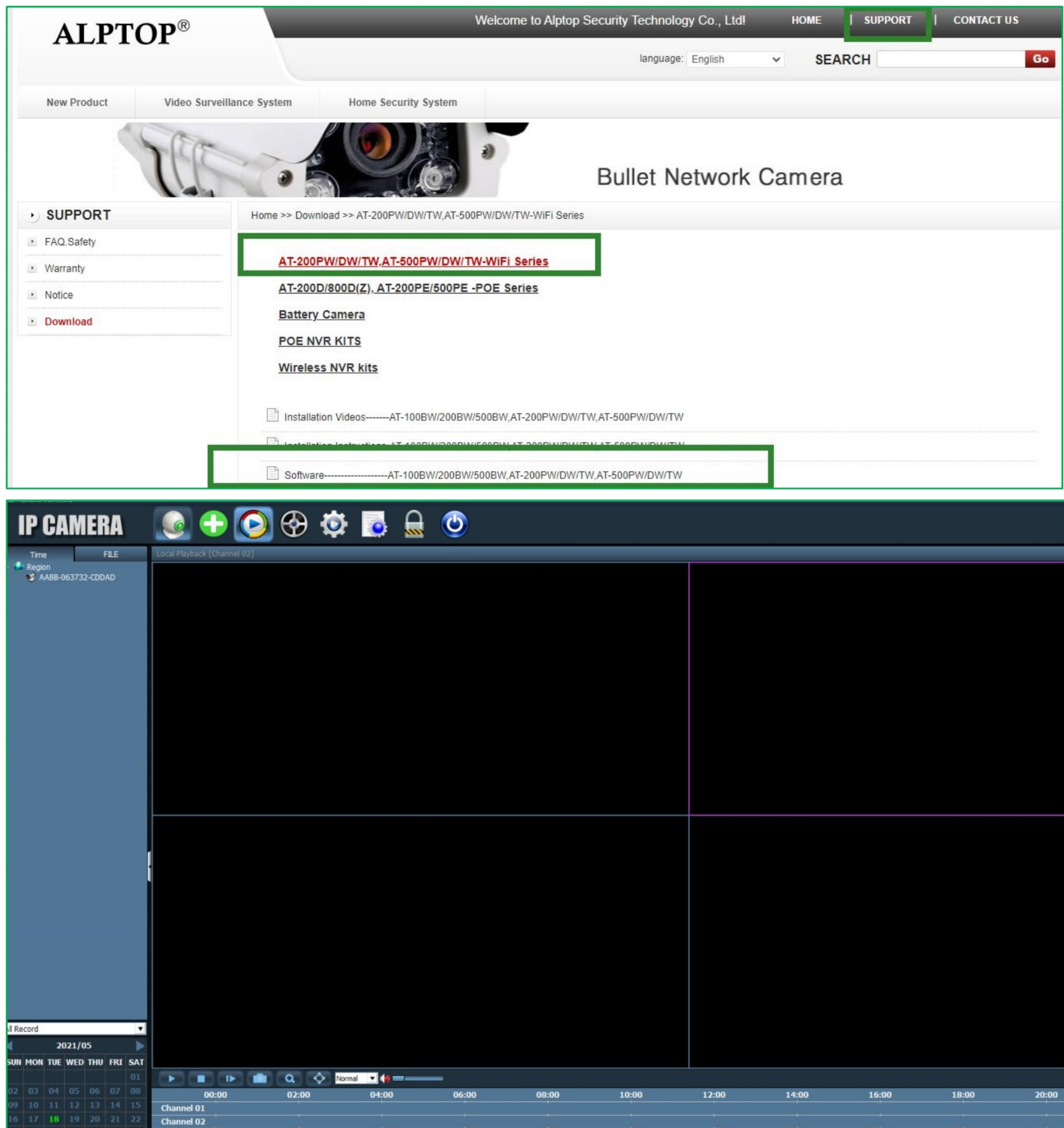
Using Video Management software to view multiple cameras at the same time.

4.1 Software installation

Please visit our website www.alptopsecurity.com to download search tool.

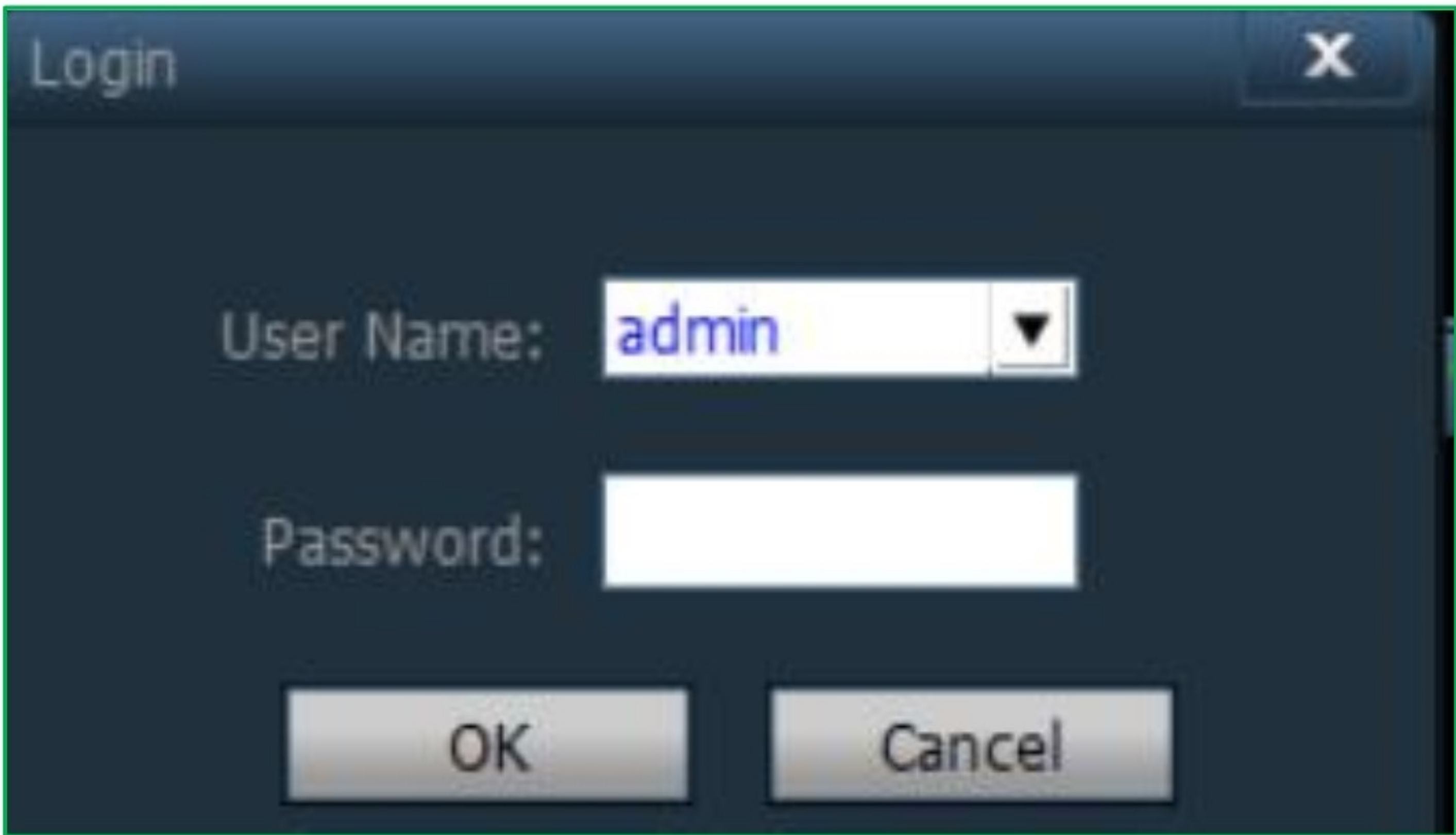
Click SUPPORT-AT-200PW/DW/TW-**WiFi Series**—Software---Download the HIP2P

Client Software.Please open software after you have installed it.

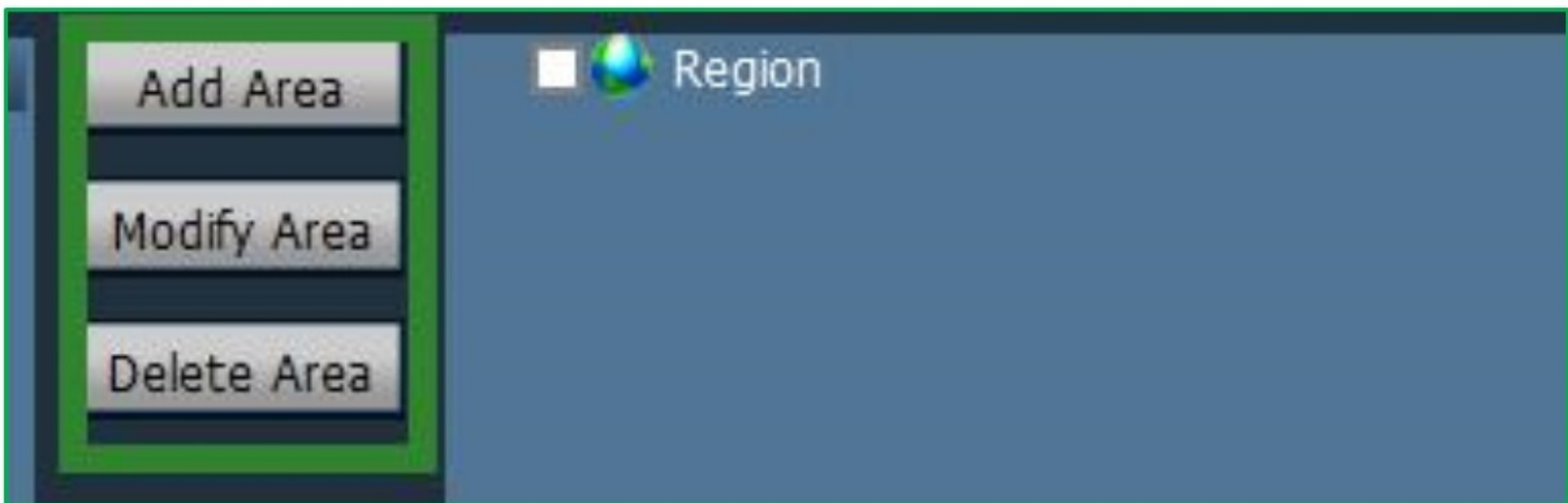


4.2 Add Camera with local network

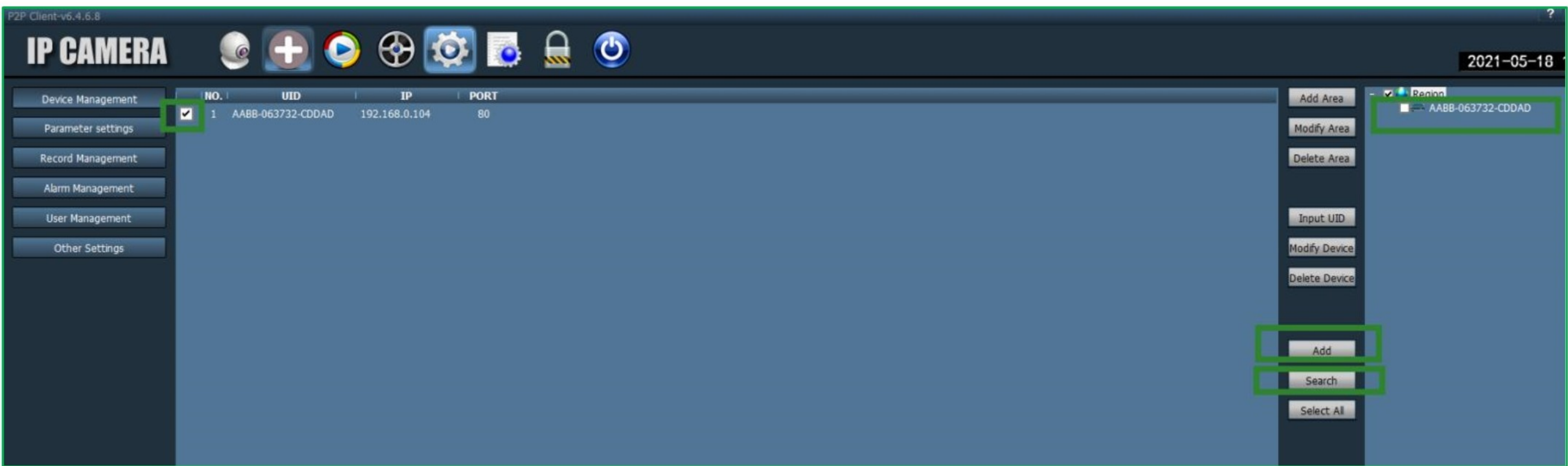
Open the software, click  to login system, **default password:leave it blank.**




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



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



Double click camera's UID to modify camera's password.

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



B. Click the button "" menu bar, It will also search the camera directly.



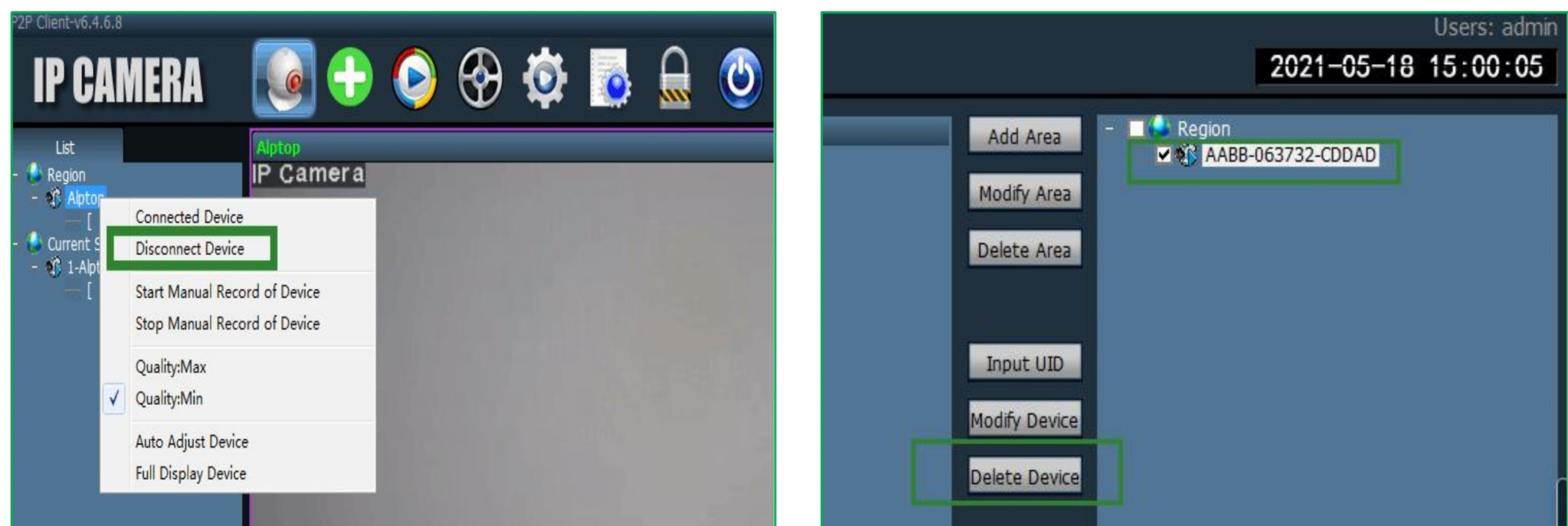
4.3 Add Camera with Remote Network

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



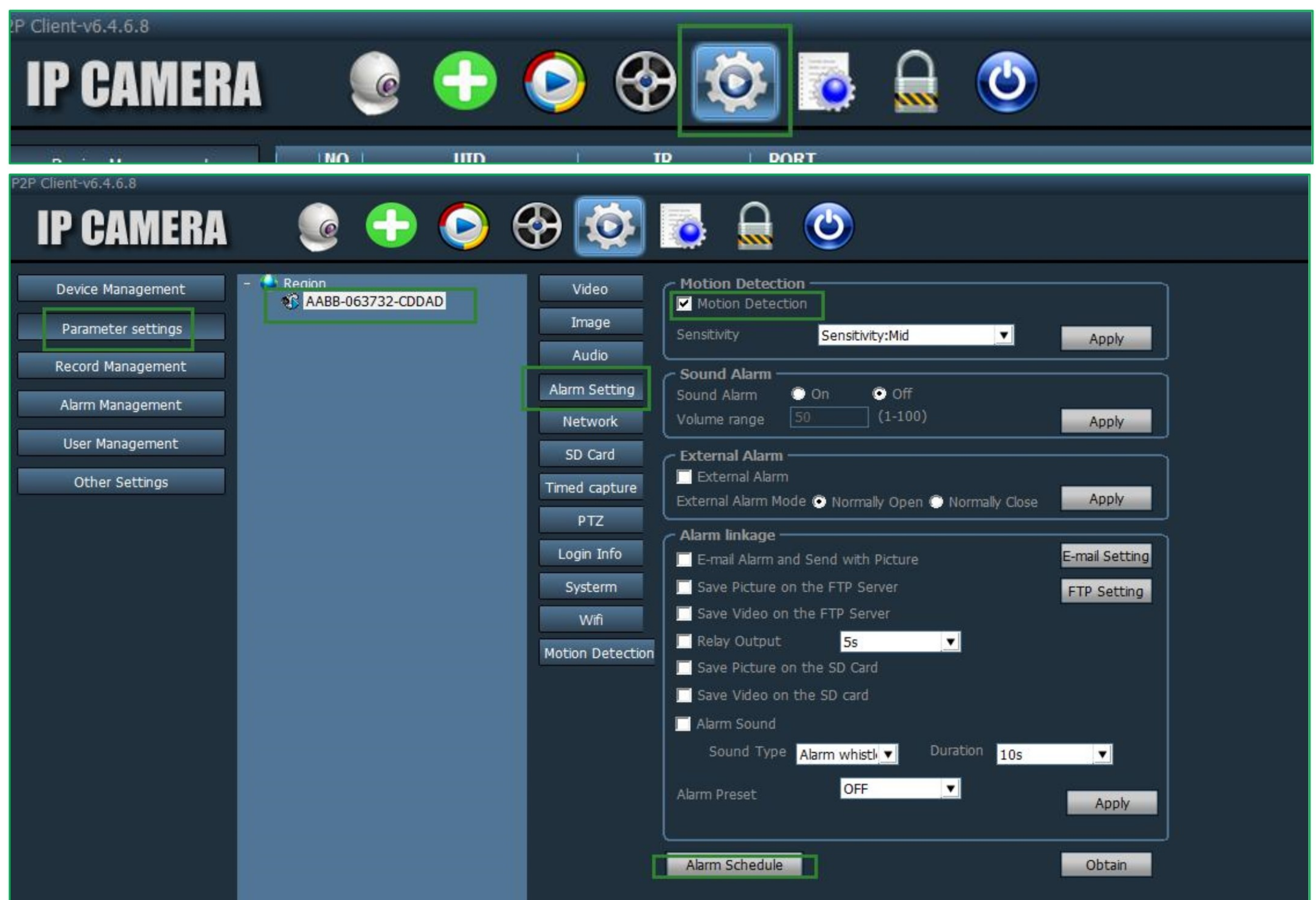
4.4 Delete camera

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



4.5 Setup motion detection

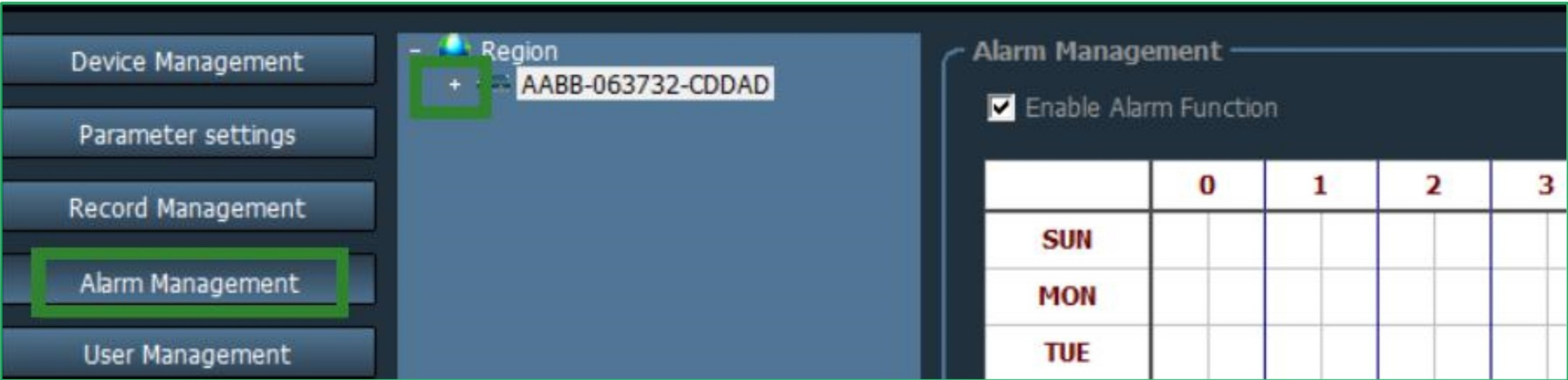
Click the settings menu,enter parameter settings,choose camera UID.



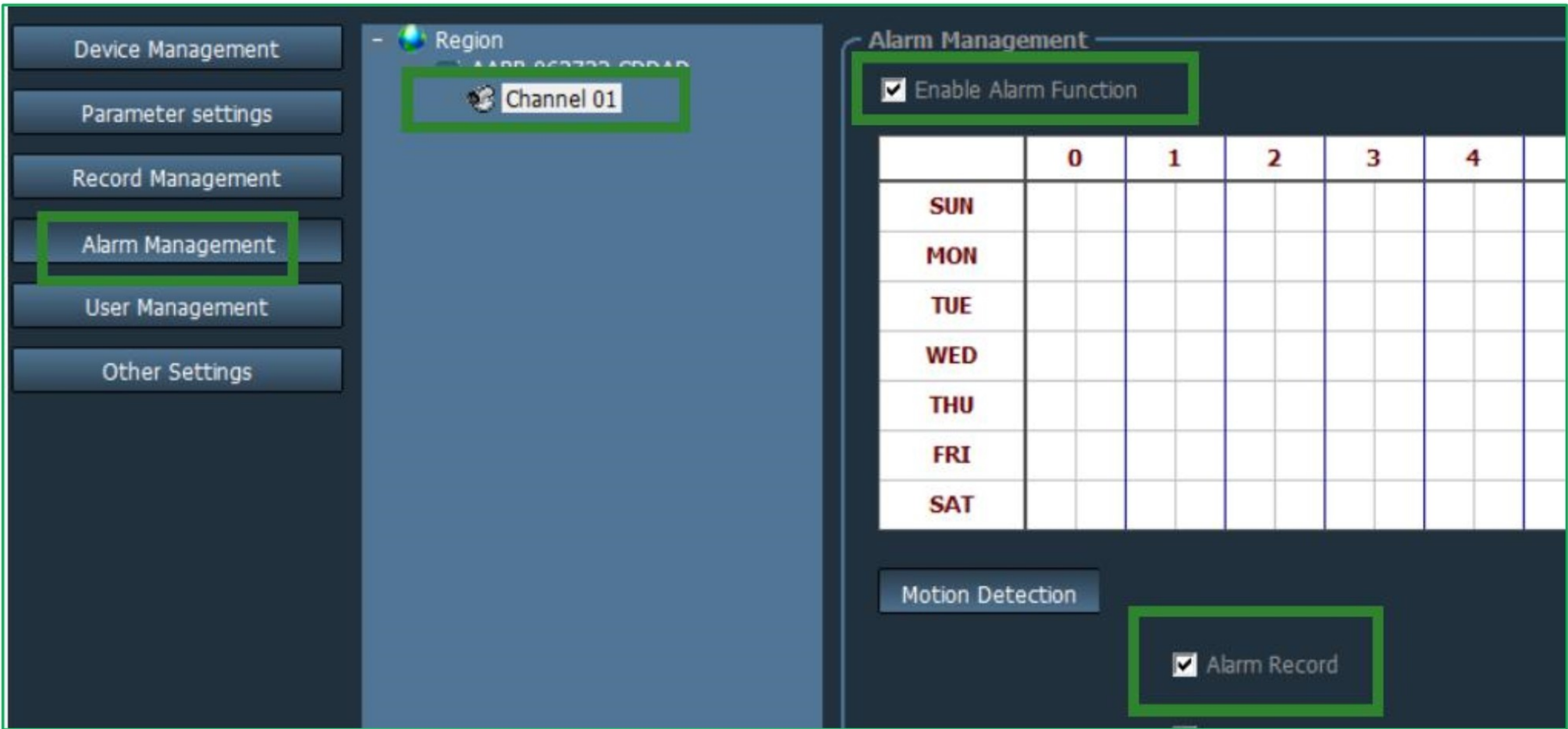
Enable Motion detection in Alarm Setting.You can setup a alarm schedule in Alarm Schedule,click the left mouse to drag a green blocks in the schedule.

4.6 Save motion detection recording to computer

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 create a time range.

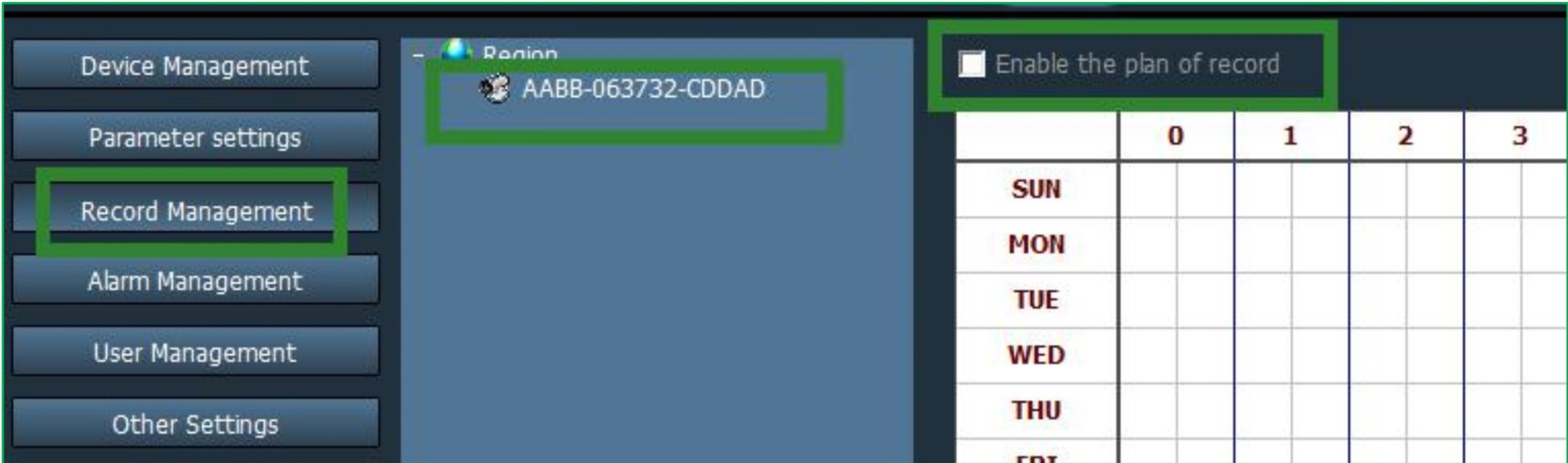


Enable Alarm Function and Alarm Record.Hold down the left button of the mouse,and move the mouse,a time zone will be automatically generated.




4.7 Save schedule recording to computer

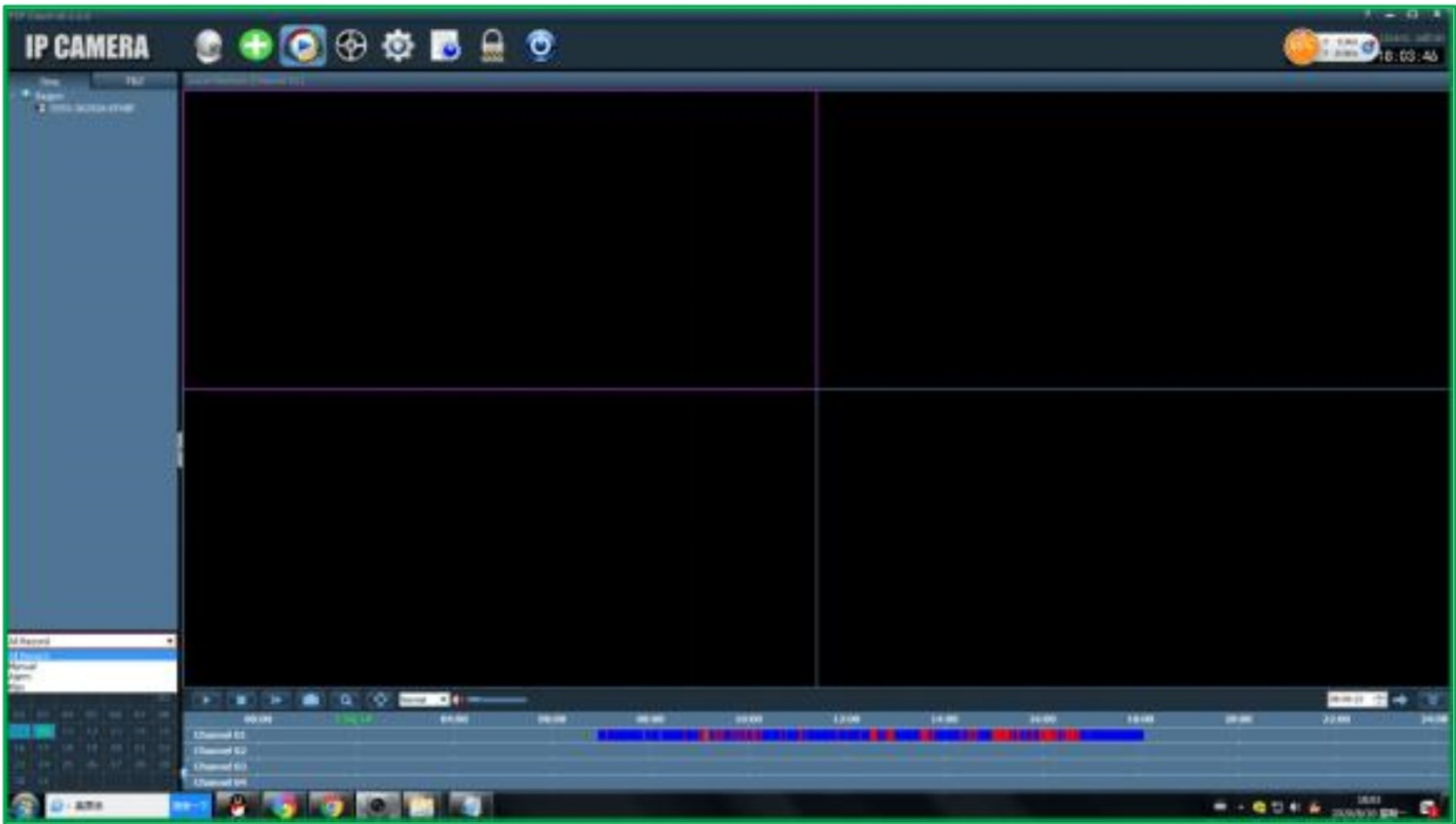
Click the settings menu, enter the record management, select the camera UID you need, and check Enable the plan of record. You can establish a suitable range according to your needs. The video is stored in D drive by default, you can also modify the time of each video file.



4.8 Local video playback

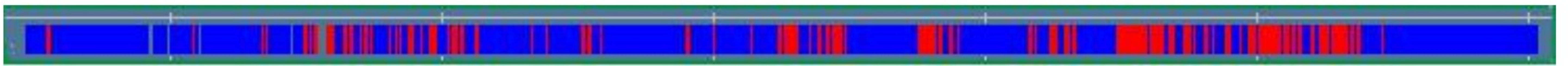
Click the local playback menu , in the local video playback interface, you can watch the playback through the the file and timeline.

Timeline Playback:Click ,

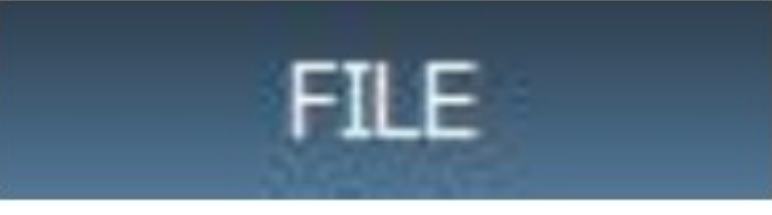


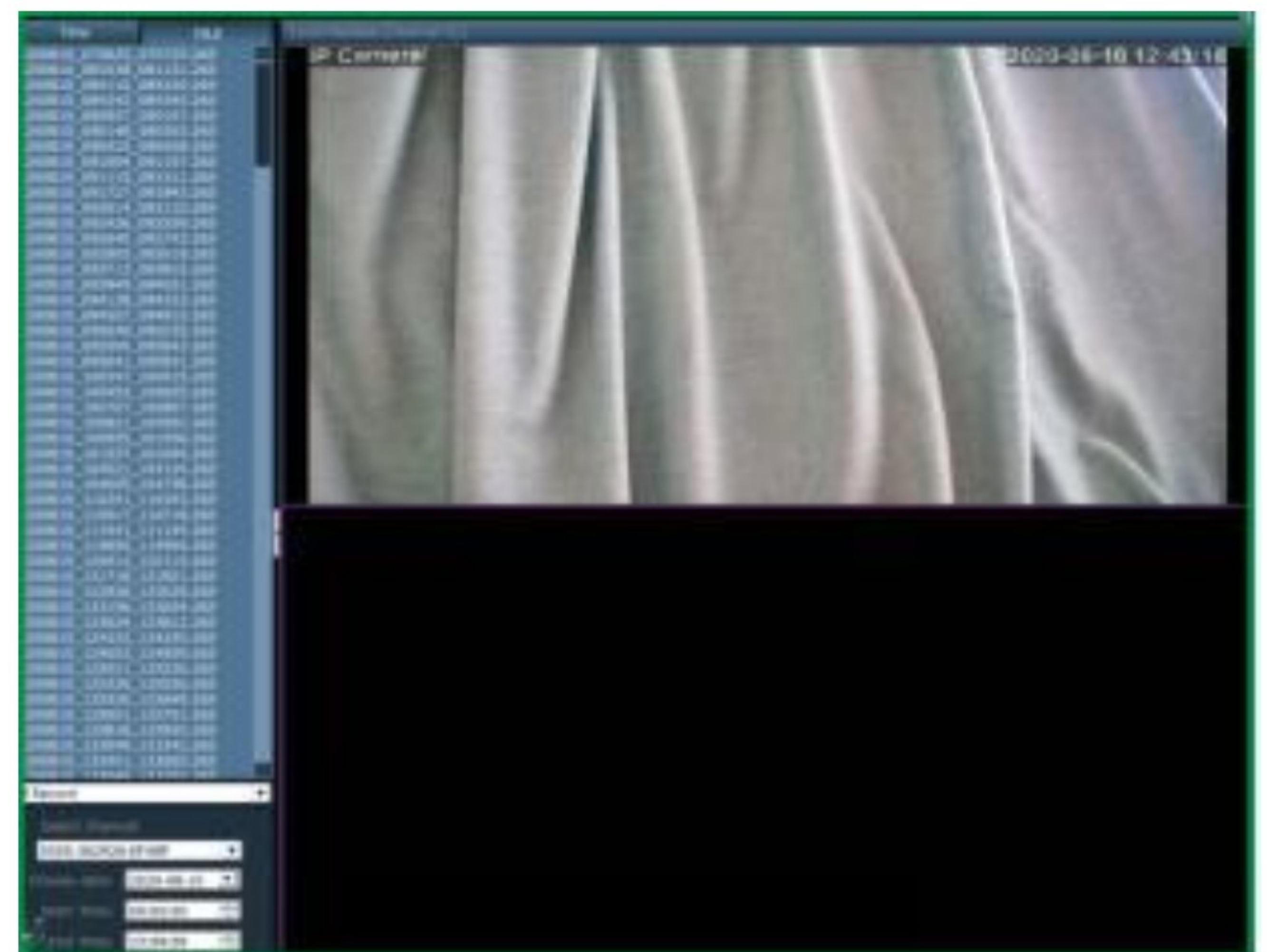
There have Alarm Record, Manual Record, Plan Record in total.

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 , 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.



4.9 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.

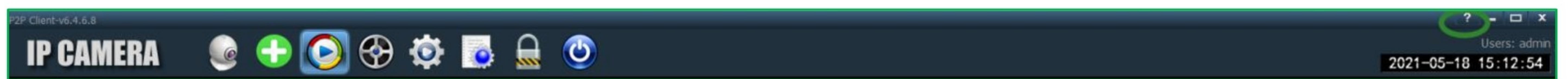
Note:

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 the top of client software and you will get more guide.



5. Frequently Asked Questions

Q1: 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.

Q2: If I forget my username/password, how can I do it?

A2: Please press the reset button and hold on for 5-10 seconds for reset.
The power should be on during reset operation.

Q3:Can't the camera connect to Wi-Fi?

A:1) When the camera is AP mode 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.

Q4: RTSP Path Example rtsp : //192.168.1.100:554/11

Q5: 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.

Q6: 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.26 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 NVR only support 1080P input. So you need to modify the resolution of the camera through web interface of camera.

Q7: Why does it feel that the video on the mobile phone is not very clear?

A: The default video resolution of the mobile app is set to the smooth mode "SD", please find "SD" in the lower right corner of the video, and tap to switch to "HD" (high definition mode).

Q8: The time displayed in the video is incorrect, and it is different from the real time by several hours?

A: The default time zone of the camera is GMT+8, please enter the camera time settings and modify the device time zone to your location. If it is daylight saving time, please check the DST option(Daylight Saving Time). The camera will restart to complete the time proofreading.

Q9: The alarm recording is only 15 seconds, how can I modify it?

A:The alarm recording time is fixed 15 seconds, this cannot be modified.

If the alarm event exceeds 15 seconds,multiple video files will be generated.

Q8: I always receive mobile alarm notifications, but no one is found in the video?

A: If the camera's motion alarm sensitivity is set too high,any passing objects will trigger an alarm, such as animals

walking by, shaking of plants, sudden changes in light, etc. Please set the appropriate sensitivity and set an alarm area

(such as in front of the door), so that motion detection can work more effectively.

In addition, when the weather changes and there is rain or snow, the camera's motion detection function will be disturbed.

Q9: How to solve the problem of frequent freezes when watching videos on mobile phones?

A11: If the camera is connected to the router via wireless, please check whether the wireless signal is higher than 70% or whether the antenna is loose; in addition, if you want to obtain smooth image quality, the required network bandwidth is at least 2Mbps; in addition, you can find the "HD" or "SD" Symbol on the video window, please tap it and choose "SD" to select the smooth mode.

Q12: Why can't my phone receive push messages?

A12: Please find "Alarm Management and Notification" in the camera settings, and then check whether "receive alarm push" is allowed.