OUTDOOR WIFI PTZ CAMERA

AT-300DW

*Please read the Quick Guide carefully before using the product and keep it properly.

Letter of Thanks

Friend of ALPTOP;

Thanks for your trust to purchase wireless security camera from ALPTOP and please accept our sincere appreciation here.

Thanks again for your great support. With the support, not only we insist on our dream, but also do our best to develop ALPTOP products. We are looking forward to your suggestions, which would help ALPTOP become a world-leading brand in innovating video surveillance products and solutions front.

ALPTOP CCTV always place customers' needs as our top priority. From raw materials purchasing to product shipping, we carefully test every process. Our qualified camera built with advanced chipset and each power plug certificated with CE, FCC and UL for safety. Each camera is strictly tested before shipment.

As the growing company, we will release new products in global market regularly. If you are interested in any ALPTOP new releasing products, please let us know anytime. The VIP customer right for testing ALPTOP new releasing products would always be available to you.

If you are satisfied with our product or service, could you please take a minute to share your product experience on Amazon? Your precious customer review will help us shape our business to the best and let other customers know more about ALPTOP product and service, your unwavering support and patronage is our motivation to go further.

On behalf of all colleagues in ALPTOP, we sincerely appreciate your trust. Please let us know if there is anything we can do to assist you further.

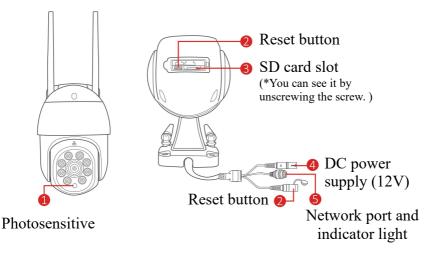
Thanks again and wish you all the best.

Your Sincerely, All staffs in ALPTOP

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Appearance Description



Description

1. Photosensitive: Collect ambient luminosity value, turn on the infrared light when the current illuminance is less than 3 Lux.

2. Reset button: The working state of the device, long press 3-5 seconds to restore the factory, the camera will have a voice prompt broadcast.

3. SD card slot: TF card, storage video and playback video.

4. DC power: supply power input.

5. Network port and indicator light: Connect the Lan cable and check the current device status indicator light.

Installation

• Ensure that the equipment in the package is in good condition and includes all assembly parts. If you lack accessories, please contact us.

• The standard power supply is 12V1A or 12V2A. Please ensure that your power supply matches your camera.

• During installation, Please ensure that the distance between the camera and the router is within the area with good WiFi signal.

• Make sure the walls are strong enough to withstand four times the weight of the camera and bracket.

• Please ensure that the antenna remains vertical and upward after installation.

• Please add the camera to your mobile phone then add to NVR, Because some functions can't setting on NVR.

Add Device 1. Software Download

1.1 Download Free App EseeCloud

Search free APP "EseeCloud" in App store or Google play. The phone App will be updated sometimes, if your phone App menu is different from the menu in user manual, please contact us to get the latest user manual.



EseeCloud App



EseeCloud App download

Note: For IOS system, it requires IOS 9. 0 version or above. For Android, Android 5. 0 or above.

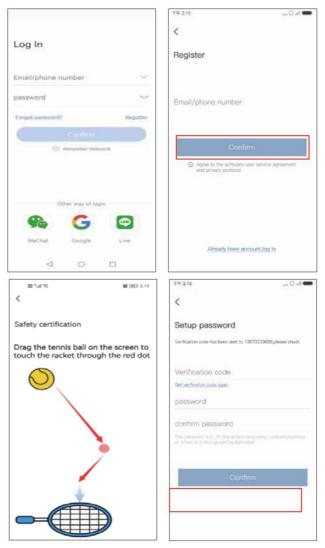
1.2 Register Account

1) Go to login interface, click "Register".

2) Register with your phone number or email address, check the usage policy below, click "**Confirm**".

3) You need to manually press and hold the tennis ball, drag it to the red dot, and then drag it to the tennis racket to go to the next step.

4) You'll receive a verification code, Input the verification code and set up your own password, then click "**Confirm**" to complete.



In order to add the camera more conveniently, we upgraded the version of this camera and added an additional method that can directly scan the code and add without connecting to the camera hotspot. When resetting the camera, the camera prompt sound will emit a beep sound. After adding successfully, the beep will disappear.

2. Connecting the Camera via Ethernet Cable

With the Ethernet port on the camera, the PTZ camera not only support wireless wifi connection but also the Ethernet cable connection.

1) Please using the network cable connect camera to your router LAN Port, then click "Other ways to add", select "LAN scan". it will search device automatically, click Add.

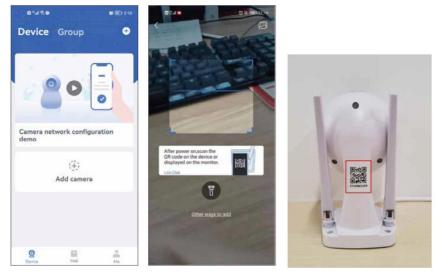
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-Restant	Connect the wireless hotspot	279599	Add
	Kit Connect the device to the router through a network cable		
After power on scan the OR code on the device or	Battery camera The device scans the QR > code on the mobile phane to _		
displayed on the monitor.	LAN scan		
A	Add by ID/IP		
Other ways to add	Add a Tuya device		
	Live Chat		

2) After add successful, please click setting icon \rightarrow click Advanced settings \rightarrow Connect new WiFi \rightarrow select you home WiFi and input password \rightarrow Confirm. Then unplug network cable.

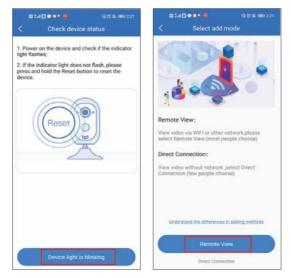
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			Camera settings	
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			Picture settings	3.
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Time setting			Enter WiFi password	ø
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Delete a	ind reset the came	10		

3. Scan QR Code to Connect Camera

1) It makes a beep after reset the camera, open the App, click "Add camera" \rightarrow scan QR code on the camera.



2) Click "Device light is blinking" \rightarrow Remote View, then connect your home WiFi.



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3) Select your home wifi (the camera only support 2. 4GHz wifi, not support 5GHz), click "Next".

Note: The wifi name and password don't including any special character and the wifi password don't over 12 characters.

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	Connecting	WiFi
Please se	t device to work W elect a 2.4G WiFi net ice does not support	work for the device.
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	Next	

4) There is a QR code on your mobile phone, aim the QR code of the mobile phone at the camera lens at a distance of 15-25cm. when you hear the prompt voice, click the blue button below, wait for device to connecting successfully, then edit the device name.



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4. Add Camera to ALPTOP Wireless Security Camera System

After you successfully connect camera to your mobile phone, you can add camera to NVR.

A: Search the NVR for the camera connected to WiFi, right click the mouse \rightarrow Video manage \rightarrow Search \rightarrow Add one.

B: Or right click your mouse \rightarrow wireless add \rightarrow waiting for camera match code, after successful matching, go to video manage to check whether camera connect successfully.

Please note, the NVR and PTZ camera must be connecting same WiFi.

To View on EseeCloud Software on PC

You must register account of EseeCloud on your mobile phone and add the device first.

So that you can remote view on PC.

If you need the EseeCloud software of pc,please send the email to Johnny@ALPTOP. com/love@ALPTOP. com (For US) or

jason@ALPTOP. com

(for UK/EU) .

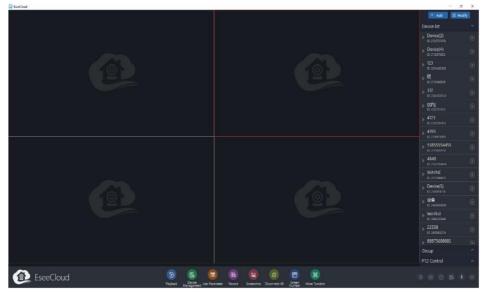


• Select "login Cloud"

• Input account and password of Eseecloud on the mobile terminal, click login.

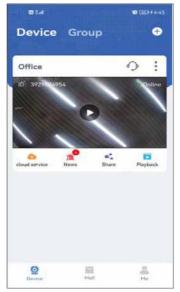
• After logging in the account and password, the device will automatically

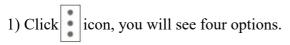
synchronize to the computer.

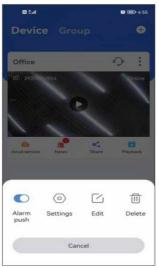


Please note, the digital zoom camera can't zoom in or out on pc.

Camera Function 1. EseeCloud Main Interface



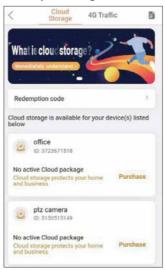




- A. if you want to receive alarm message, please open "Alarm Push" option.
- B. click "settings", you can go to setup interface directly.
- C. click "Edit" option, you can edit device name.
- D. the last option is to delete the device.
- 2) Click cloud icon, you can purchase cloud service, each device only be

purchased separately.

a. Select device you want to buy, click purchase.



b. You can select monthly renewal, when the validity period of cloud storage expires, the fee will be deducted automatically, or click more packager to purchase according to the time period.

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Recording Type		Recording Type	
Motion Recording		Motion Recording	
Package Duration		Package Duration Keep videos of past 7 da	iya
8 day cycle Continuous monthly subscription		7 day cycle 1 - month V 10 V 0.33 per day	
* 9.9 *0.33 per day		7 day cycle 6 - month	7 day cycle 1 - year
Automatic renewal service des 1. Cloud storage member rights: i storage, encrypted information u	real-time monitoring, cloud	¥ 55 ¥ 0.31 per day	¥100 ¥0.28 per day
storage, encrypted information of space.	noad, and more storage		
2. Payment rules: After purchasin	g and signing the		
payment, the automatic renewal	service will take effect. We		
Purchase and agree to automa	tic renewal agreement		
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3) Click 🤳



icon, you can look at the alarm message and you can

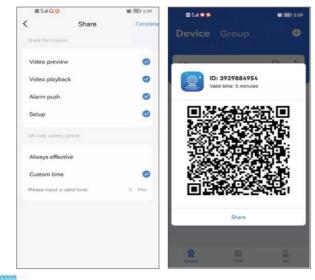
select date, time range and motion type, such as all types, motion detection, humanoid detection etc. The alarm message will be overwritten automatically after three days.

B14	13 IBD 3-12	<	< Alarm me	< Alarm message
< Alarm message	0.	Today	Today 🔺 Time ran	Today 🔺 Time range 💙
Today Time range Total number of alarm messages (233)	Alarm type 🔻	Today Tue	Today Tuesday	Today Tuesday
Motion detection	15.07.59	08-23 Mon	08-23 Monday	08-23 Monday
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	13:59:03			
12.6 Channel1 ID: 3150515149				
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All types		Cancel	Cancel Select	Cancel Select time
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Humanoid detection		23	23 59	23 59 14
Face detection alarm				
Doorbell push			00 : 00	00 : 00 15
Cloud storage is about to expire		01	01 01	01 01 16
		1		

4) You can share the device to your friend or family.

a. Click share icon, select share permission and QR code validity.

b. Click finish in the upper right corner to generate a QR code, share the QR code to other people.



5) Click icon, you can watch camera record, but you need to

insert the SD card or purchase cloud service first.

Please note, just cloud service support fast forward option, SD card not support.



2. Real Time Video Recording Function



SD & HD Switch



If the camera image not clearly, please check if you have switch to HD mode. Because our server can't always support HD viewing, we need to manually switch to HD when watching on the mobile phone.

Sound

When you view the camera, please open the sound button, otherwise, you can't hear anything of camera recording voice.

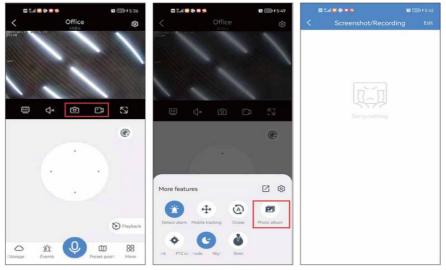
Please note that you also need to turn the phone volume up.



Screenshot & Recording

You can take a screenshot or record an important picture and save it on your mobile phone as evidence in the future.

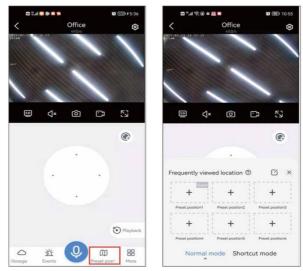
After recording successfully, please click "More" \rightarrow select "Photo album", you can check the video on this interface.



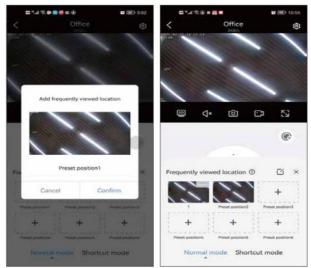
Frequently Viewed Location

You can set several positions that you viewed frequently. You just need click transfer button instead of moving the camera lens position manually.

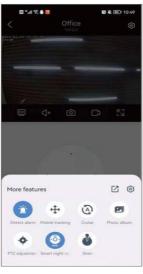
a. Adjust the camera lens to a position you want, click add Preset position.



b. Named the Preset position, click confirm, directly click the image in the box and the camera will return to the position you set.



More



a. Open **Detect alarm** icon, When the camera detects an object moving, it will immediately send an alarm message.

b. **Mobile tracking**: When an object moves within the range of the camera lens, the camera will track the object and record it.

c. Cruise: Turned on this function , the camera will start 360° automatic cruise for about 4 hours, and then stop.

d. PTZ adjustment: when there is a deviation in the camera position or the pan tilt cannot rotate left and right or up and down, click PTZ adjustment, and the camera will calibrate automatically.

e. Night vision model: Night vision has three modes to choose from.

Clicking the button will switch one mode.

Smart night vision: When the camera detects a person or object, it will turn on the floodlight, and the image will be switched to full color.

Normally, it is a black-and-white image at night.

Full color night vision: When it is detected that the surrounding environment has begun to darken, the floodlights will automatically turn on and display a color image.

Infrared night vision: camera will switch to black and white image automatically at night. Day switch back to day mode.

f. Alarm: when you find someone invading, please click the alarm button, and the camera will sound the alarm for 14 seconds to scare away the intruder.

PTZ Control

Drag the direction key to move the camera lens up and down, left and right.



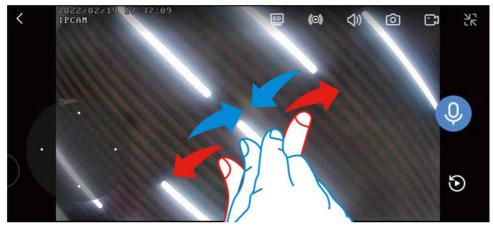
Microphone Function

When you want to talk to someone through the camera, click the microphone icon below, so that you can talk to others, and then click the "hang up" button to end the call.



Zoom and Focus

This option only using for optical zoom camera, if your camera is digital zoom camera (WHD303, WHD902A), Please manually zoom in and out by horizontal viewing.



Zoom in and out: This function only using for optical zoom camera, if you are purchase digital zoom camera, click to zoom in and out is unresponsive.

Focus: When zooming in / out, if the camera image is not in focus, click this option to focus manually. However, if the image is normal, do not click it, because it will damage the image definition of the camera.



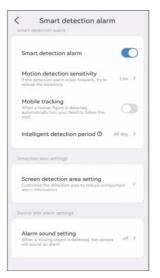
Please note, if you can't find this button, please click setup icon \rightarrow PTZ control \rightarrow check that the zoom and focus button is turned on.

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General se	dinge	
PTZ sp	eed	Medium 3
Cruise	mode	э
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Advanced	uettings.	
PTZ co	ntrol direction flip	3

3. Setup Function

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Smart o	detection alarm		>
Camera set	tings		
Record	ing setting	Keep recording	>
Picture	settings		>
PTZ co	ntrol		>
Storage	e settings	6	>
Advanced	uettings		
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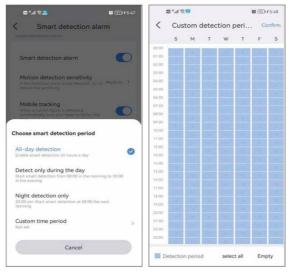
Smart Detection Alarm



Motion detection sensitivity: if you receive too many wrong alarm messages, please set the sensitivity of motion detection to low.

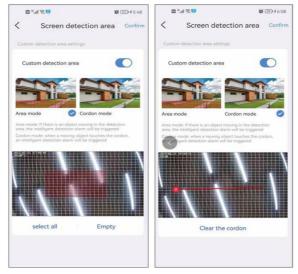


Smart detection Period: There are four options to choose detection period, such as all day, day model (the detection time is from 8 a. m. to 8 p. m), night model (the detection time is from 8 p. m to 8 a. m) or you can also customize detection time.



Screen detection area setting: if you want to detect the particular position, you can set a motion detection to Area mode or Cordon mode. When someone enters the detection area, an alarm will be triggered, and it can reduce false alarms.

Please note, if the detection area you set is too wide, the camera will default to full screen detection.



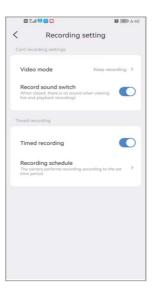
-23-

Alarm Prompt Tone

You can choose customize or default alarm tone. When someone enters the alarm area, the camera will prompt an alarm sound.



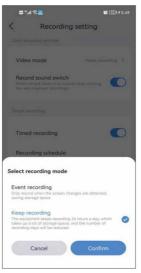
Recording Setting



Video mode: there are two record modes to choose, event recording and Keep recording.

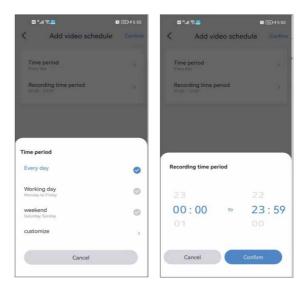
Event record means when the screen changes are detected, it will start recording, it will go into sleep at other times.

Keep recording means camera will record all the time.



Record sound switch: if you do not turn on this option, you can not hear sound when playback or view live.

Time record: For time recording, you can choose different dates and different time periods, and you can also make multiple time plans. For example, you can select record only on weekdays or only on weekends. You can also customize the recording time schedule.

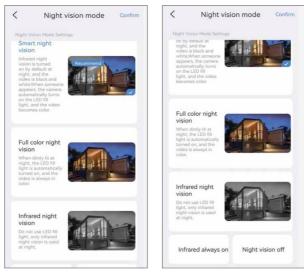


Picture settings

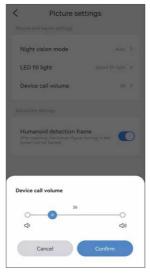
<	Picture s	ettings
Picture ar	id cound entrings	
Night	vision mode	Smart night vision >
Image	rotation 180"	
Devic	e call volume	40 >
Advanced	settings	
	y area int of the screen with c	olor blocks to protect
APter or	noid detection f ening, the human figu- cit be framed	

If the lighting mode cannot be set successfully in more options, you can also set it in picture settings.

In addition to these three modes, you can also choose to turn on the infrared light all the time, and the image will remain black and white no matter day or night. Turn off night vision and it will always maintain full-color night vision.

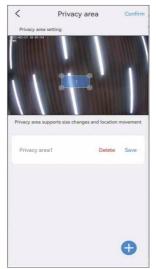


a. Device call volume: This option can set volume of two way audio



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b. **Privacy zone setting**: Set the privacy area, and the image area you set will be covered with color boxes.



c. **Humanoid detection frame**: When the camera detects people, it will capture the actions of suspicious people and frame them, and quickly push the alarm notification.

PTZ control

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General se	ettings	
PTZ sp	beed	Medium >
Cruise	mode	>
PTZ ac	djustment	>
Zoom and	focus	
Not all d optical fo device su	and focus button evices support the optical zo scus function, please confirm upport before opening, other anction can not take effect	the
Advanced	settings	
PTZ co	ontrol direction flip	>

a. **PTZ speed**: If you think the camera rotates too fast, you can adjust speed to low at which the camera moves.

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PTZ speed	
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Zoom and focus button Not all devices support the optical room	and
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High	
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Low	
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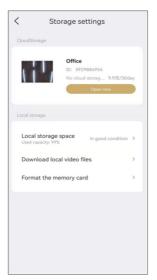
b. **Cruise mode**: There are two options to choose, panoramic cruise and present position cruise, please note, present position cruise, camera cruise only between the preset positions. you need to setup a preset position first, then select this mode. Please refer to page43 FAQ Q6.

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	ic cruise Ing trajectory, horizontal 3	60° all-cound care
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c. **PTZ control direction flip**: After you install the camera, if the camera direction is reversed, you can set the PTZ direction flip. After setting, the PTZ control will rotate in the opposite direction.



Storage Settings



You can view the usage time of cloud storage, the status of SD card and storage capacity in the storage settings interface.

If you have inserted the sd card, but not recording, please check if the SD card status is normal or the SD card capacity is full, if full, please click format to delete all record.

And you also can download video on this interface.



Advanced settings

<	Advanced settir	ngs	
network stat	us		
Connect	new WIFI		>
time setting			
	time with phone		2
Time zor	ne setting	GMT +8:00	>
Daylight	Saving Time		>
Security Sett	ings		
Alexa se	rvice authorization	off	>
	Restart the camer	a	
	Delete and reset the ca	amera	

Connect new WiFi: If you want to change the wifi of your camera, please click Connect new wifi button to change the wifi name and password.

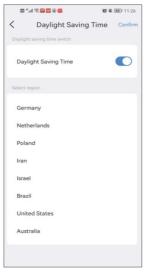
< Advanced settings		<	Connect new WIFI	Confirm		
network status		The	current device is connected to Wi	FI:HSY5		
Connect new WIFI	2	Choose	wiFi se WiFi	Input		
Time setting		Enter	WiFi password	Þ		
Time synchronization Sync device time with phone	5	wiFi list		0		
Time zone setting GMT +8:00	>	NVR083a2f01abab				
Daylight Saving Time	>	TP-LINK_AMZ				
Restart the camera		NVR	083a2f270882			
		WIFI	BRG001242372247IPC065			
Delete and reset the camera		IPCZ:	7B33631466179			
		NVR	083a2f15842a			
		NVR	083a2f10c281			
		WIFI	NVR001242372247			
				_		

Time settings

After you successfully connection camera, the time displayed by the camera is different from that of the mobile phone. Please click the time synchronization, It will automatically sync to your phone time. If camera time still incorrect, you can select time zone by yourself.

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Advanced settings				
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Connect new WIFI	- 8	Choose	time zone	
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Time synchronization Sync device time with phone	>	China/Hong Kong GMT +8:00		
Time zone setting	MT +8:00 >	Chir	a/Taipei GMT +8:00	
Daylight Saving Time	5	Asia	/Seoul GMT +9:00	
	_	Asia	/Tokyo GMT +9:00	
Restart the camera		Ame	erica/Denver GMT -7:00	
Time synchronization		Ame	erica/Costa Rica GMT -6:00	
The camera time is about to be adjusted t phone time. Please confirm whether to pe	to match the	Ame	erica/Chicago GMT -6:00	
operation?	nom ous	Ame	erica/Mexico City GMT -6:00	
Cancel Con	firm	Ame	erica/Regina GMT -6:00	

The App support set daylight saving time in different countries.



Work With Alexa

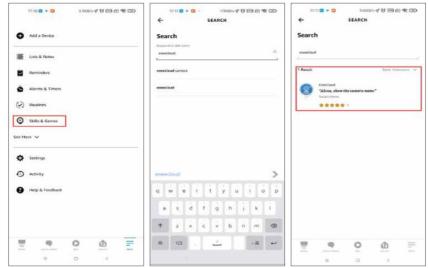
If you want to use Alexa function, please open the Alexa option on the app first. Then follow the instruction below to connect the camera on Alexa.

<	Advanced settin	ngs	
network	status		
Conn	ect new WIFI		>
Time set	ting		
	synchronization evice time with phone		>
Time	zone setting	GMT +8:00	>
Dayli	ght Saving Time		>
Security	Settings		
Alexa	service authorization	off	>
	Restart the camer		

a. After opened Alexa option, please go to your Alexa App, login your Amazon buyer account and password.



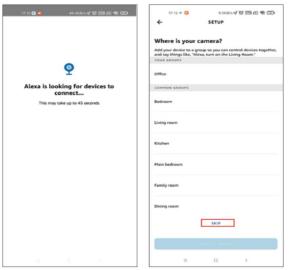
b. Go to more, click "skill & games" \rightarrow search "EseeCloud" \rightarrow click this option.



c. Click **ENABLE TO USE** \rightarrow input account and password of Eseecloud \rightarrow select **DISCOVER DEVICES**.

17:11 🖬 < 🖸 407KB/s⊄ 🗑 📾 @ क 🗇 ← ESEECLOUD ๙%	1711 ■ 63.4K0/1 17 161 62 17 000 × m ¹ _{ph.mecroson} < 1	17.11 2 • 27 KB/4 4 1 26 4 39
EseeCloud ∩ madet® 1201 K 5171 fand Guidense Regeneret ★ 20 20 20 5		Discover Devices Smart Home devices must be discovered before they can be used with Alexa.
ENABLE TO USE		
Exercitional are designed to securely manifer your home or business from the Exercitional App. With the shill Exercitional Comera and Alexa, you can now interact with your Exercitional cameras by volce.	EsceCloud By signing in-you are authorizing ALDXA to socess your devices.	
To get started, select the Tinable Skill button to link your ExerCloud	Damara	
Start By Saying English (US) ~	+8618344105452	
"Alexa, show the camera name"	18344105452	
"Alexa, stop the camera name"	+8917324398969	
About		
Note Smart Home. This skill may share device information with Amazon. Learn more.		
Nated Galdanice Suggested This skill contains dynamic containt		CANCEL
₩ 9 0 @ =	g w n r t y u i o p	DISCOVER DEVICES
= 0 <	STORAGE STRUCTURE	

d. Then wait for 45 seconds to find your device, after finding your device, you can view the camera on Echo show.



We have uploaded a video about how to add device to Alexa, you can refer this video:

https://www.amazon.com/vdp/02b7820dd64d4ad6a457fcfd8638e830

About this machine

You can find your device ID, version and IP address on this interface. You can also see which WiFi is connected.

About this m	achine
Device's information	
Camera model	5323-WS-Q
Device's ID	3929884954
Software version	3.6.30.0
Internet Information	
Connected WiFi	HSY5
IP address	192.168.2.187

Preset position of Optical Zoom camera

Some functions of the optical zoom camera need to input the command code to start.

Please input the code through the command table below to start the corresponding functions.

For example, click Preset position on the App \rightarrow select shortcut mode \rightarrow input 96, transfer, that it will open auto tracking function.



FAQ

Q1: There is no recordings when I click playback

A: SD card storage: Please go to setting interface \rightarrow Storage settings \rightarrow Local storage \rightarrow check the status of the SD card. If there is no SD card. Please take the SD card out and insert it again. (Please keep the power off before inserting the SD card)

If the SD card is in normal status, Please check if SD card capacity is full, and then format the sd card.

Cloud storage: Please go to setting interface \rightarrow Storage management \rightarrow Cloud storage \rightarrow check the order for cloud storage (Cloud storage service is not free. You need pay for it.)

If these steps can't work, please contact with ALPTOP Technical Support Team for further assistance.



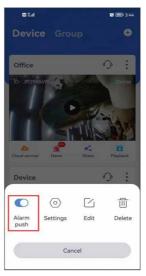
Q2: What can I do the camera offline?

A: 1) please confirm the distance between the camera to your router, it better within 15-25FT, if the distance is too far away, the camera will offline.

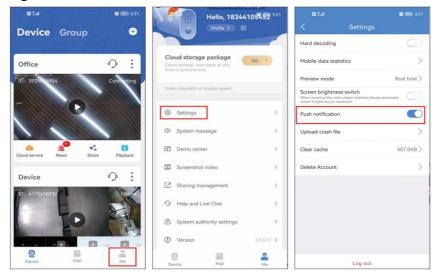
2) Confirm whether the camera antenna is vertical and upward, preferably on the same horizontal line as the router.

Q3: I didn't receive the motion detection alarm from my smartphone

A: 1) go to the App \rightarrow click icon on upper right corner \rightarrow enable " Alarm push"

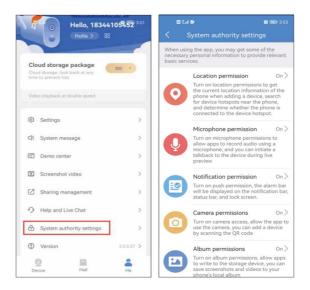


2) Go to $Me \rightarrow Settings \rightarrow Enable$ "Push notification", and you'll receive pushing notification when movement is detected.



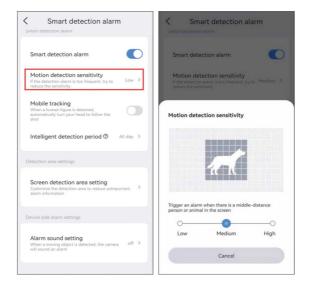
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3) If still not receive, go to $Me \rightarrow System authority settings \rightarrow check if all permission is enable.$

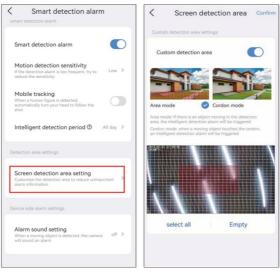


Q4: There is too much motion detection notifications

A: 1) Please go to setting interface \rightarrow click Smart detection alarm \rightarrow adjust the Motion detection sensitivity to medium or low.



2) You can also setting the detection area, click setting icon \rightarrow Smart detection alarm \rightarrow Screen detection area setting \rightarrow select the detection area \rightarrow confirm.



Q5: How to using ptz control on NVR?

A: 1) Please left click your mouse, it will show a smart menu below, click "ptz control".





2) If you want to zoom in/out, please left click the mouse \rightarrow click zoom in, then roll your mouse to zoom in or out.

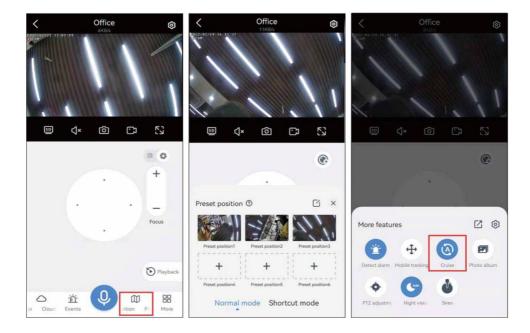
Q6: How to set preset position cruise on App?

A: 1) Please go to the app \rightarrow click setup icon \rightarrow PTZ control \rightarrow Cruise mode \rightarrow select preset position cruise.

< Settings		< PTZ cor	itrol
Camera settings		General settings	
Recording setting Kee	ep recording >	PTZ speed	
Picture settings	>	Cruise mode	
PTZ control	>	PTZ adjustment	
Storage settings		Zoom and focus	
Advanced settings		Zoom and focus button Not all devices support the opti- optical focus function, please or	cal zoom and
Advanced settings	>	device support before opening, button function can not take eff	otherwise the
About		Select cruise mode	
About this machine	>	Panoramic cruise Fixed cruising trajectory, horizonta	1 360° all-round care
Sharing equipment	>	Preset position cruise Cruise in sequence according to the by the user	e preset position set
Help and Live Chat	>	Cance	ł

2) Go back to record interface \rightarrow click **Preset position** \rightarrow add more than two different positions \rightarrow go to **more** \rightarrow click **cruise**.

After the setting is successful, the camera will cruise within the preset position range.



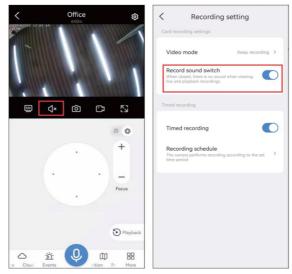
Q7: Click the recording interface and the phone screen is too bright A: Please click "Me" \rightarrow Settings \rightarrow turn off the Screen brightness switch.

	44105452 ^{3:51}	< Settin	90
Profile >	82	Hard decoding	C
Cloud storage package	60 .	Mobile data statistics	
Cloud storage, look back at any time to prevent loss	00	Preview mode	Real time
Video playback at double speed		Screen brightness switch When entering the video player interfact screen brightness to maximum	e device automatic
Settings	>	Push notification	
⊈ System message	>	Upload crash file	
Demo center	>	Clear cache	507.0KI
Screenshot video	>	Delete Account	
Sharing management	>		
O Help and Live Chat	>		
System authority settings	>		
① Version	3.5.0.37 >		
0	2	Log of	

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Q8: There is no sound from the camera when I view the camera on the App A: 1) Please check if you have turn on sound button on record interface. 2) If turn on already, please go to setting interface \rightarrow click recording setting \rightarrow enable record sound switch button.

If these steps still can't work, please contact with ALPTOP Technical Support Team for further assistance.



Q9: What should I do if the camera stop working?

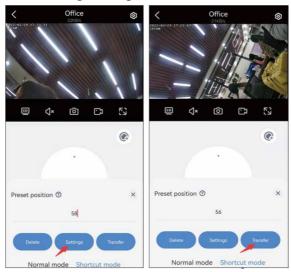
A: Please change other power adapter to confirm if power supply broken, then press the reset button for 6 seconds.

If there is not sound and the camera has no self-test when you reset, please send email or call us.

Q10: The PTZ camera always turn to wall after auto tracking. (Only suit for optical zoom camera WHD602Z and WHD103Z)

A: You need to setup a preset position first, then open mobile tracking, if have not control the camera after 3 minutes, the camera will go back to preset position.

Please adjust the camera lens to a position you want \rightarrow click preset position \rightarrow input 58, settings \rightarrow input 56, transfer.



Q11: The ptz camera can't move left and right or up and down.

A: Please follow the instruction below. (only suit for optical zoom camera, if your camera is digital zoom camera, please refer step 2) 1) Input the digital command, and the camera pan tilt will restore the factory settings.

Please click **preset position**→**shortcut mode**→input **40**, **settings**.

2) If camera still can't move, please unplug the power adapter and waiting 5-10 minutes, then plug it again, reset the camera. (suit for digital zoom and optical zoom camera)

If camera can't move after following the above steps, please send the email or call us, we will send the upgrade firmware to you to solve this issue.

Q12: How can I get technical support?

A: The after-sale service and technical support for the customers from US: US Hotline Free: +1 626-426-8993 Email Support:support@alptopsecurity.com WeChat ID: 8615118171107 Skype ID: <u>1272874528@qq.com</u> WhatsApp number: +8615118171107 Website: www.alptopsecurity.com