

# 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.

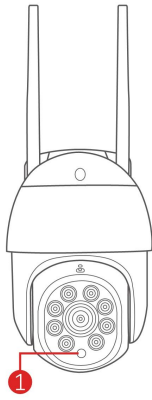
Your Sincerely,

All staffs in ALPTOP

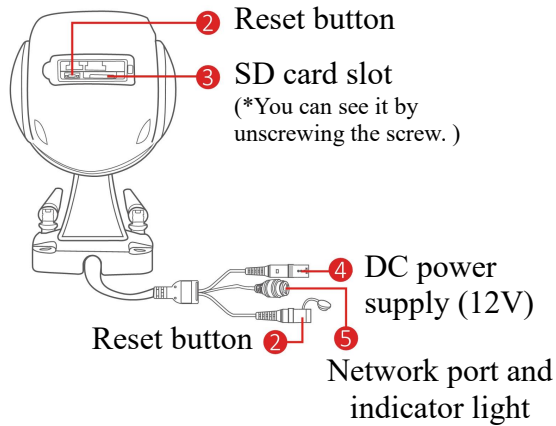
# Contents

Appearance Description .....	01
Description .....	01
Installation .....	01
Add Device .....	02
1. Software Download .....	02
1.1 Download Free App EseeCloud .....	02
1.2 Register Account .....	02
2. Connecting the Camera via Ethernet Cable .....	04
3. Scan QR Code to Connect Camera .....	06
4. Add Camera to ALPTOP Wireless Security Camera System .....	08
To View on EseeCloud Software on PC .....	08
Camera Function .....	09
1. EseeCloud Main Interface .....	09
2. Real Time Video Recording Function .....	14
SD & HD Switch .....	14
Sound .....	15
Screenshot & Recording .....	15
Frequently Viewed Location .....	16
More .....	17
PTZ Control .....	18
Microphone Function .....	19
Zoom and Focus .....	19
3. Setup Function .....	21
Smart Detection Alarm .....	22
Alarm Prompt Tone .....	24
Recording Setting .....	24
Picture settings .....	26
PTZ control .....	29
Storage Settings .....	31
Advanced settings .....	32
Time settings .....	33
Work With Alexa .....	34
About this machine .....	36
Preset position of Optical Zoom camera .....	37
FAQ .....	38

# Appearance Description



Photosensitive



Reset button

SD card slot  
(\*You can see it by  
unscrewing the screw. )

DC power  
supply (12V)

Network port and  
indicator light

## 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

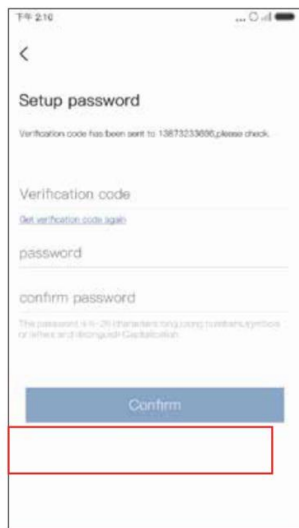
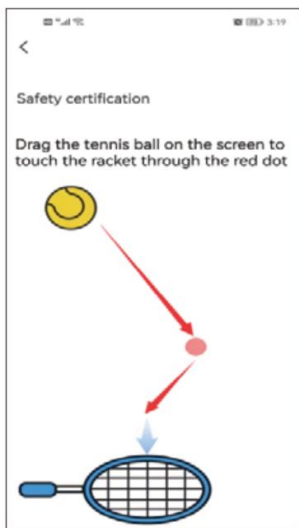
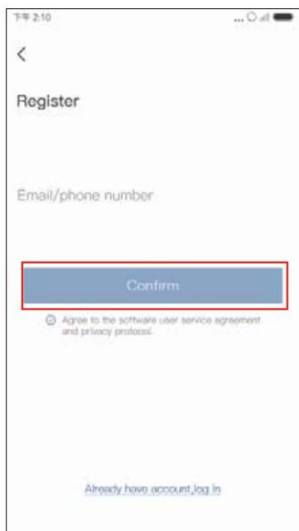
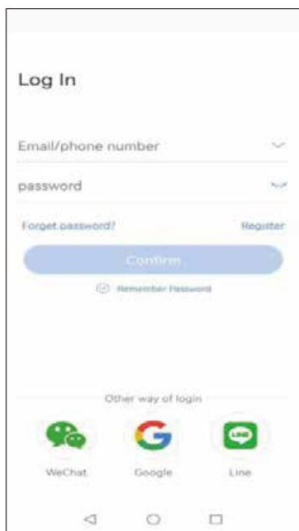


EseeCloud App download

**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.

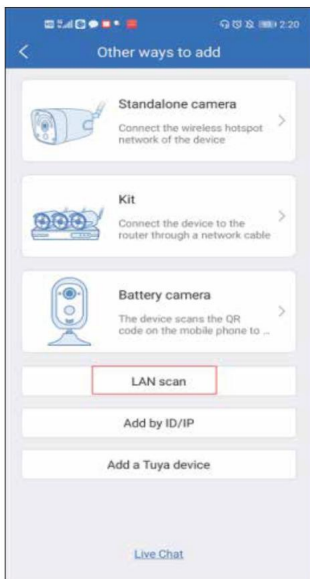
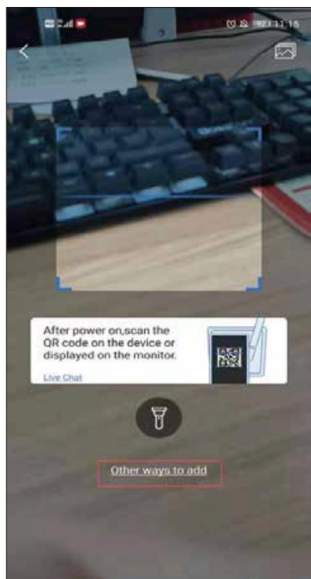


In order to add the camera more conveniently, we upgraded the version of this camera and added an additional method that can directly scan the code and add without connecting to the camera hotspot. When resetting the camera, the camera prompt sound will emit a beep sound. After adding successfully, the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

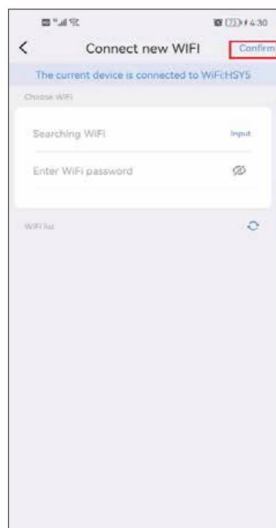
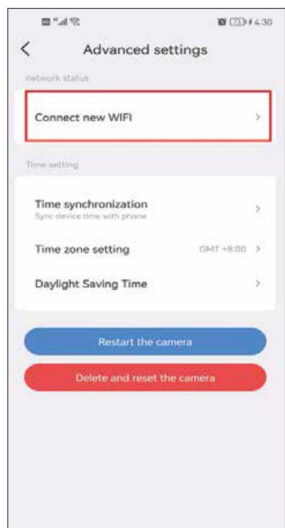
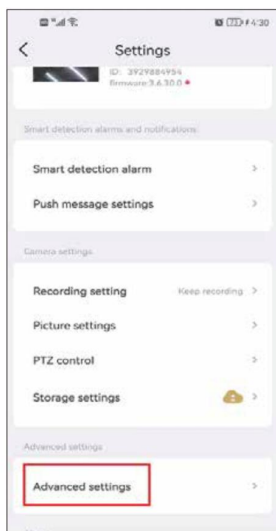
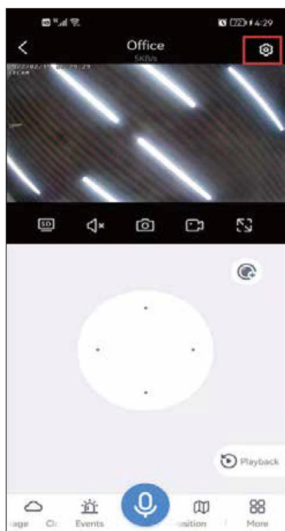
## 2. Connecting the Camera via Ethernet Cable

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.



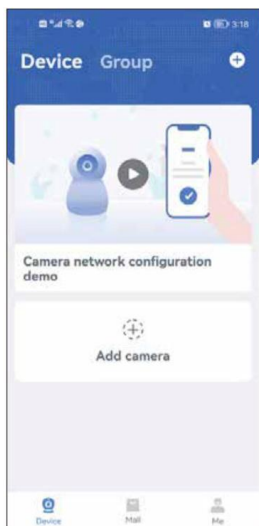
2) After add successful, please click setting icon → click Advanced settings → Connect new WiFi → select you home WiFi and input password → Confirm. Then unplug network cable.



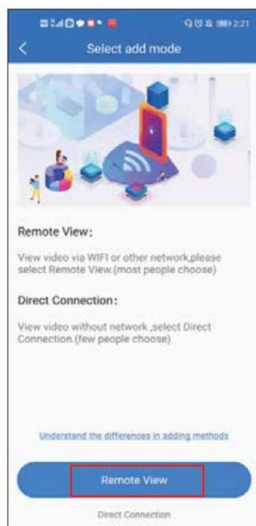


### 3. Scan QR Code to Connect Camera

1) It makes a beep after reset the camera, open the App, click “Add camera” → scan QR code on the camera.

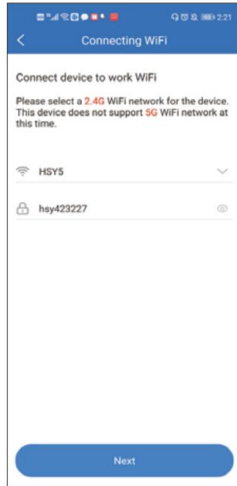


2) Click “**Device light is blinking**” → **Remote View**, then connect your home WiFi.

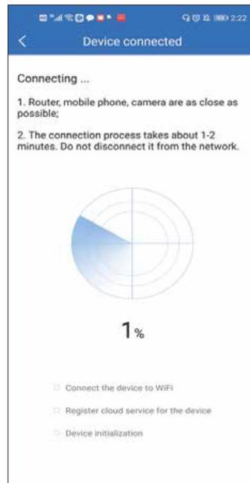


3) Select your home wifi (the camera only support 2.4GHz wifi, not support 5GHz) , click “Next”.

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



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.



## 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→ Video manage → Search→ Add one.

B: Or right click your mouse→ wireless add→ 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.**

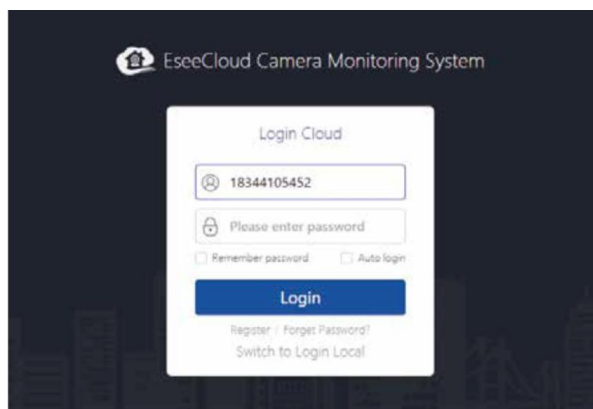
## To View on EseeCloud Software on PC

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

So that you can remote view on PC.

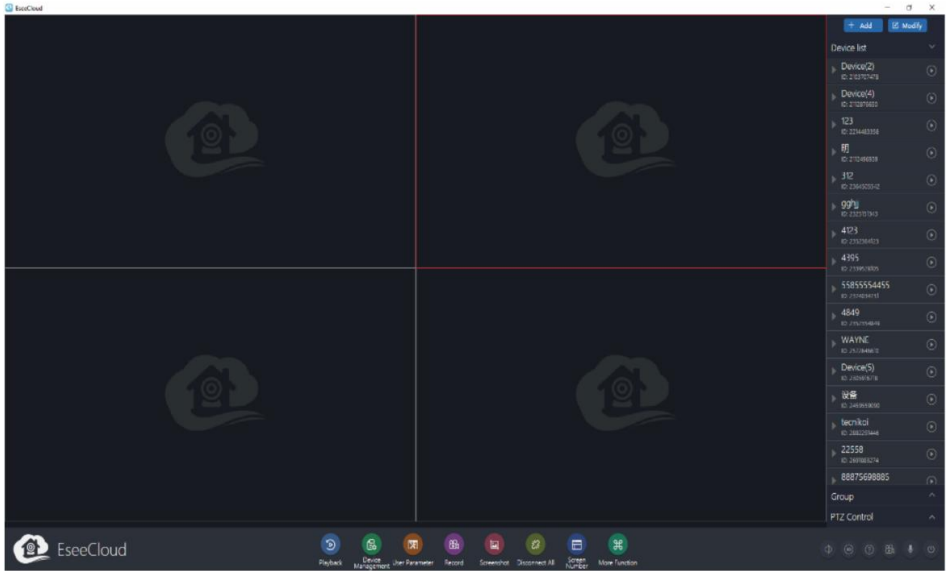
If you need the EseeCloud software of pc,please send the email to [Johnny@ALPTOP.com](mailto:Johnny@ALPTOP.com)/[love@ALPTOP.com](mailto:love@ALPTOP.com) (For US) or [jason@ALPTOP.com](mailto:jason@ALPTOP.com)

( 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

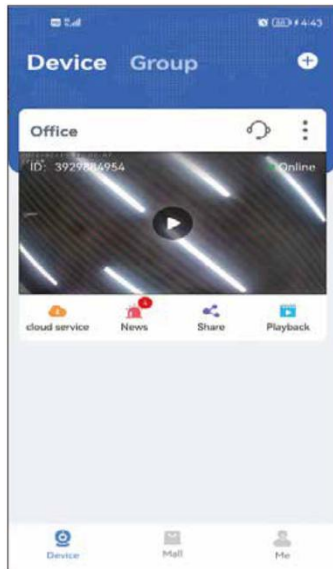
synchronize to the computer.




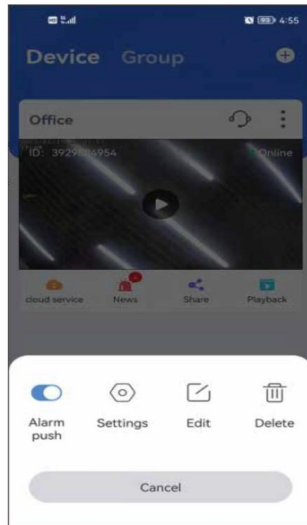
Please note, the digital zoom camera can't zoom in or out on pc.

## Camera Function


### 1. EseeCloud Main Interface



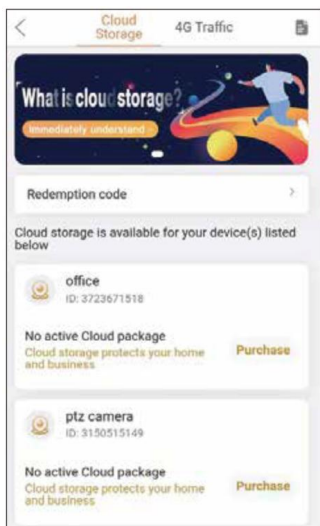
1) Click  icon, you will see four options.



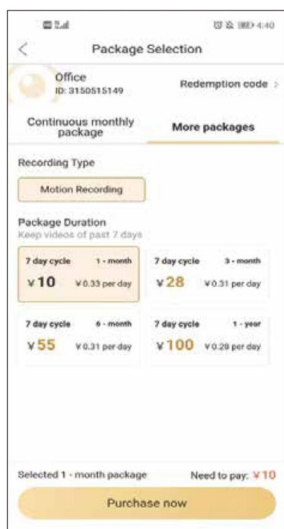
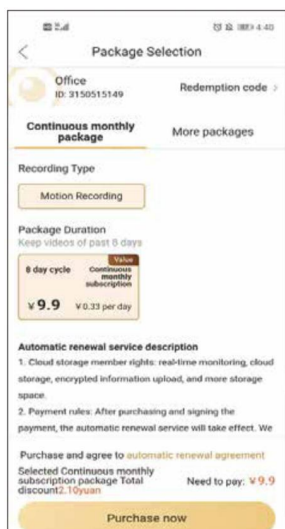
- A. if you want to receive alarm message, please open "Alarm Push" option.
- B. click "settings", you can go to setup interface directly.
- C. click "Edit" option, you can edit device name.
- D. the last option is to delete the device.


2) Click  icon, you can purchase cloud service, each device only be purchased separately.

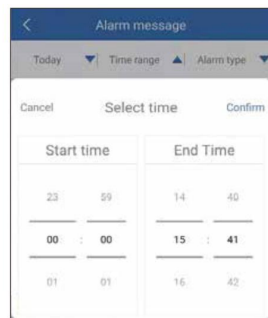
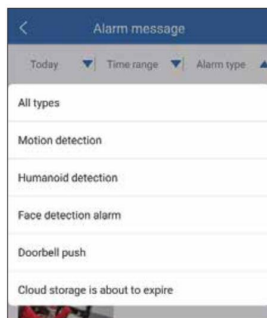
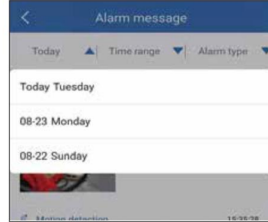
a. Select device you want to buy, click purchase.




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.



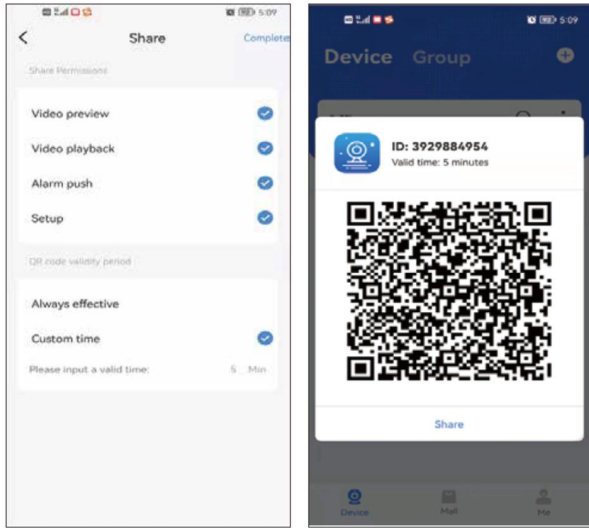
3) Click  icon, you can look at the alarm message and you can select date, time range and motion type, such as all types, motion detection, humanoid detection etc. The alarm message will be overwritten automatically after three days.




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

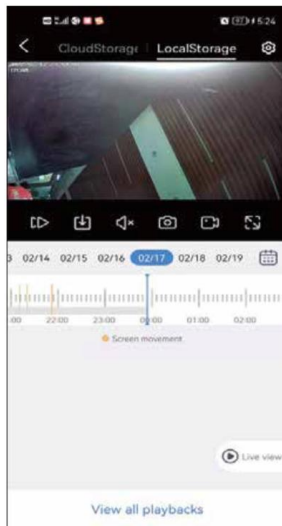
a. Click  icon, select share permission and QR code validity.

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



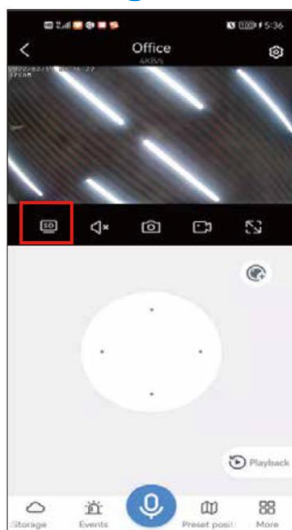
5) Click  icon, you can watch camera record, but you need to insert the SD card or purchase cloud service first.

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

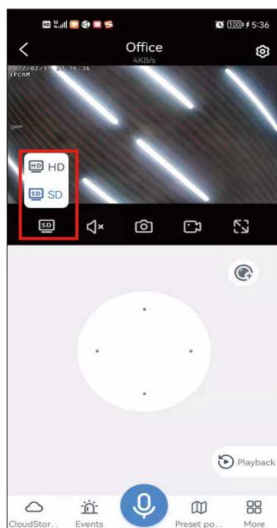




## 2. Real Time Video Recording Function



### SD & HD Switch

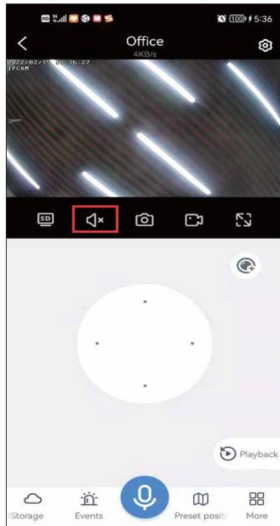


If the camera image not clearly, please check if you have switch to HD mode. Because our server can't always support HD viewing, we need to manually switch to HD when watching on the mobile phone.

## Sound

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

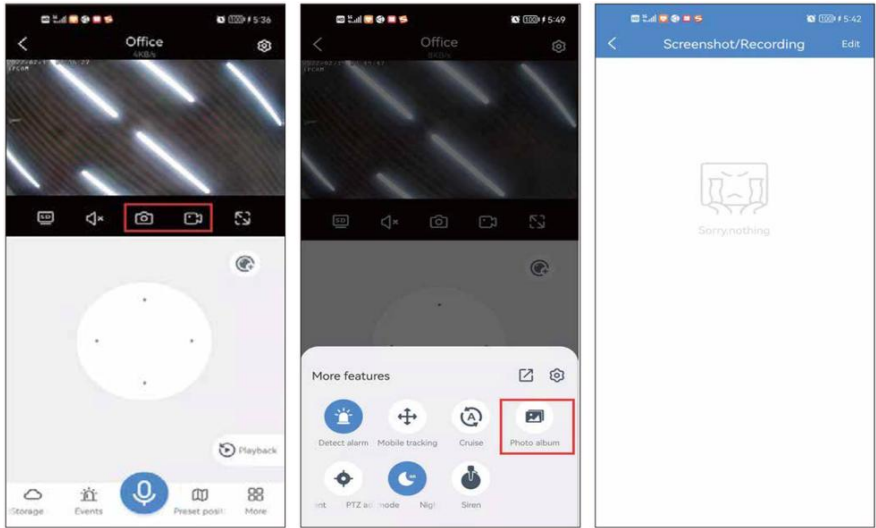
Please note that you also need to turn the phone volume up.



## Screenshot & Recording

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

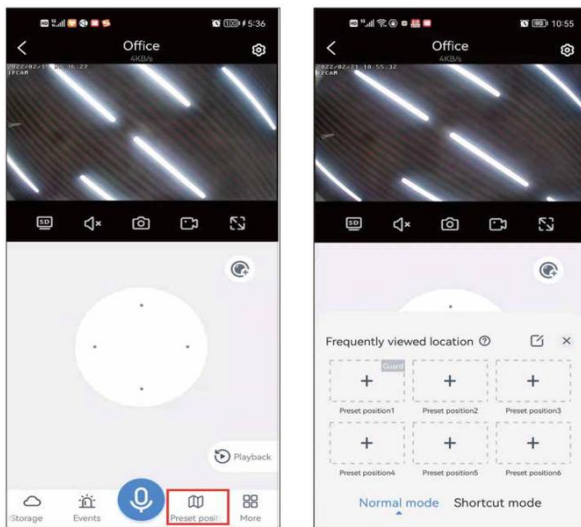
After recording successfully, please click “**More**” → select “**Photo album**”, you can check the video on this interface.



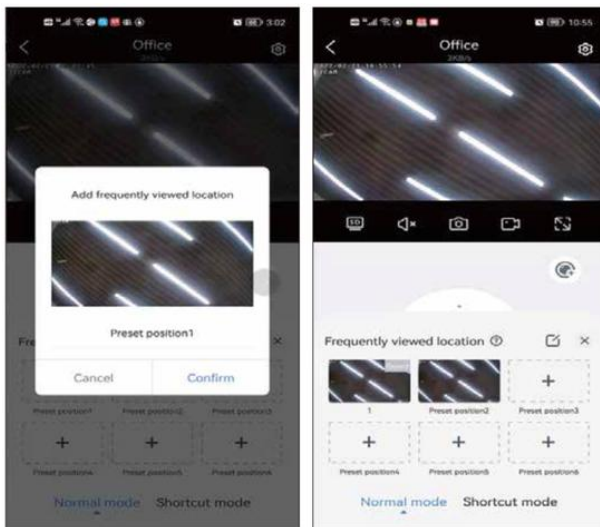
## Frequently Viewed Location

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

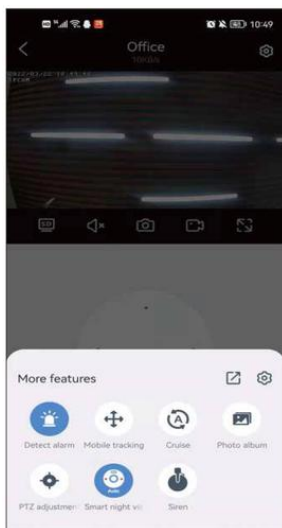
a. Adjust the camera lens to a position you want, click add Preset position.



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



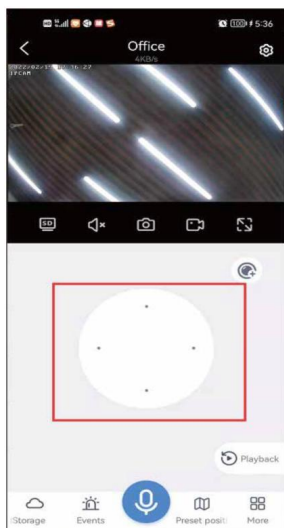
a. Open **Detect alarm** icon, When the camera detects an object moving, it will immediately send an alarm message.

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.

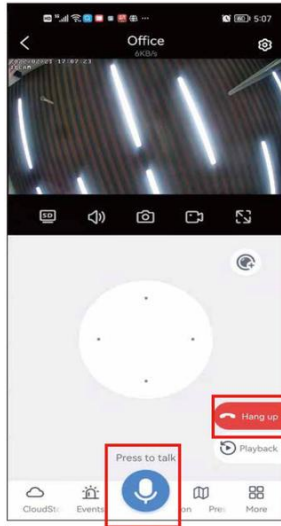
## **PTZ Control**

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



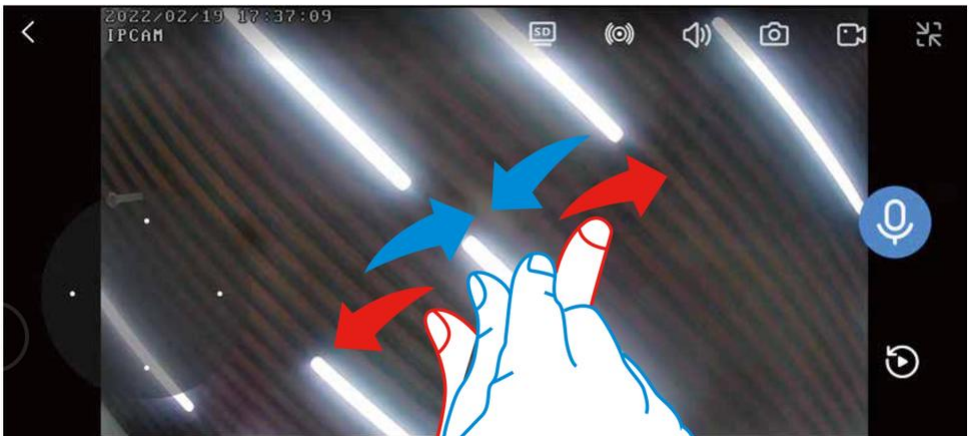
## Microphone Function

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.



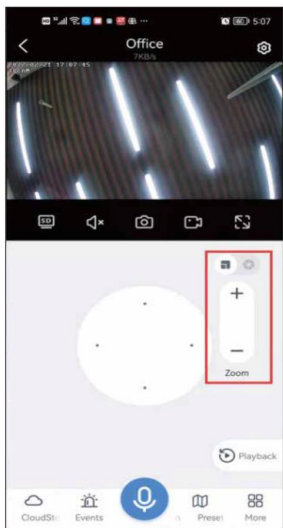
## Zoom and Focus

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.

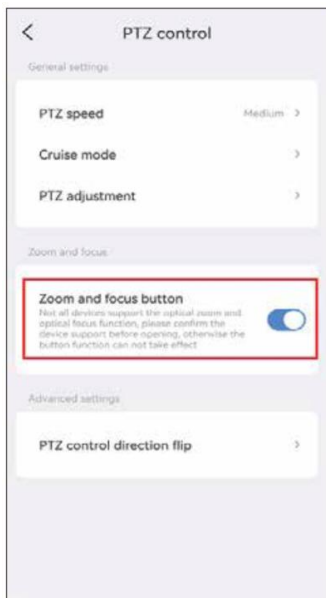


Zoom in and out: This function only using for optical zoom camera, if you are purchase digital zoom camera, click to zoom in and out is unresponsive.

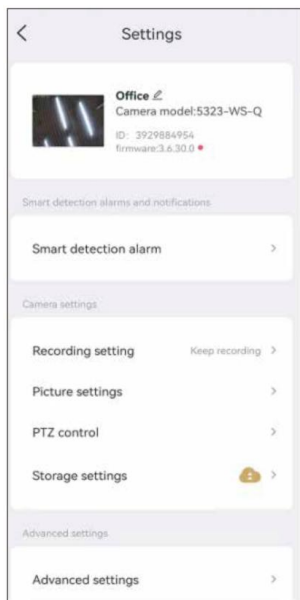
Focus: When zooming in / out, if the camera image is not in focus, click this option to focus manually. However, if the image is normal, do not click it, because it will damage the image definition of the camera.



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

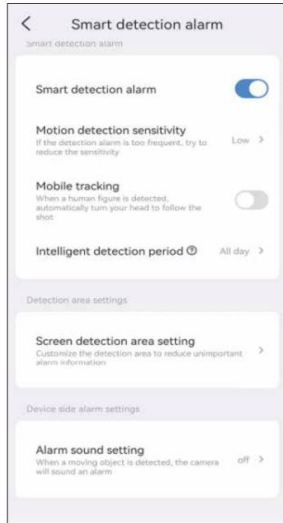


### 3. Setup Function

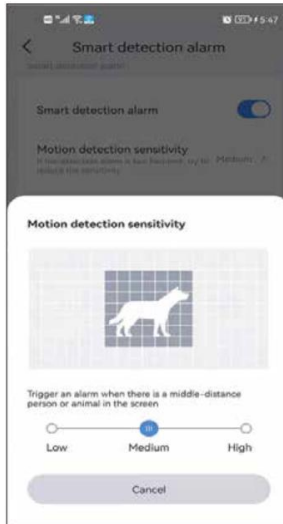




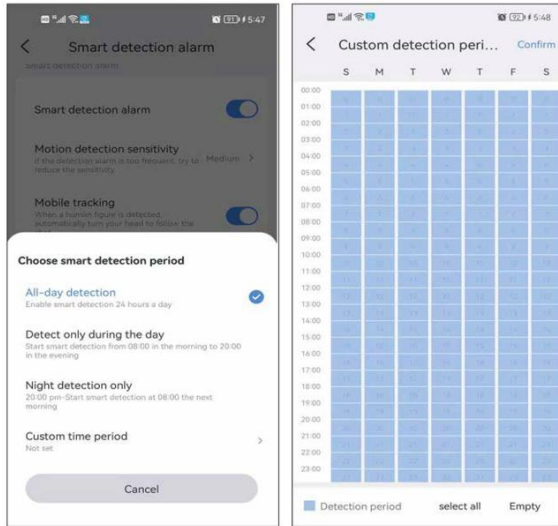
# Smart Detection Alarm



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

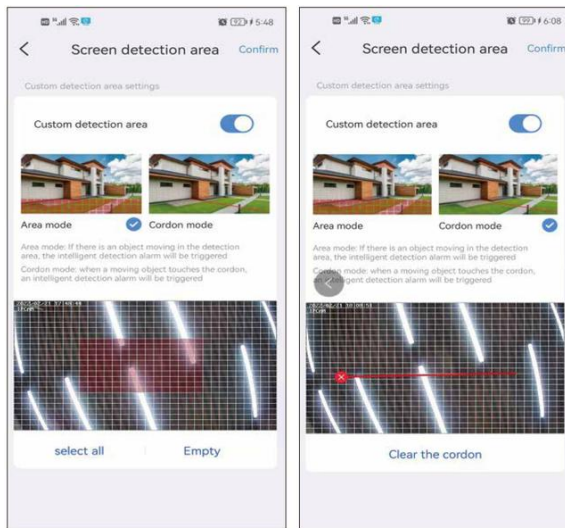


**Smart detection Period:** There are four options to choose detection period, such as all day, day model (the detection time is from 8 a. m. to 8 p. m) , night model (the detection time is from 8 p. m to 8 a. m) or you can also customize detection time.



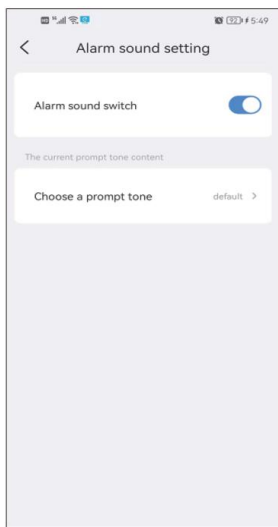
**Screen detection area setting:** if you want to detect the particular position, you can set a motion detection to Area mode or Cordon mode. When someone enters the detection area, an alarm will be triggered, and it can reduce false alarms.

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

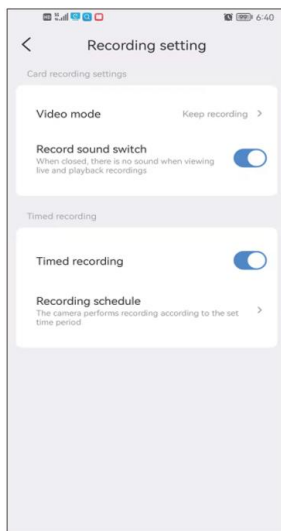


## Alarm Prompt Tone

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



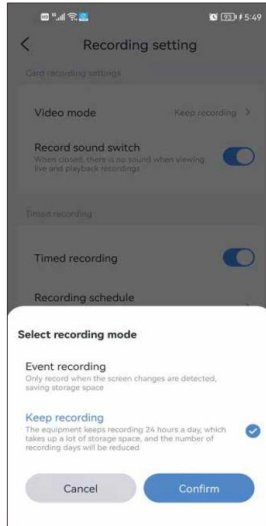
## Recording Setting



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

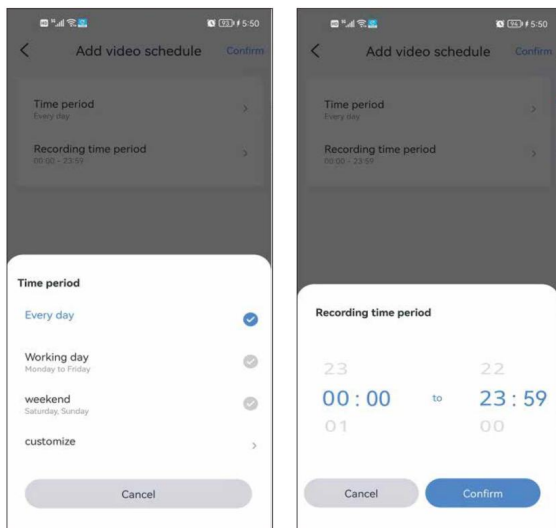
Event record means when the screen changes are detected, it will start recording, it will go into sleep at other times.

Keep recording means camera will record all the time.

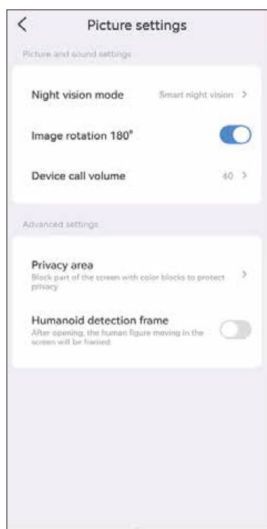


**Record sound switch:** if you do not turn on this option, you can not hear sound when playback or view live.

**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.

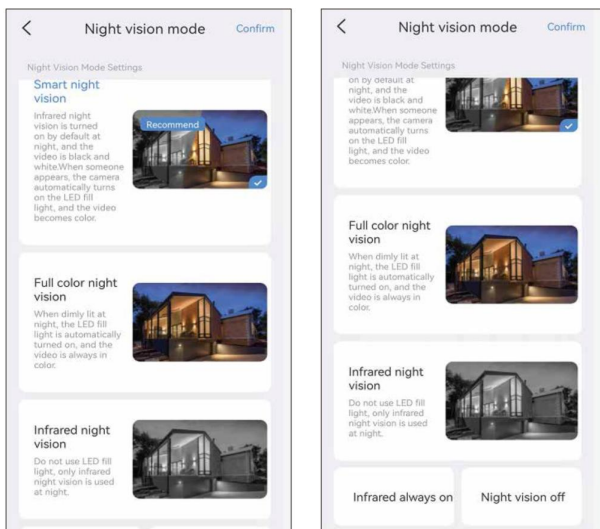


## Picture settings

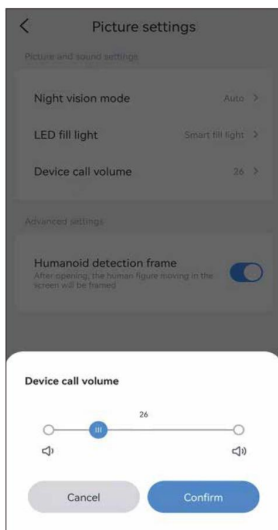


If the lighting mode cannot be set successfully in more options, you can also set it in picture settings.

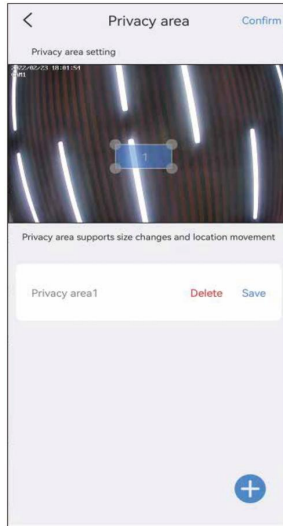
In addition to these three modes, you can also choose to turn on the infrared light all the time, and the image will remain black and white no matter day or night. Turn off night vision and it will always maintain full-color night vision.



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

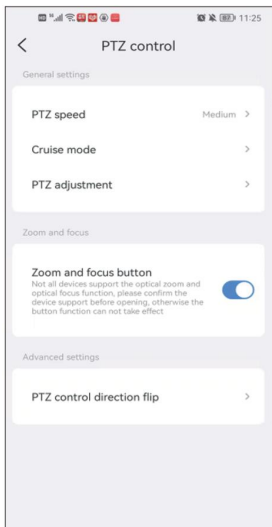


b. **Privacy zone setting:** Set the privacy area, and the image area you set will be covered with color boxes.

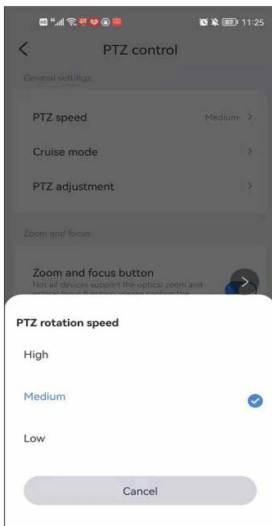


c. **Humanoid detection frame:** When the camera detects people, it will capture the actions of suspicious people and frame them, and quickly push the alarm notification.

## PTZ control

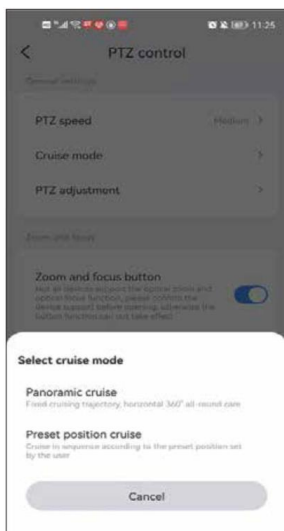


a. **PTZ speed:** If you think the camera rotates too fast, you can adjust speed to low at which the camera moves.

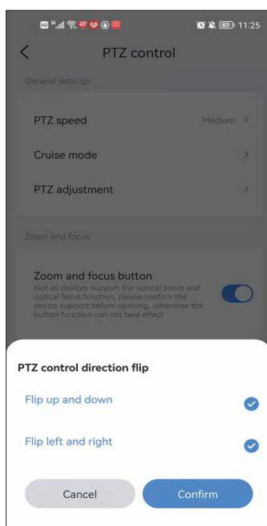




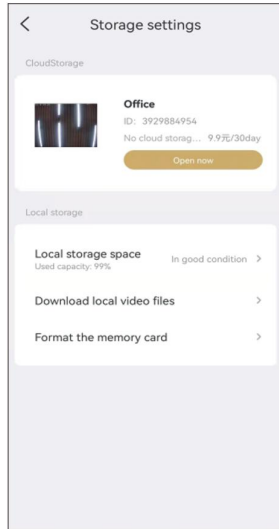
b. **Cruise mode:** There are two options to choose, panoramic cruise and present position cruise, please note, present position cruise, camera cruise only between the preset positions. you need to setup a preset position first, then select this mode. Please refer to page43 FAQ Q6.



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



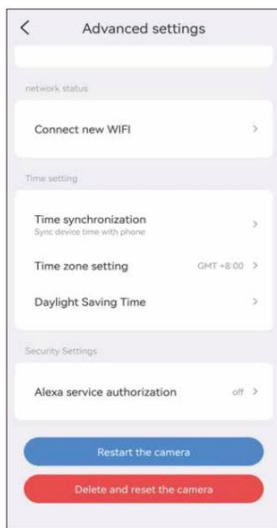
You can view the usage time of cloud storage, the status of SD card and storage capacity in the storage settings interface.

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.

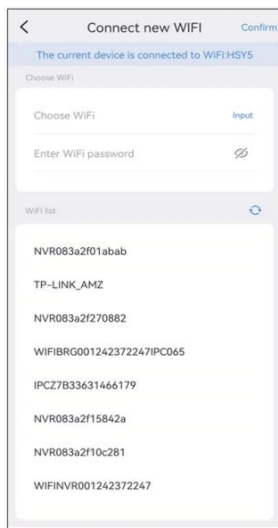
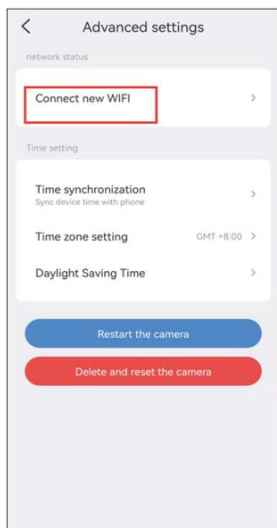
And you also can download video on this interface.



## Advanced settings



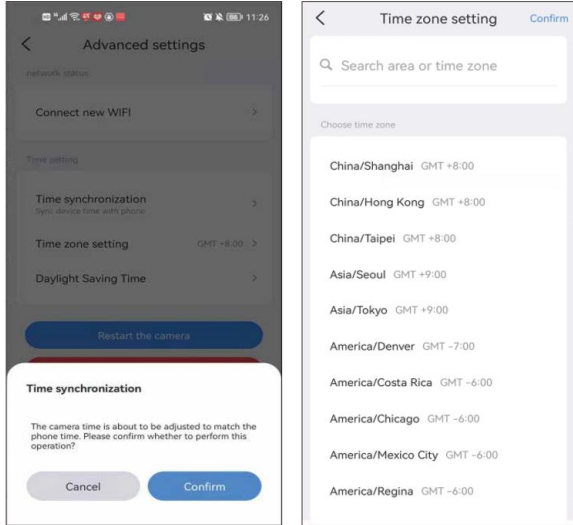
**Connect new WiFi:** If you want to change the wifi of your camera, please click Connect new wifi button to change the wifi name and password.



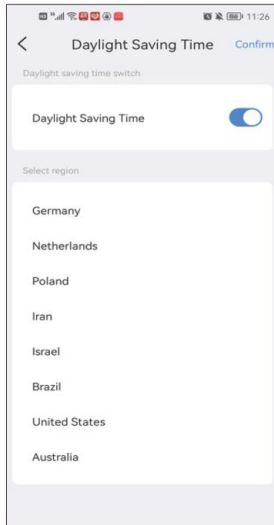
## Time settings

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.

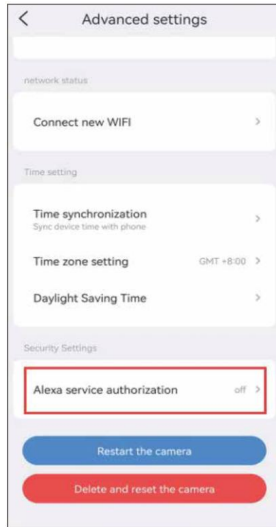


The App support set daylight saving time in different countries.

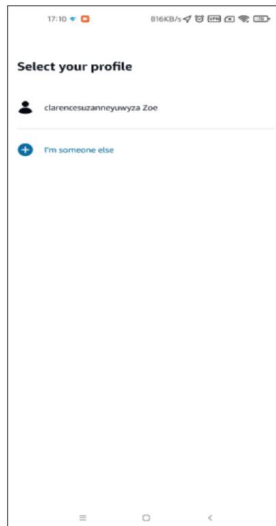


## Work With Alexa

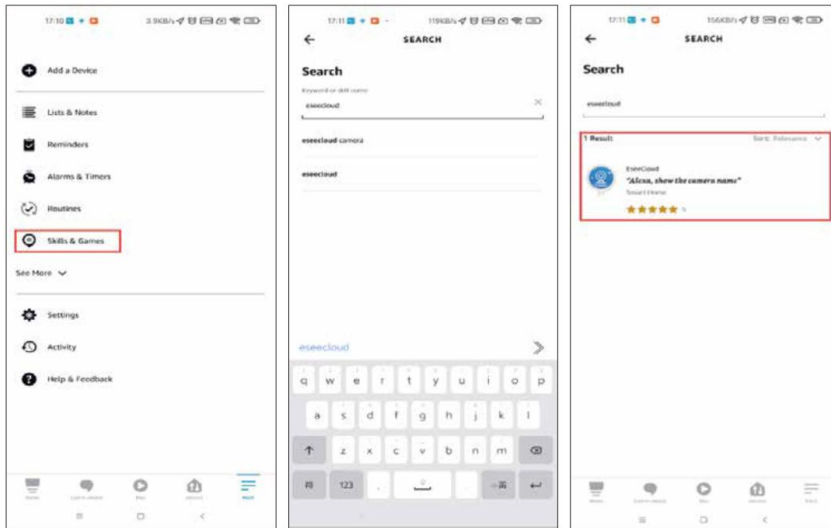
If you want to use Alexa function, please open the Alexa option on the app first. Then follow the instruction below to connect the camera on Alexa.



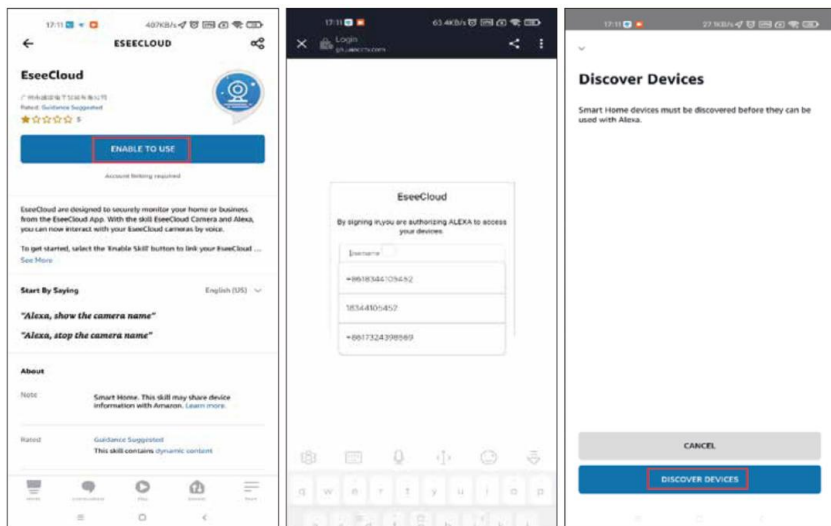
a. After opened Alexa option, please go to your Alexa App, login your Amazon buyer account and password.



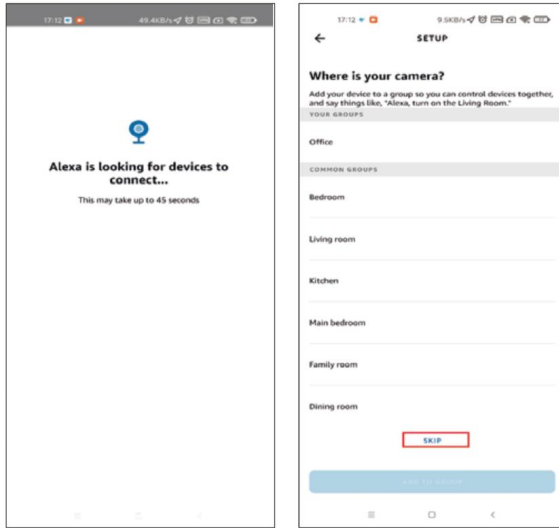
b. Go to more, click “skill & games” → search “EseeCloud” → click this option.



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



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.

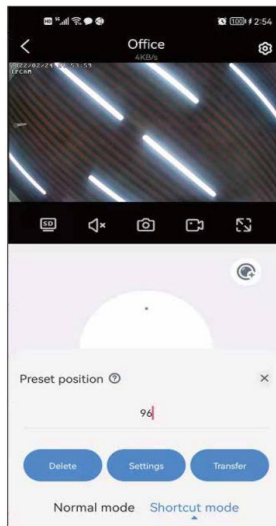


## Preset position of Optical Zoom camera

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→ select shortcut mode→ input 96, transfer, that it will open auto tracking function.





# FAQ

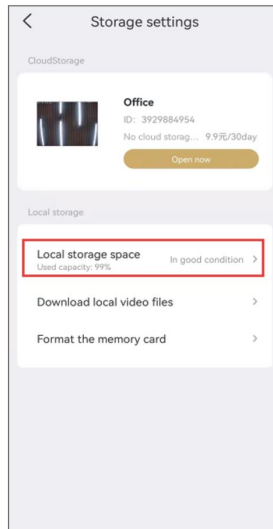
Q1: There is no recordings when I click playback

**A: SD card storage:** Please go to setting interface→ **Storage settings**→ **Local storage** → 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→**Storage management** →**Cloud storage**→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.




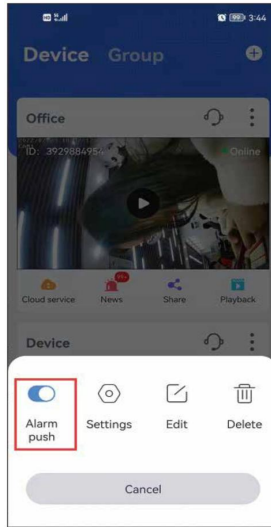
Q2: What can I do the camera offline?

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.

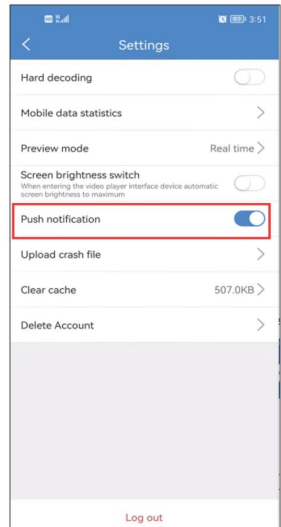
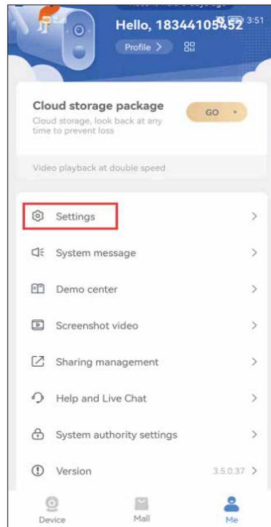
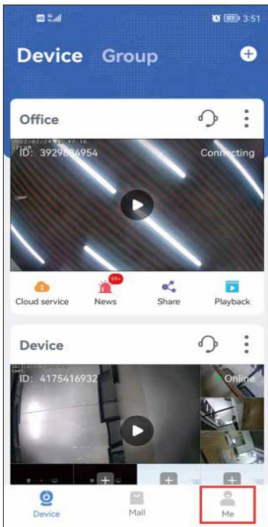
2) Confirm whether the camera antenna is vertical and upward, preferably on the same horizontal line as the router.

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

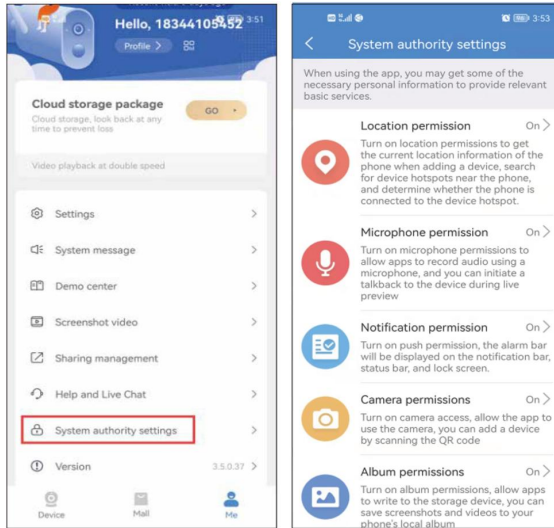
A: 1) go to the App → click  icon on upper right corner → enable " Alarm push"



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

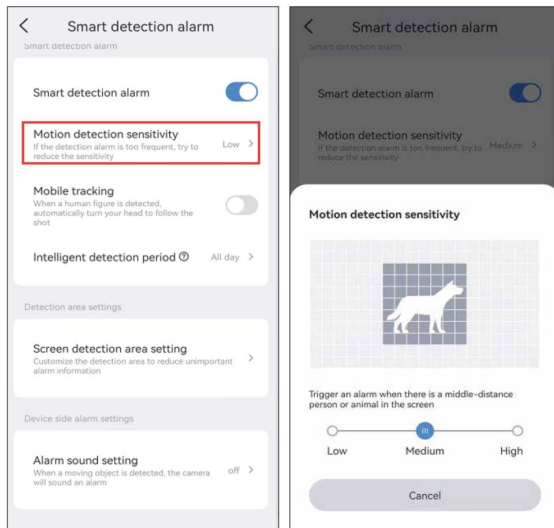


3) If still not receive, go to **Me** → **System authority settings** → check if all permission is enable.

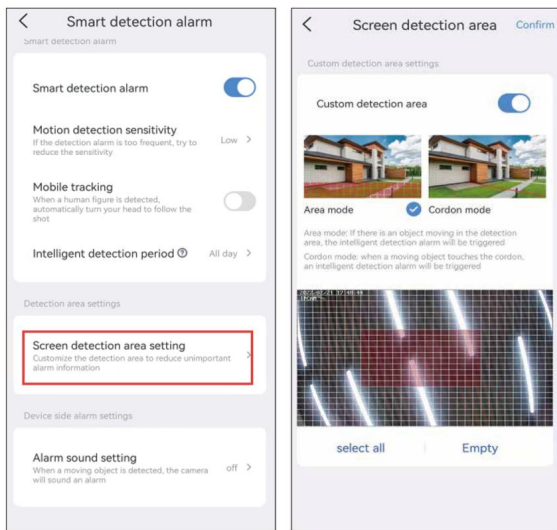


#### Q4: There is too much motion detection notifications

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



2) You can also setting the detection area, click **setting** icon→ **Smart detection alarm**→ **Screen detection area setting**→ **select the detection area**→ **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".**

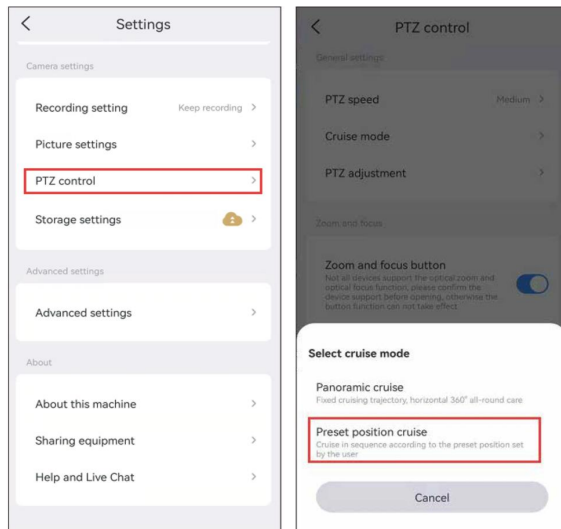




2) If you want to zoom in/out, please left click the mouse→click zoom in, then roll your mouse to zoom in or out.

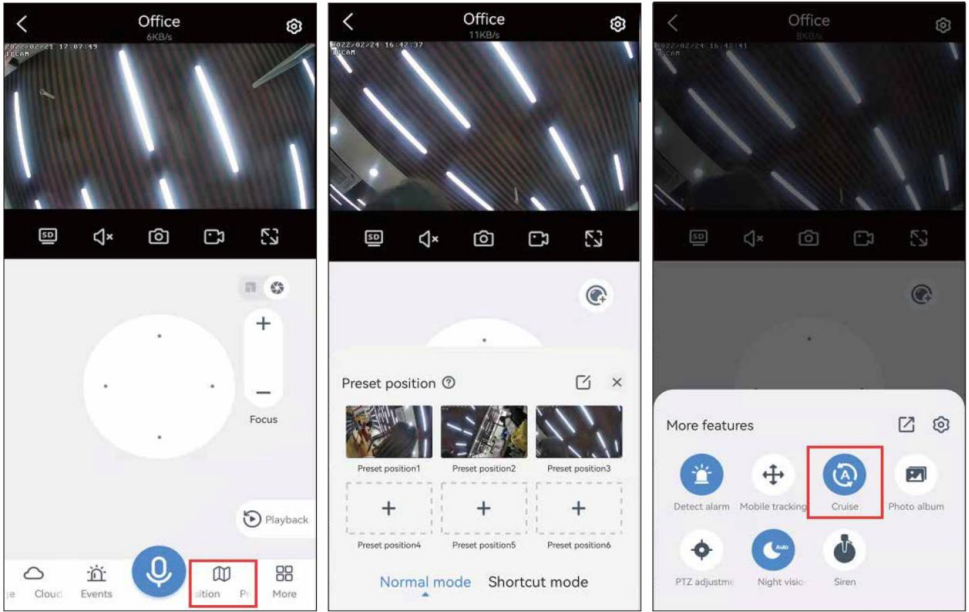
#### Q6: How to set preset position cruise on App?

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



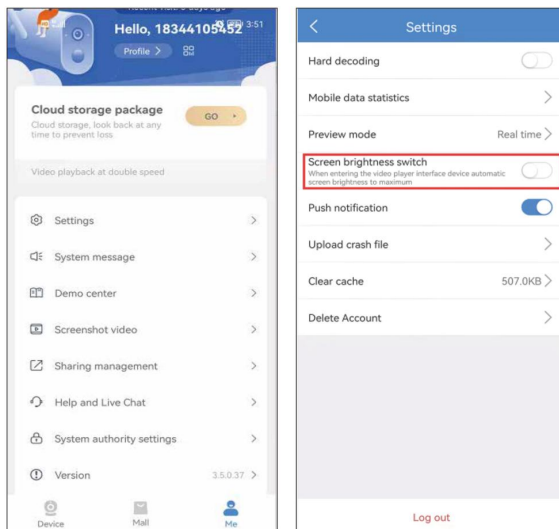
2) Go back to record interface → click **Preset position** → add more than two different positions → go to **more**→ click **cruise**.

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” → **Settings** → turn off the Screen brightness switch.

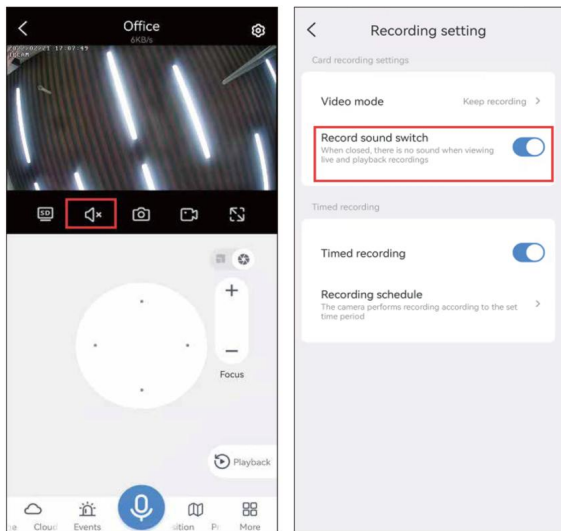


**Q8:** There is no sound from the camera when I view the camera on the App

**A:** 1) Please check if you have turn on sound button on record interface.

2) If turn on already, please go to **setting interface**→ click **recording setting**→ 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?

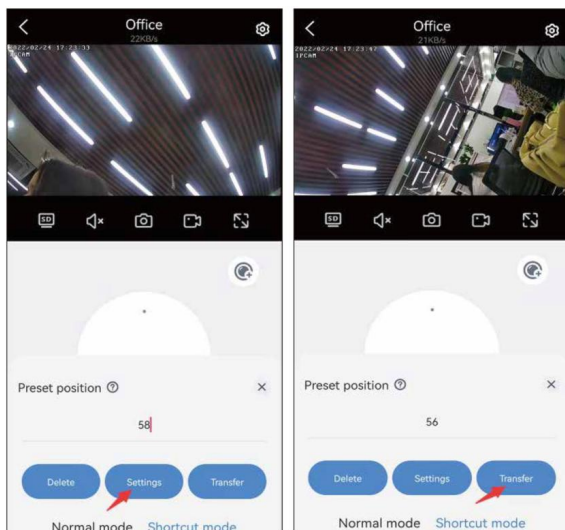
**A:** Please change other power adapter to confirm if power supply broken, then press the reset button for 6 seconds.

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 → click preset position → input 58, settings → 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](mailto:support@alptopsecurity.com)

WeChat ID: 8615118171107

Skype ID: [1272874528@qq.com](https://www.skype.com/people/1272874528@qq.com)

WhatsApp number: +8615118171107

Website: [www.alptopsecurity.com](http://www.alptopsecurity.com)