

# Wi-Fi IP CAMERA OPERATION GUIDE

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

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

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# 1. Introduction

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



## 2. Installation



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

01



Determine the location of the mounting screw holes on the ceiling

02



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

03



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

05



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

04



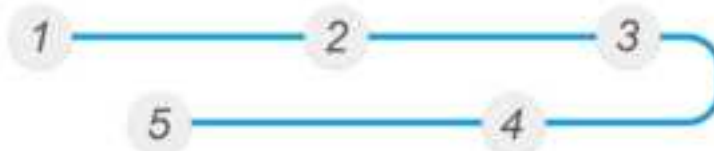
Unscrew the screw to remove the camera base



Drilling at a determined location Then fix the base with screws



Hang the camera bottom 2 on the base 1



Camera installation is complete



Reattach the base screw



### 3. SD Card Slot



P1-4X

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



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



## 4. APP Download

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



# 5. Accessing via Camhipro APP

There are 2 methods to configure the camera with the CamHipro APP.

a. **LAN Mode Configuration** (The camera needs to be connected to the router with a network cable. After the WiFi setting is completed, the network cable can be pulled off)

b. **AP Mode Configuration** (The camera does not need to be connected to the router with a network cable.)

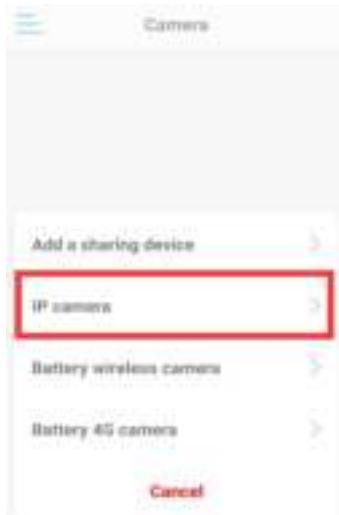
Please choose either of the two methods to configure your camera. Never use the two methods at the same time.

## 5.1 LAN Mode Configuration

- 1) Use the attached power adapter to plug the camera in power.
- 2) Connect the camera with the router via an Ethernet cable.
- 3) Open CamHipro APP



4) Tap "Click Add device"



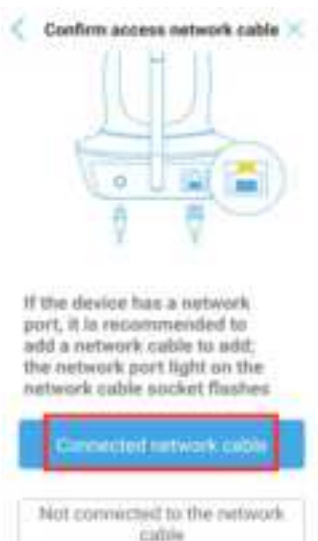
Tap "IP camera"



Tap "New device"



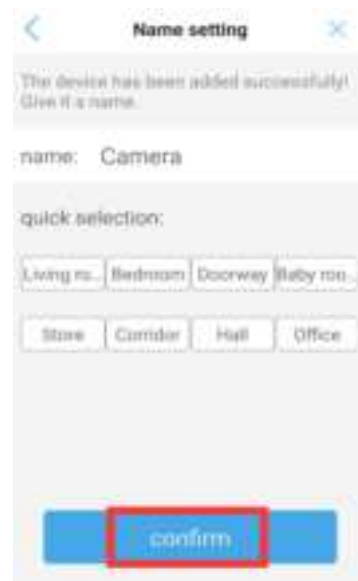
5) Tap "power is on,next step"



Tap "Connected network cable"



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



- 6) Tap 'Add to'.  
Note: The default user name and password are both set as admin
- 7) Choose WiFi name and input your WiFi password, and tap "Configure wireless and add".  
Note: only 2.4ghz WiFi is supported
- 8) Select or set a name for your camera, then tap 'confirm'.
- 9) Then you can remove the ethernet cable and choose a location within your local WiFi range to install the camera.

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

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

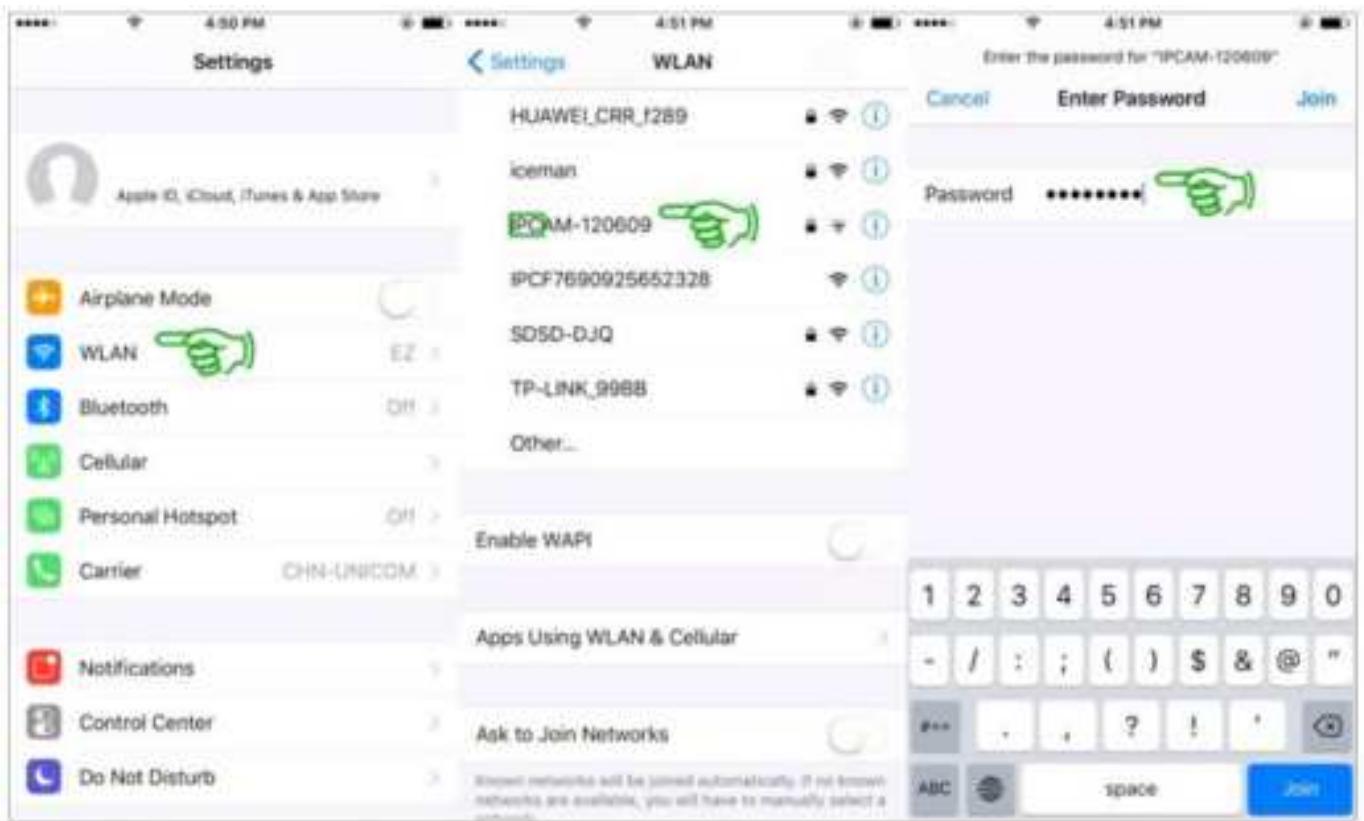
- 1) Enable the Phone's GPS function.
- 2) Have camera powered, don't connect the network cable.
- 3) Please reset the camera by pressing the camera reset button for 10s.
- 4) Wait for about 30s, Please kindly click 'Setting' on your phone - Click 'WLAN' - Choose the WLAN with the name starts with 'IPCAM-XXXXXX' - Insert the default password '01234567' - Click 'Connect'. And your phone has been connected the the camera's Wi-Fi Hotspot now.

### Note:

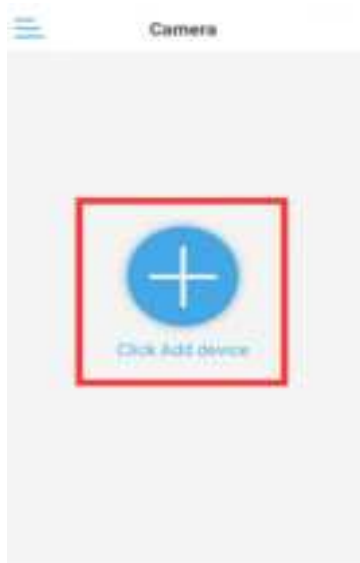
Name of SSID: IPCAM-XXXXXX

Default password: 01234567

Please reset the camera by pressing the camera reset button for 10s if you can't find the camera's SSID.



- 5) After confirming your phone has been connected to the camera's WiFi Hotspot.
- 6) Open the CamHipro APP.



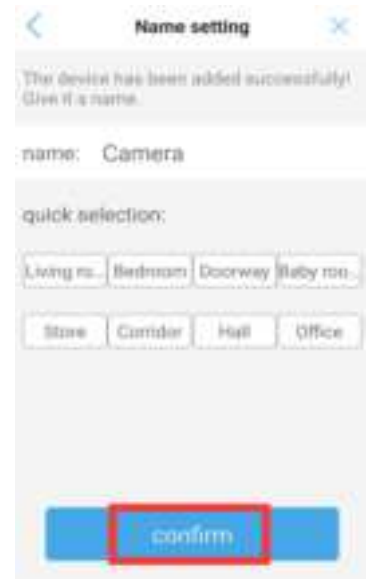
7. Tap "Click Add device"



Tap "IP camera"



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



8. Tap "ADD TO".

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

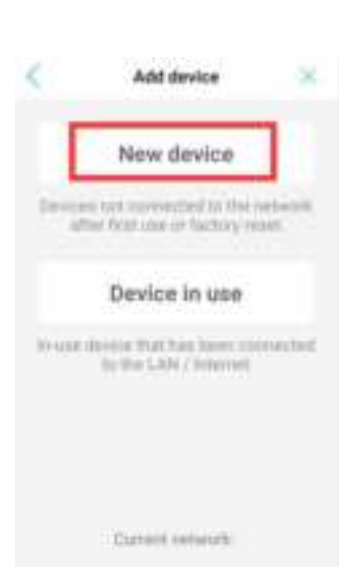
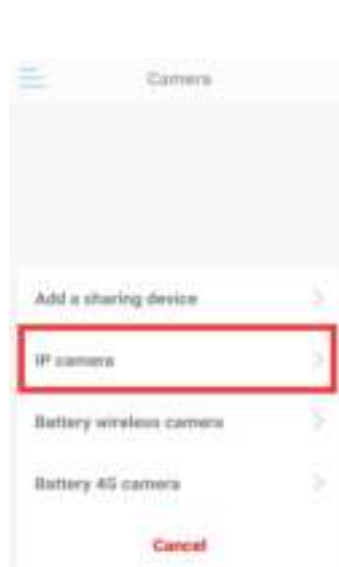
10) Select or set a name for your camera, then tap 'confirm'.

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

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

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

- 1) Enable the Phone's GPS function.
- 2) Have camera powered, **Don't connect the network cable.**
- 3) Please reset the camera by pressing the camera reset button for 10s.
- 4) Open CamHipro APP.



5) Tap "Click Add device"

Tap "IP camera"

Tap "New device"



6) Tap “power is on,next step” Tap "Not connected to network cable". Go to AP distribution network equipment and Tap "Go add"



- 7) Input password:01234567, Tap “GO TO CONNECT”.
- 8) Tap “ADD TO”, The default username and password are both set as admin
- 9) Select your home 2.4ghz WiFi and input the WiFi password, and tap "Configured wireless add"
- 10) After configuration, you can view the real-time video and install the camera at a location within your local WiFi range

## 5.4 APP Function Introduction

### 5.4.1 Camera Interface introduce

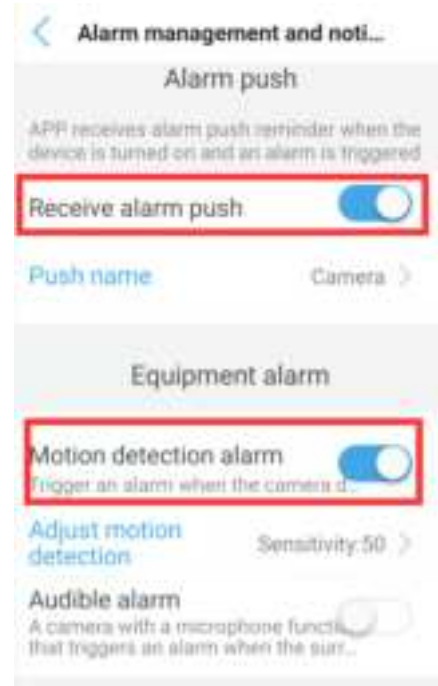
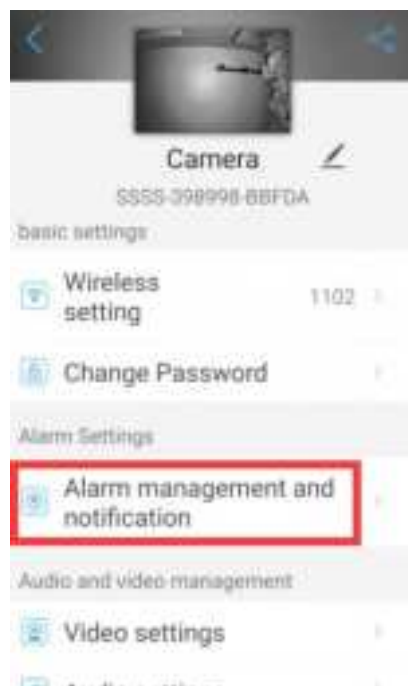
#### Camera Operation




- ① Check the recorded videos saved on the phone
- ② Check if your phone app(CamHiPro) notification push is activated.
- ③ Check the version of CamHiPro.
- Tap the preview image to view the real-time video
- +
- Add other cameras
- Tap the preview image to go to the real-time video page.
- Check the recorded videos saved on the micro SD card. Tap on the bottom right search icon on next page to view more recordings. If the recordings date and time displayed is not correct, please go to 'Time Setting' page to set your local time zone
- Check the snapshots and recordings saved on the phone
- Camera's settings page.
- Turn on / off audio function
- Turn on / off Intercom function
- Record video(saved onto your phone local)
- Take a snapshot
- HD Choose HD/SD



### 5.4.2 Camera Alarm Setting (phone notification push)



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

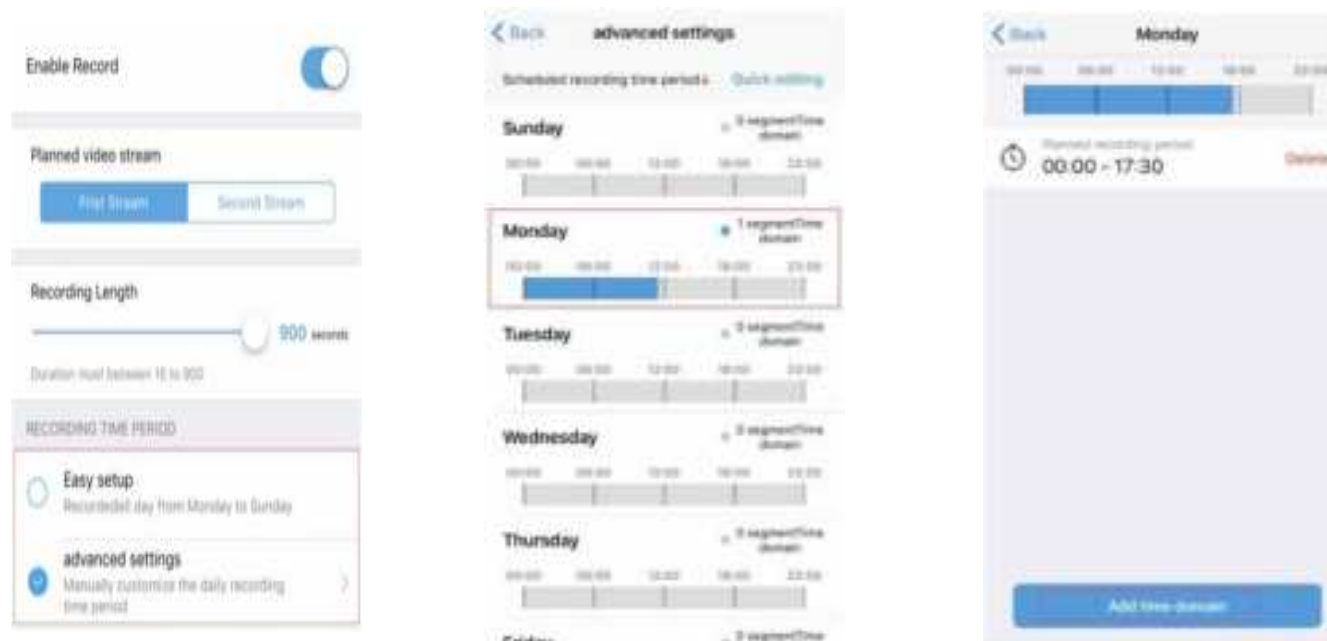
## 5.4.3 Camera Record Schedule Setting

### 5.4.3.1 Record Schedule Set-up



- Go to setting - SD card plan recording page
- Enable 'record'. And you can set 'Recording Length' to 15~900 seconds
- Set the date and time you want the camera starts and stops to record in advanced settings.

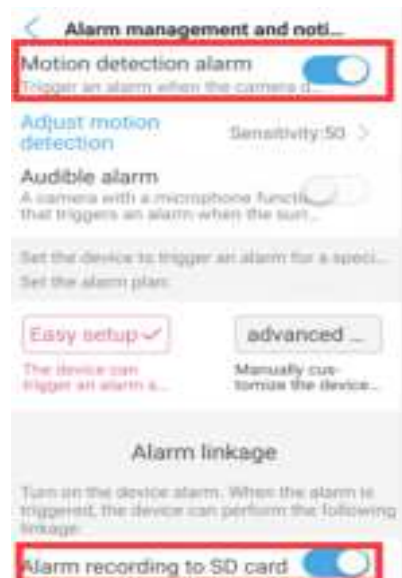
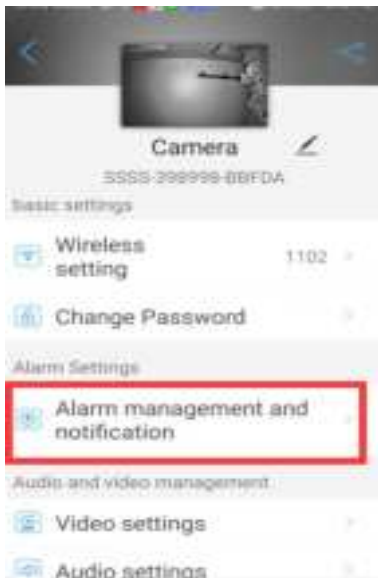
Instructions for advanced settings are as below




### 5.4.3.2 Alarm Recording to SD Card Set-up

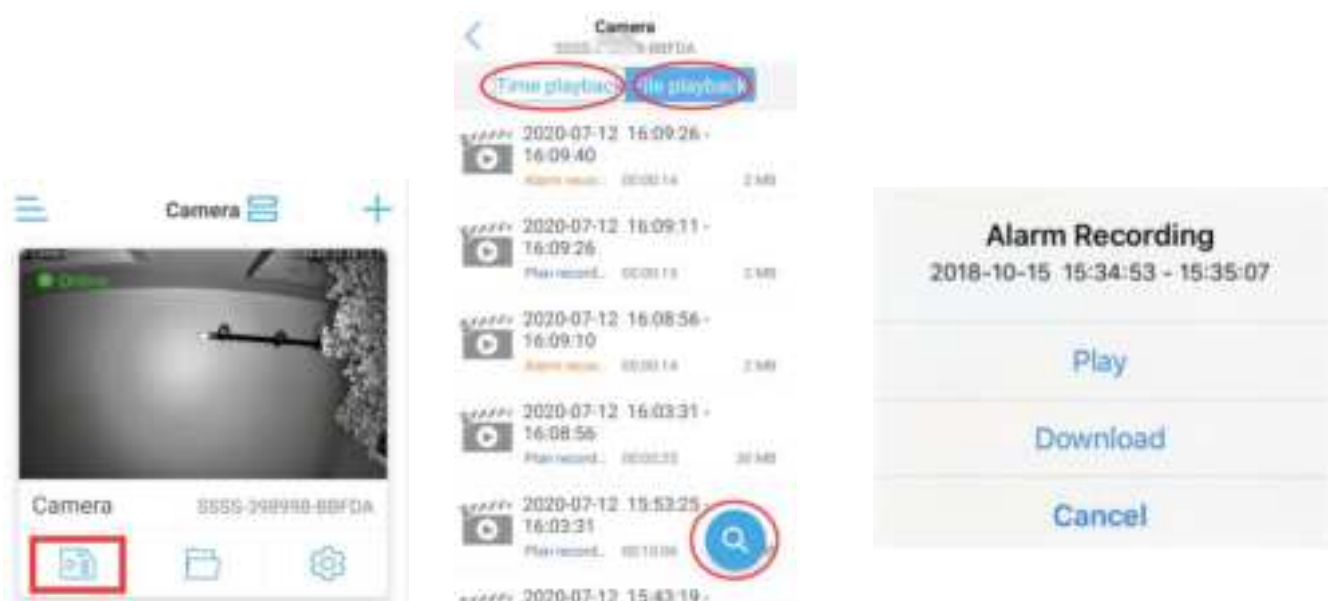
Go to setting - 'Alarm management and notification' page, enable 'Motion detection alarm' and 'Alarm recording to SD card'.

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

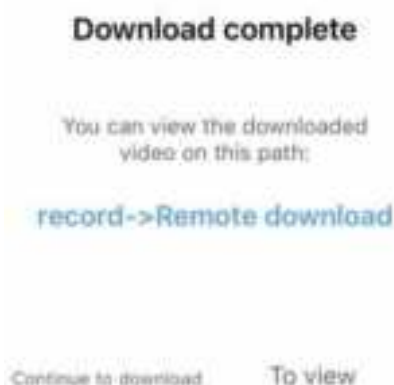
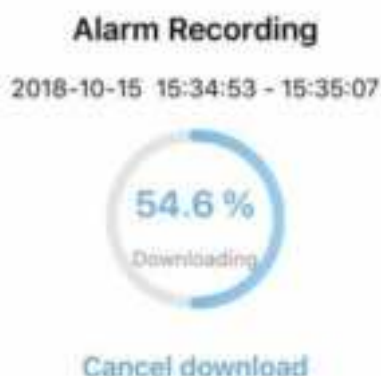


### 5.4.3.3 Playback or Download Recordings saved on the micro SD card

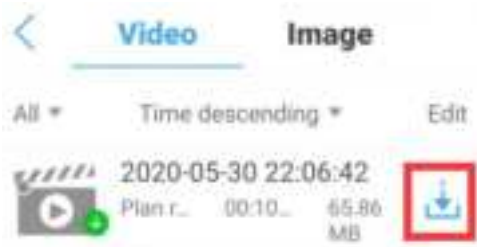
- Click  icon, Go to 'Recordings' page.
- There are two ways to view recordings: Time playback and File playback. Note: You can't watch the alarm recordings in Timeplay.
- Select a recording, tap 'play' to playback it. Tap 'download' to download it.



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

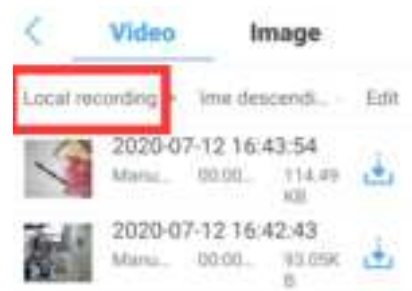
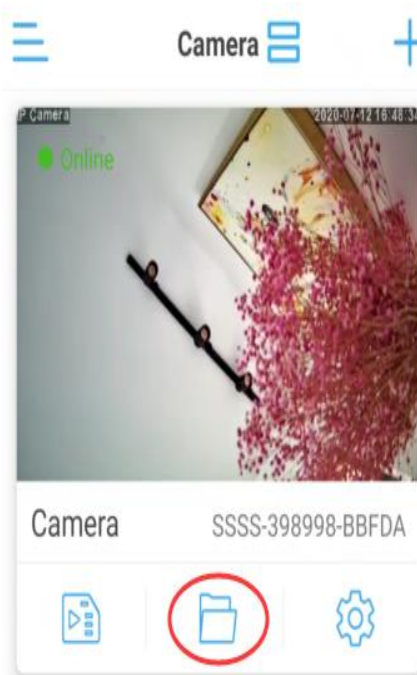


Go to the local recording file folder to check the downloaded recordings.  
If you want to convert the video format to MP4 format, please kindly follow the image instruction. Then the recording shall be viewed in the album or file manager.






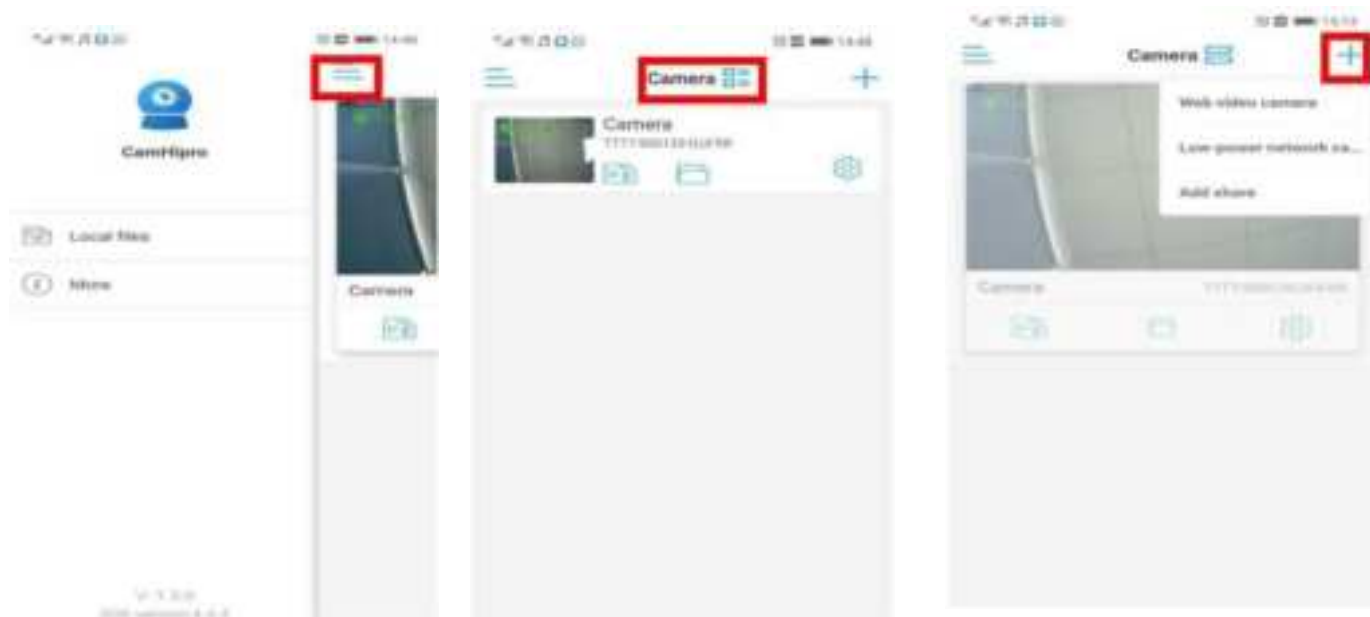
#### 5.4.3.4 Watch and Playback the local recordings saved on your phone

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



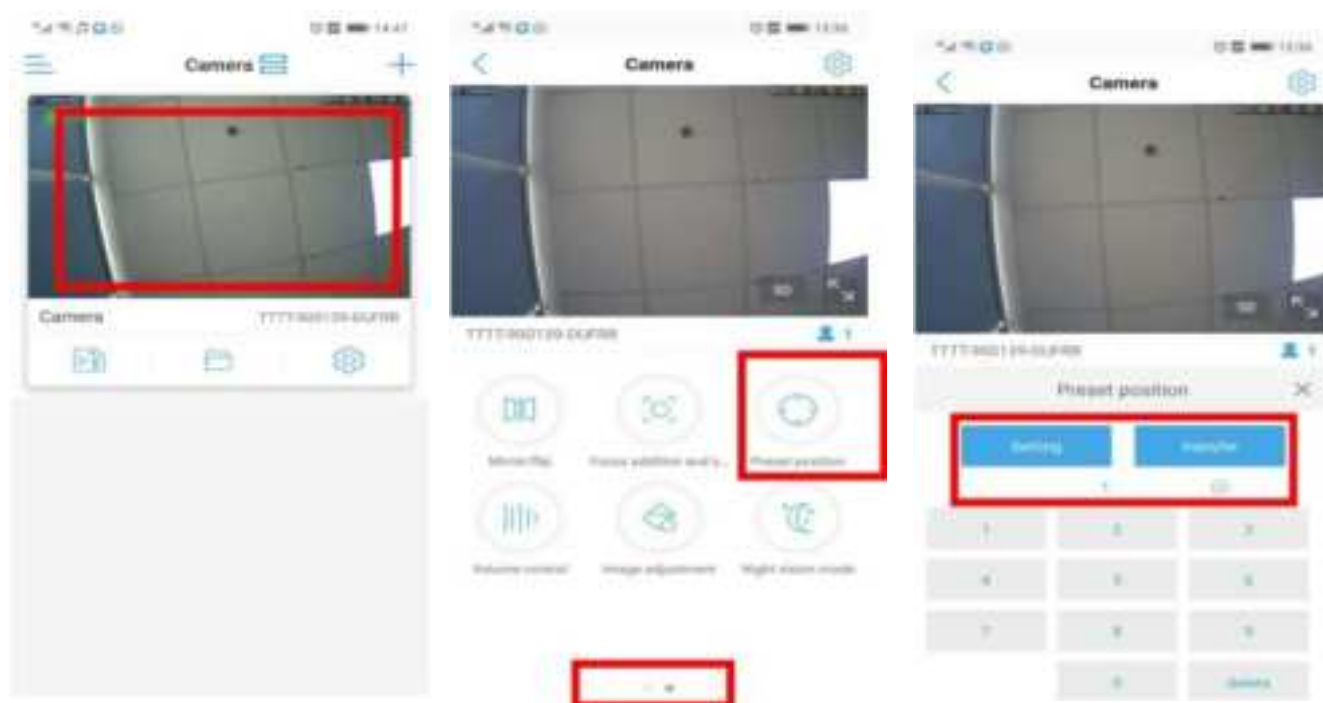
#### 5.4.4 Local files, device list and add other new camera

Click  to view the local file of different cameras ; click **Camera**  to change the camera device list; click  to add a new camera.



#### 5.4.5 Pre-set point

Click the camera into real-time monitor -- turn to next page -- preset position



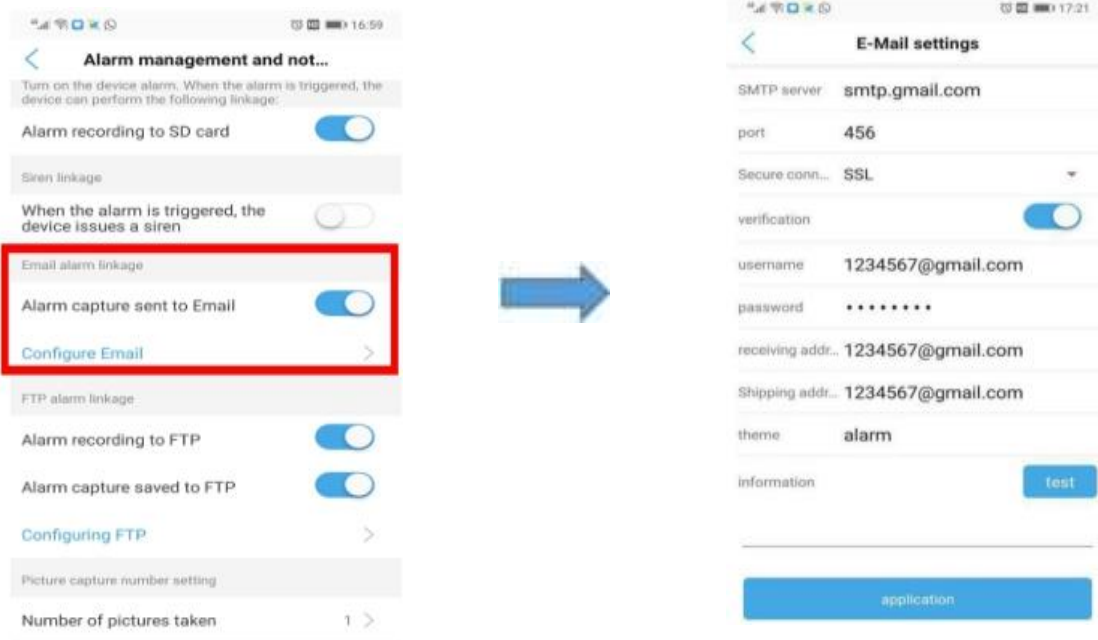
Night Vision Mode Switch (camera need support color night vision function)

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

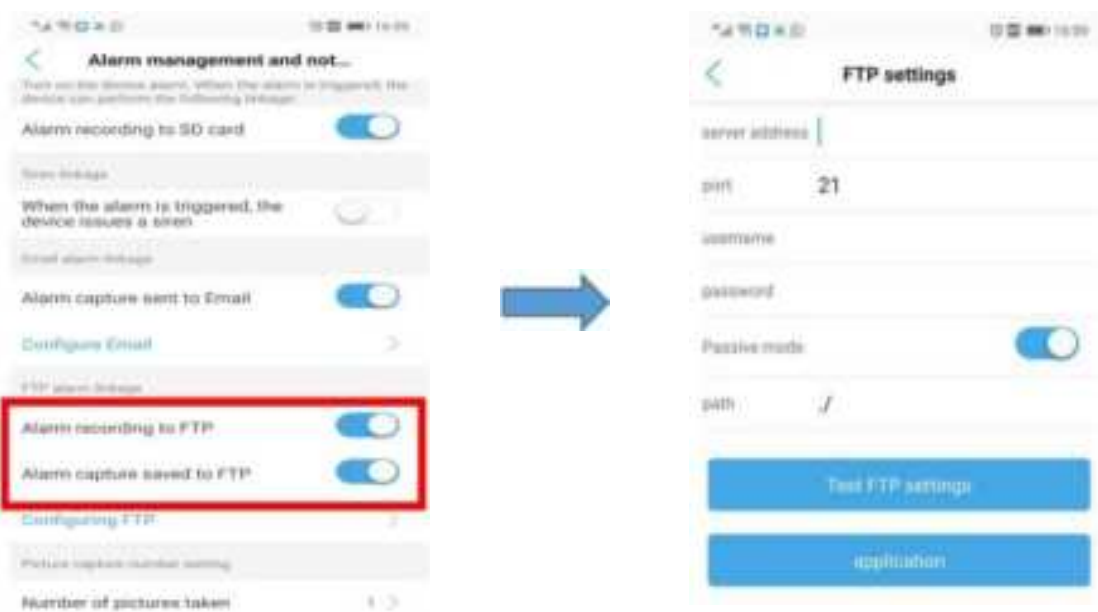
Color: If you choose 'Color', the white light will turn on automatically in darkness, and the image will always be in color.

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

### 5.4.6 Email setting (Please sign in to Gmail and allowing 3 party apps to access Gmail, less security)



### 5.4.7 FTP setting



### 5.4.8 Video setting and audio setting



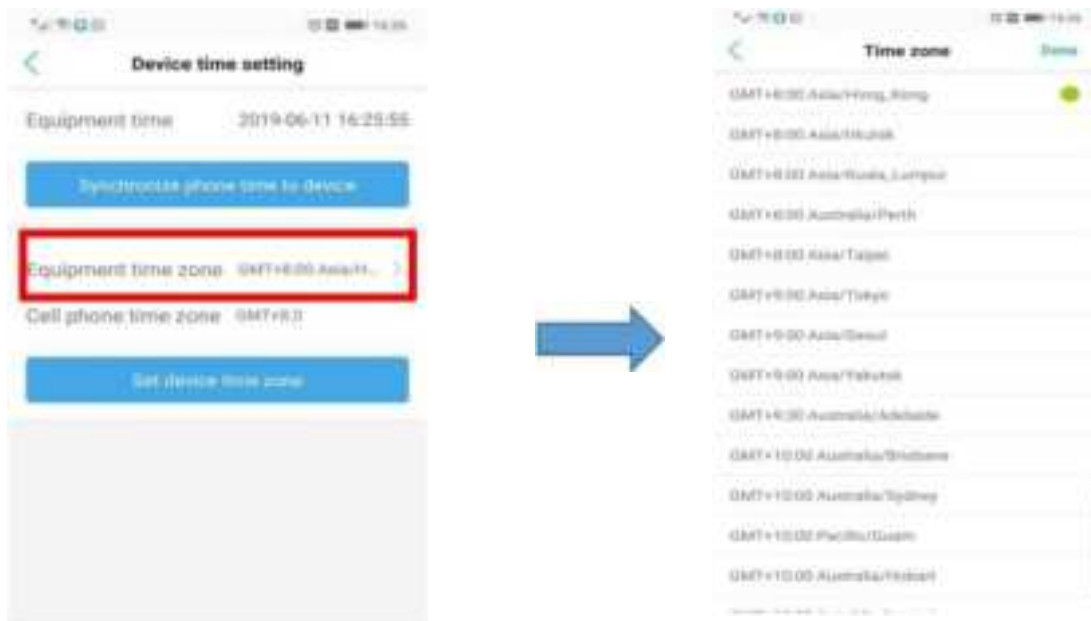
### 5.4.9 SD card setting

Please format the micro SD card on 'SD Card Setting' page of CamHipro when you use the camera.



### 5.4.10 Device time setting

Please synchronize phone time to device and select the correct time zone.



### 5.4.11 Default setting



# 6. Computer Browsing Access

## 6.1 Search IP Camera

Go to our website [www.alptopsecurity.com](http://www.alptopsecurity.com) –Go to SUPPORT----AT-100BW/200BW/500BW,AT-200PW/DW/TW,AT-500PW/DW/TW—Software---download the search tool.

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



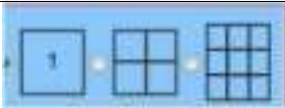
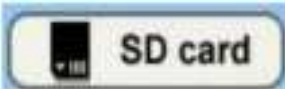

## 6.2 View Video by Browser



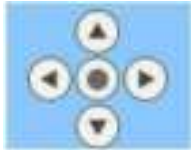


Support IE, Google and Firefox browser, install ActiveX before view video.

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



## 6.3 Interface

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

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

## 6.4 Parameter Settings

### 6.4.1 Setting→Media



The screenshot shows the 'IP CAMERA' settings interface. The 'Settings' tab is active, and the 'Media' section is selected in the left sidebar. The main content area displays video settings for two streams.

**Video settings**

- Video format: 50Hz
- Video Coding: mainprofile

**First stream**

- Resolution: 1920x1080
- Bit rate: 1536 kbps (32-6144)
- Maximum frame rate: 20 fps
- Key frame interval: 40 (2-150)
- Bit rate control:
  - CBR
  - VBR
- Image quality: 1 (The smaller the value, the better the image quality, larger file control)

**Second stream**

- Resolution: 640x352
- Bit rate: 512 kbps (32-2048)
- Maximum frame rate: 20 fps
- Key frame interval: 40 (2-150)
- Bit rate control:
  - CBR
  - VBR
- Image quality: 1 (The smaller the value, the better the image quality, larger file control)

At the bottom of the settings area, there are 'Apply' and 'Cancel' buttons.

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

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

**Image:** Adjust the brightness, saturation, contrast, exposure parameter and set the WDR, Aemode, Imgmode, Intelligent night mode, IR LED Control, IRCut in this interface. (The camera does not support full colour night vision and smart night vision currently.)

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

## 6.4.2 Setting→Network

The screenshot shows the 'Settings' page for an IP camera, specifically the 'Network' configuration. The interface is blue-themed. On the left, a sidebar lists various settings categories. The main area is titled 'LAN Settings' and contains several input fields and dropdown menus. The 'IP Configuration Type' is set to 'Use DHCP', and the IP address is 192.168.1.114. The Subnet mask is 255.255.255.0, and the Gateway is 192.168.1.1. The 'DNS Configuration Type' is set to 'Manual DNS', with Primary DNS at 116.116.116.116 and Secondary DNS at 221.5.88.88. Below this, the 'HTTP/RTSP' section includes fields for HTTP Port number (80), RTSP Port (554), and RTMP Port (1935). There is also a radio button for 'RTSP Permission check' set to 'On'. At the bottom right, there are 'Apply' and 'Cancel' buttons.

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

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

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

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

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

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

### 6.4.3 Setting→Alarm



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

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

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

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

### 6.4.4 Setting →Advanced



**User:** For Change password.

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

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

**Email Setting:**

**FTP Setting:**

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

**485Set:** These cameras can't support RS485.

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

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

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

#### 6.4.5 Settings → System



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

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

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

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

# 7. Video Management Software (HIP2P Client)


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

## 7.1 Software installation

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



## 7.2 Add Camera

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



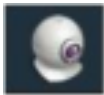
B) Click **Add Area** to Set an Area name (Like: office / home / factory.....), you also can modify and delete Area as picture showing below.

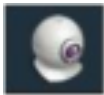


C) Click "Search" to find IP Camera in the LAN, Select the camera click "add" to Add camera.



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



E ) Click  Back to preview screen, Double-click the camera name in the device list to preview the screen in real time.





# Frequently Asked Questions

## **Q1: Remote viewing, appear pause and delay phenomenon?**

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

## **Q2: Prompt password error**

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

## **Q3: No audio sound**

- A:**1) Open the camera screen, click on the speaker and set to be monitored.
- 2) Open the volume setting, click on setting, click on audio settings, then adjustable volume.
  - 3) The camera pickup range is 5-15 meters, depending on the volume of the recognized volume.

## **Q4: Camera IP address often changes**

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

## **Q5: Is the device not online?**

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

## **Q6: SD card remote playback download**

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

## **Q7: Can't identify the memory card?**

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

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

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

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

- A:**1) When the camera is configured, the phone and camera are no more than 3 meters away from the router!
- 2) Router Wi-Fi can't be hidden or MAC address bound, or limited!
  - 3) Wi-Fi account password only contains numbers and letters, no special characters, such as horizontal lines.

## **Q10: RTSP Path Example**

**A:** rtsp : //192.168.1.100 : 554/11

**Q11: WBE browsing plug-in installation problem**

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

**Q12: Third party software: iSpy Software operation**

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

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

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

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

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

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

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

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

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

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

**Q17: Mailbox alarm cannot receive pictures**

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

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

**Q18: Can I add a camera to multiple phones?**

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

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

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

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

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

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