WiFi Camera

CROMORC

CROMORC
WiFi Camera
OWNER'S MANUAL
CWCOM507

Website: www.cromorc.com
E-mail: cromorc_cctv@hotmail.com
Facebook: CromorcCCTV

OWNER'S MANUAL

Please read this manual before using the product
and keep it properly

Welcome

Thanks for your purchasing with trust and welcome to the Cromorc family. We are excited to have you on board. Cromorc always place customers' satisfaction as our top priority. From raw materials purchasing to product production and shipping, we carefully test every process. Our qualified cameras built with advanced chipsets and each power supply cetificated with CE, FCC and UL for safety. This is a powerful, value for money camera. You can remotely view the camera via the APP Eseecloud anytime anywhere with network and customize various advanced functions according to your needs.

Disclaimer:

Due to our ongoing effort to constantly improve our products and APP, functions may have been added or changed. Not all features and capabilities are shared across all models so you may see features which are not applicable. Welcome to contact us to get the latest PDF manual and demo videos if in need.

By purchasing a Cromorc smart wifi camera, you receive a one (1) year warranty covering manufacturing defects in material and workmanship. This warranty does not apply upon the following events:
1. The product was not used or installed in the manner described in the installation instructions.
2. Electrical short circuits or power surges.
3. Product is either tampered with, modified or repaired by another service provider.
4. Accident, fire, flood or other natural disaster.
5. Failure to use Cromorc approved accessories.
6. Defects or damages arising by use of the Produce in other than normal conditions. (including normal atmospheric, moisture and humidity conditions)

Your precious customer review will help other customers know more about Cromorc product and service, and your unwarering support is our motivation to go further. If you could spend a minute to share your product experience on Amazon, that will be highly appreciated.

We will carefull consider all your valuable feedback. If you have any questions about using our products, please feel free to contact us directly to get professional assistance.

Email: cromorc_cctv@hotmail.com
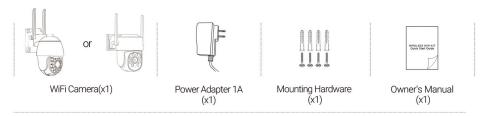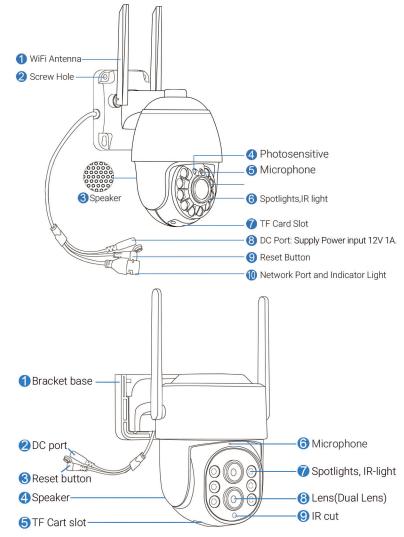Facebook: CromorcCCTV

Table of Contents

1.1 Attention

1. Please read this manual before using the product and keep it properly.

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

3. Camera is not battery powered. It needs to be plugged into a power outlet nearby with the included power adapter.

4. This camera does not come with a TF card. If your camera is used separately and you want to store videos locally, please purchase a TF card or Cloud storage service.

   Specification of TF card, size: 15mm x 11mm x 1mm. Capacity: Support up to 128G.
   Storage time and capacity referance(24/7 recording): 32G for around 7 days. 64G for around 15 days.
   Tips: If the camera is added to NVR, there is no need to purchase an additional TF card.

5. This camera can not only be added to the Cromorc security system, but also can be used independently.

1.2 What's Included

| WiFi Camera(x1) | Power Adapter 1A (x1) | Mounting Hardware (x1) | Owner's Manual (x1) |

1.3 Understanding the Camera

Cameras have multiple appearances, and the following two cameras are for reference. The one you purchased may have a different appearance, but the overall functionality is the same.

❶ WiFi Antenna
❷ Screw Hole
❸ Speaker
❹ Photosensitive
❺ Microphone
❻ Spotlights,IR light
❼ TF Card Slot
❽ DC Port: Supply Power input 12V 1A.
❾ Reset Button
❿ Network Port and Indicator Light

❶ Bracket base
❷ DC port
❸ Reset button
❹ Speaker
❺ TF Cart slot
❻ Microphone
❼ Spotlights, IR-light
❽ Lens(Dual Lens)
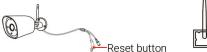❾ IR cut

2.1 Add the Camera to Cromorc Camera System

The camera can be added to the Cromorc camera system or used alone with APP.

Tip: If your camera is used alone, please skip this step and proceed to page 8.

❶ Place the camera within approximately 3ft of the NVR, then power on the camera and NVR, press and hold the camera "Reset" button for 8 seconds to reset the camera.

Reset button

NVR

❷ Log in to NVR, the Cromorc camera system has two different types of User Interfaces, please select User Interface A or User Interface B based on your system for operation.

NVR User Interface A:

1. Left click the "Split screen" button to adjust to more than 4 views.
Move the mouse to a blank image area, then left click the "+" button, or left click the "+" button in the shortcut button bar at the bottom of the screen.

Split screen button

2. Left click "Continue" to start searching for cameras.

< Go back   Manually

Power the cameras

Within 1 meter of the camera, turn on the power of the camera. After the camera has started up, please press and hold the Reset button to reset the camera (for devices with network ports, please use a network cable to connect to the NVR's network).

Continue

3. After about one minute, the successfully added camera will be displayed in the list on the right, with an IP address starting with 172 and a status indicating "Connect success".

< Go back

Searching for Cameras...

The table lists all paired cameras.DO NOT click 'Continue' until all cameras are listed.

Channel	Device Name	IP Address	Status
1	5323-3W-Q	172.20.14.47	Connect success

Continue

NVR User Interface B:

1. Right click the mouse on the screen, then left click "Wireless Add".
2. After about one minute, a indicating "Added successfully" on the left, the successfully added camera will be displayed in the list on the right with an IP address starting with 172. Then left click "Exit".

	Wifi add		
Split Screen ▶	Added device: 3		
Video Manage			
System Setup	Search and Adding IPC...		
Video Playback	Searching IPCAM Information.		
Video Backup			
Color Adjust			
PTZ Control			
Volume ▶			
Setup Wizard			
Fast Network			
Wireless Add			
Exit System			

Channel	IP address	MAC address
1	172.20.14.30	9c:a3:a9:3a:33:93
2	172.20.14.31	9c:a3:a9:39:31:64
3	172.20.14.32	9c:a3:a9:39:31:69
4		

Exit

NOTE:
1. **After the camera has been successfully added to the NVR, refer to page 11 to install the camera on wall.**
2. **Please refer to the manual that comes with the Cromorc camera system you purchased, or contact us to obtain the camera system PDF manual.**

NOTE: Page 8-27 only for camera used independently without NVR.

2.2 Install the EseeCloud APP on Your Mobile Phone

2.2.1 Install the EseeCloud APP
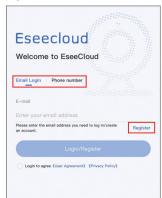
Search "EseeCloud" on App Store or Google Play.

APP Download

The APP will be updated continuously. If your APP interface is different from the user manual, please contact us to get the latest user manual.

2.2.2 Run the APP and register an account

1. A. Run EseeCloud, choose to register an account using a phone number or email, then click "Register".'

2. Enter your mobile phone number or email, check "Have read and agree to the following", click "Register".

3. Input verification code and set your password, click "Confirm".

2.3 Add the Camera to the EseeCloud APP
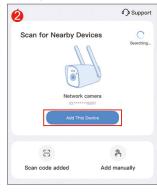
Power on your camera, press and hold the camera reset button for 6-8 seconds to reset the camera. Put it and mobile phone close to the router.

Method A: Add devices to APP via Bluetooth

First, please turn on your phone's Bluetooth.
1. Run EseeCloud, click "+ Add device".
2. EseeCloud will automatically scan for nearby devices and then click "Add This Device".
3. Input your WiFi name and password, then click "Next".

4. Configuring the device.
5. Set a name for the device, Click "Skip" to skip cloud storage.
6. Customize smart detection and alert message settings. Click "Next" to finish adding device.

Tip: If you have cloud storage needs in the future, please learn more detailed information about cloud storage on the cloud storage interface.(Page 12)

▮Add Camera to the EseeCloud APP

Method B: Add devices to APP by scanning QR code

1. Click "+" in the upper right corner of the app → Click "Scan" → Click "Start Scaning".
2. Scan the ID QR code on the device body.
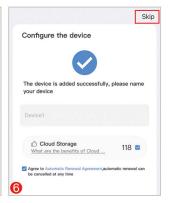3. Check box "Device light is blinking" → Click "Next" → Click "Next".

4. Input your WiFi name and password, then click "Next".

5. Face the QR code 15-25cm away from the lens, wait for the device to scan and give a prompt sound, then click "Next".

6. Configuring the device → Set a name for the device → Click "Skip" to finish adding device.

2.4 Install the Camera on the Wall

After adding the camera to your camera system or the EseeCloud APP, then place and power it near the installation position to check whether the image can be displayed on the APP. If the signal is good, please follow the steps below to install the camera. Otherwise, please try another location.

Install model A camera   **Install the Camera▮**
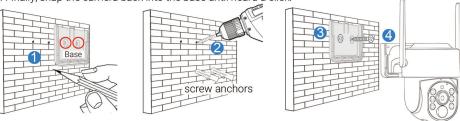
1. Choose a location where you want to install the camera.

2. Mark holes on the surface of your plan to indicate the position of the screw, use the camera base hole as a guide.

3. Using a drill bit slightly smaller than the included screw anchors, drill into the mounting surface using the guide marks you placed in the previous step.

4. Insert the screw anchors.

5. Align the holes on the camera base with the screw anchors, insert screws and tighten until firm.

•Generally speaking, it is enough to install two screws at the top. If you want to install four screws, please use a shorter screwdriver.
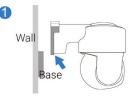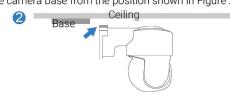
Install model B camera

1. Use the camera base holes as a guide, make two marks with a pen on the wall to indicate the position of the screws.

2. Use a drill bit to drill two holes on two markers, and then insert the screw anchors.

3. Align the holes on the camera base with the screw anchors, insert screws and tighten until firm.

4. Finally, snap the camera back into the base until heard a click.
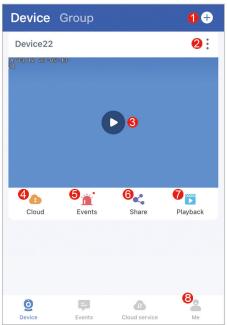

Install camera on the wall or ceiling

If installed on the wall, please buckle into the camera base from the position shown in Figure 1.
If installed on the ceiling, please buckle into the camera base from the position shown in Figure 2.

3.1 APP Main Interface

Get to know the APP Main Interface

❶ Add more cameras / Add shared camera.

❷ **More settings:** Turn on alarm push, enter camera settings interface, edit camera name, delete camera from APP.

❸ Click to enter "Live View Interface".

❹ **Cloud service:** Purchase video storage service.

❺ **Events:** Look at the Alarm message.

❻ **Share:** Share camera to your friend or family.

❼ **Playback:** Watch camera recorded videos.

❽ **Me:** Information about the APP and account.

3.2 Cloud Service

1. Choose Motion video or All day video according to your needs.
2. Please read the cloud storage details before purchasing Cloud service.
3. Using a TF card allows you to record and store video locally with no monthly fees!

3.3 Event Alarm Message
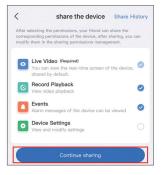
Click the Events icon 🔔 to enter Alarm message interface:
Select Date, Type (All types, Motion Detected, Someone is active, etc), Channel to search videos. The maximum duration of each alarm video is 10 seconds.

3.4 Share the Camera to your Family or Friend

A camera system can only be added to one main APP account, but you can share the camera system to your family or friend.

Click the Share icon 🔗 to enter share interface:
1. Choose share permissions, then click "Continue sharing".
2. Click "QR code sharing", the QR code will be displayed. Then show or send it to your family or friend.

3. Install the EseeCloud APP on the phone you want to share the camera, and register an account , then click "+" and "Scan" to scan the shared QR code.
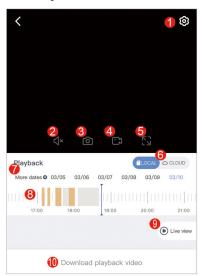
3.5 Playback

- You need to insert a TF card or purchase cloud service first to watch camera record.
- When the TF card is full, system will cycle record and overwrite from earliest content.

3.5.1 Playback interface

❶ Enter camera settings interface

❷ Playback video sound switch

❸ Save the screenshot of the current image to your Phone Album

❹ Save the recording of the current image to your Phone Album

❺ Display the playback image full screen

❻ Switch to LOCAL or CLOUD storage

❼ Select date

❽ Timeline: Drag the timeline to select different time periods, use two-finger control to zoom in/out the timeline

❾ Enter to live view interface

❿ Enter video download interface

▨ Timing video recording: the camera records in a set period of time.

▨ Smart detection recording: recording when the camera detects the moving object.

▨ No video recording: the camera is not recording.

3.5.2 Download video to your Phone Album

Allow EseeCloud to write to your photo album:
Enter EseeCloud APP → Me → System authority settings → Album permissions → Photos, select "Full Access".

Click "Download playback video" to enter the "Local Files" interface:
1. Select the video(s) according to your needs.
2. Click "Download" button.
3. Click "Download progress" to display download progress.

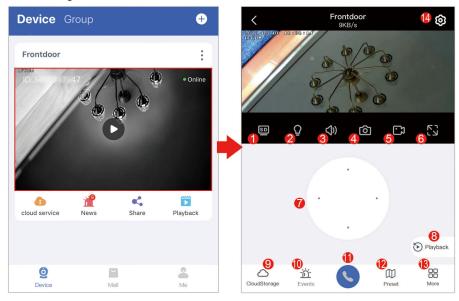## 4.1 Live View Interface

Get to know the Live View Interface

Click the image box on the APP main interface to enter the "Live View Interface".

❶ **SD/HD:** Click to switch Standard Definition / High Definition image.

❷ **Light:** Click to turn on or off the spotlight manually.

❸ **Sound:** Click to turn sound on or off when you view the camera.

❹ **Screenshot:** Click to save the current image to your Phone Album.

❺ **Recording:** Click to save the recording of the current video to your Phone Album.

❻ **Full screen:** Display video in full screen.

❼ **PTZ:** Refer to page 16 for details.(Only available for PTZ type camera)

❽ **Playback:** Enter playback interface. Refer to page 14 for details.

❾ **CloudStorage:** Enter CloudStorage interface.

❿ **Events:** Enter Alarm message interface.

⓫ **Call:** Refer to page 18 for details.

⓬ **Preset:** Refer to page 17 for details. (Only available for PTZ type camera)

⓭ **More:** Refer to next page for details.

⓮ Enter camera settings interface.

More features(Shortcut switch)
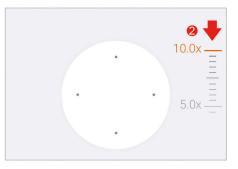

Tip: Blue display icon means the feature is enabled.

❶ **Motion detection:** Enable motion detection alert. Refer to page 20.

❷ **Cruise:** Auto cruise switch. Refer to page 18.(Only available for PTZ type camera)

❸ **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 be calibrated automatically.(Only available for PTZ type camera)

❹ **Night vision Mode:** Switch the camera night vision mode. It is recommended to choose the Smart night visioin mode. Refer to page 23.

❺ **Siren:** Manually control the camera siren.

4.2 PTZ (Only available for PTZ camera)

4.2.1 PTZ Control

1. Press and hold or click one directional indicator to control the direction of the camera and adjust the monitoring area.

2. Swipe up and down to change the camera lens magnification.(Only available for Dual Lens type camera)

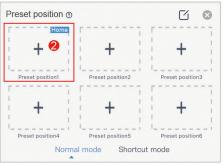

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4.2.2 Preset position

Preset position: Save specified view position which you need to monitor frequently. Then you can quickly point the lens to the preset position.
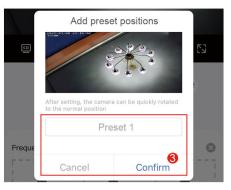
Home position: The first preset position is the the guard position. The camera will automatically return to this position after rotating with motion tracking.
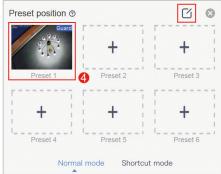
1. Adjust the camera view position you want, click "Preset".
2. Click " **+** " button.
3. Edit a name for the preset position, click "Confirm".
● Repeat steps 1—3 you can add multiple preset positions.
4. You can click on the corresponding picture to quickly recall the saved preset position.

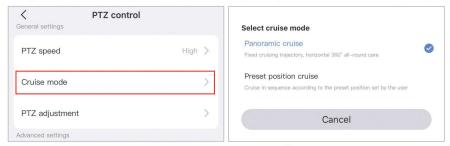● Click " 🖉 " you can edit(delete) the preset position.

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4.2.3 Auto Cruise
Step 1: On APP main interface, click "⋮" → Settings → PTZ control → Cruise → Choose one of the cruise modes.

Panoramic cruise: Fixed cruising trajectory, horizontal all-round care.
Preset position cruise: Requires more than two preset positions to be used normally.

Step 2: Back to Live View interface, click "⊞ More" → Click "Ⓐ" to turn on/off "Auto cruise".
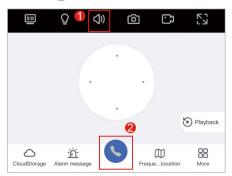
Tips: ●The ongoing Auto Cruise will stop when you click on the PTZ control wheel.
●If "Auto Cruise" and "Automatic tracking" are turned on simultaneously, automatic tracking will not work.

4.3 Talk with the Camera on APP
When you want to talk to someone who is in front of the camera:
1. Click "◁⋆" to turn to "◁))" on live view interface to allow the APP to paly the sound from the camera.
2. Click "📞" to talk with the person in front of the camera.
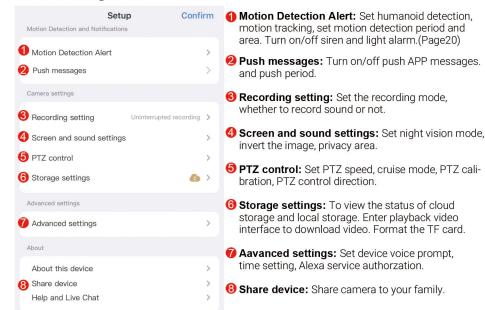3. Click "📞" to end the conversation.

Tip: Does not support multiple APP users talking to the camera at the same time.

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5.1 Device Settings Interface
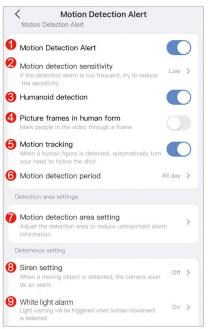On the APP main interface, click "⋮" → Settings → Enter "Device Settings" interface.

Device settings interface

❶ **Motion Detection Alert:** Set humanoid detection, motion tracking, set motion detection period and area. Turn on/off siren and light alarm.(Page20)

❷ **Push messages:** Turn on/off push APP messages. and push period.

❸ **Recording setting:** Set the recording mode, whether to record sound or not.

❹ **Screen and sound settings:** Set night vision mode, invert the image, privacy area.

❺ **PTZ control:** Set PTZ speed, cruise mode, PTZ calibration, PTZ control direction.

❻ **Storage settings:** To view the status of cloud storage and local storage. Enter playback video interface to download video. Format the TF card.

❼ **Aavanced settings:** Set device voice prompt, time setting, Alexa service authorzation.

❽ **Share device:** Share camera to your family.

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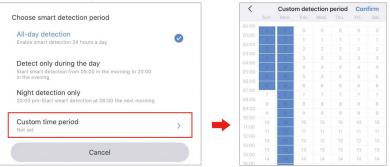
5.2 Motion Detection Alert

You can set Humanoid detection and Mobile tracking on the interface.

❶ **Motion Detection Alert:** Motion Detection switch.

❷ **Motion detection sensitivity:** If the detection alarm is too frequent, try to reduce the sensitivity.

❸ **Humanoid detection:** Only when a humanoid is detected, an alarm message will be generated.

❹ **Picture frames in human form:** Mark people in the video through a frame.

❺ **Motion tracking:** When a human is detected, the camera will automatically follow the movement. (Only available for PTZ type camera)

❻ **Motion detection period:** Set the alarm time period. (Refet to page 20 5.2.1)

❼ **Motion detection area setting:** Adjust the detection area to reduce unimportant alarm information. (Refet to page 21   5.2.2)

❽ **Siren setting:** Choose custom or default alarm tone. When someone enters the alarm area, the camera will sound an alarm. (Refet to page 21   5.2.3)

❾ **White light alarm:** Light warning will be triggered when human movement is detected.

5.2.1 Motion detection period

- The camera detects 24 hours by default. You can choose from three prepared plans, also can customize the detection time period.
- Blue block indicates the time period for which an detection is allowed.

5.2.2 Motion detection area setting

You can set the motion detection area or cordon to reduce unwanted alarm message.
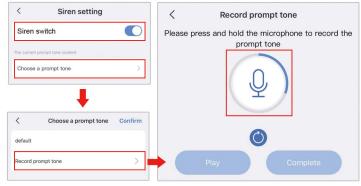
- **Area mode:** If there is an object moving in the detection area, the intelligent detection alarm will be triggered. The default is all selected, which means that all areas are detection areas. You can click "Empty" to clear and then re-edit the detection area.

- **Cordon mode:** When a moving object touches the warning line, a motion detection alarm will be triggered. One or more cordons can be drawn.
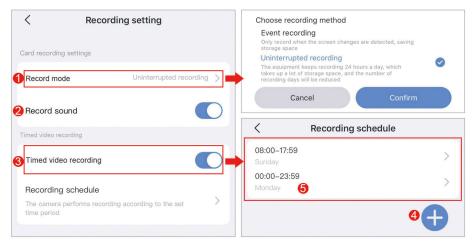

5.2.3 Siren setting

When the camera triggers motion detection, it will make an alarm sound. You can choose the default one, or you can record the alarm sound by yourself (10 seconds in length).

5.3 Recording setting

On APP main interface, click " ⋮ " → "Settings" → "Recording setting".

❶ **Record mode:** Default recording mode is Uninterrupted recording (24/7 continuous recording). You can choose Event recording to record only when motion is detected.

❷ **Record sound:** Please keep it on, otherwise the recording will have no sound.

❸ **Timed video recording:** Allow video recording according to a schedule.

❹ **Recording schedule:** Click "+" to customize a schedule.

❺ Set recording schedule according to requirements

5.4 Connect new WiFi

If you need to change the Router(WiFi) of the camera, click " ⋮ " on APP main interface → Click "Settings" → Click "Advanced settings" → Connect new WiFi, then input the new WiFi and password.
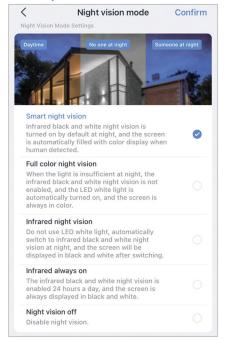
5.5 Night Vision Mode(Spotlight Control)

On APP main interface, click " ⋮ " → "Settings" → "Screen and sound settings".

Night Vision Mode Settings
● **Smart night vision(Recommended)**
  When motion detection is triggered, the spotlight will automacially turned on in low light.

● **Full color night vision**
  When the ambient light is insuffcient, the spotlight always turn on.

● **Infrared night vision**
  According to bright light or low light environment, infrared light automatically switches.
  The spotlight won't be turned on.

● **Infrared always on**
  Infrared light works day and night.

● **Night vision off**
  Infrared light doesn't work day and night.

Spotlight Control

Night Vision Mode	Day		Night	
	image	spotlight	image	spotlight
Smart night vision (recommended)	Color	turn off	Motion detection is not triggered / B&W	turn off
			Motion detection is triggered / Color	turn on
Full color night vision	Color	turn off	Color	turn on
Infrared night vision	Color	turn off	B&W	turn off
Infrared always on	B&W	turn off	B&W	turn off
Night vision off	Color	turn off	Totally black once ambient light is insufficient	turn off

B&W = Black & White

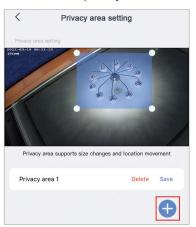Tips: ● Smart night vision mode, motion detection alert must be turned on(Refer to page 20).
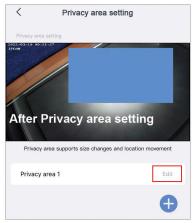   ● If you want to turn off the spotlight, please select Infrared night vision mode.

5.6 Privacy Area

Set the privacy area, then the related image area will be covered with color boxes.

On APP main interface, click " ⋮ " → "Settings" → "Screen and sound settings" → "Privacy area".

1. Click " ⊕ " to add new privacy area. Up to 4 privacy zones can be set.

2. Click "Edit" to edit the privacy area or delete the privacy area.
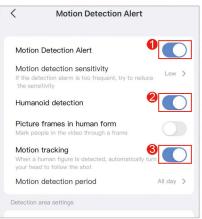

6.1 How to set humanoid detection and motion tracking?

On APP main interface, click " ⋮ " → "Settings" → "Motion Detection Alert".

1. Enable "Motion Detection Alert".

2. Enable "Humanoid detection":
   Alarm is triggered when human body shows up in camera range.

3. Enable "Motion tracking":
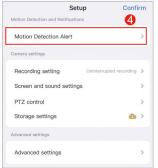   When motion is detected, the camera will automatically follow the movement.

Tip: To use the "Motion tracking" function, please make sure to turn off the "Cruise" function(Page 16).
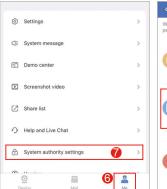
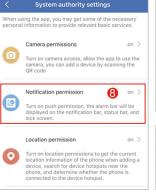## 6.2 How to set phone to receive Motion Detection Alert?

1. Click " ⋮ " on APP main interface.

2. Enable "Alarm push".

3. Click "Settings" enter "Device Settings" interface.

4. Click "Motion Detection Alert".

5. Enable "Motion Detection Alert", setting completed.

6. Back to "Me" interface.

7. Click "System authority settings".

8. Make sure "Notification permission" is on. If it is "off ", click it to enter your phone "Settings" interface.

9. Click "Notifications".(Taking iPhone for an example)

10. Enable "Allow Notifications".

6.3 Can I view two or more cameras at the same time?

If you have two or more cameras and want to view them in one window at the same time, you can make them as a group in one window.

1. Click "Grouping".
2. Click "Add group".
3. Select the cameras to be grouped.
4. Click "Next".
5. Make a name for the group.
6. Click "Confirm" to finish the group setting.

6.4 Why is there no any video in the playback?

•TF card storage (First make sure you already have a TF card in Fat32 format)

On APP main interface, click " ⋮ " → "Settings" → "Storage settings" → Local storage, check the status of the TF card. If it shows "No TF card", please pull the TF card out and insert it again. (Please power off the camera before pulling out / inserting the TF card)
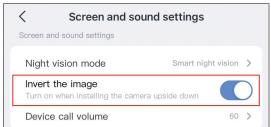
•Cloud storage(If you have purchased the cloud service)
Check if the purchase is successful or if it expires.

6.5 Why is the camera's image invert?

Some models of cameras can be placed directly on a flat surface without installation, the camera image will invert, you need to setup an inverted image.

On APP main interface, click " ⋮ " → "Settings" → "Screen and sound settings" → turn on "Invert the image".

6.6 Why does my camera show offline with WiFi connection?

1. Check the distance between the camera to your router. It's better within 65FT. If the distance is too far away, the camera will be offline.

2. Please confirm if your WiFi name and password have been changed. If so, please reconfigure the network.

3. Delete the camera from the APP, restore the camera to the factory settings and then re-add it to the APP.

6.7 How to reset the camera to factory settings?

Keep the camera powered on, press the reset botton for 6-8 seconds until you hear the prompt tone "Ding...Ding".

reset botton

6.8 Other FAQs

1. Does my WiFi camera have to be connected to the internet to work?
 If you use the WiFi camera without NVR, you need to connect it to your Internet to work. Otherwise, you can add it to your Cromorc NVR without Internet.

2. Can I view my camera when I leave home?
 In order to view camera remotely, you must manually connect camera to the router and APP. Then you can view camera through the APP on smart device or through CMS on PC anywhere anytime.

3. What is the working temperature of camera?
 Temperature: From -4 degree Fahrenheit to +122 degree Fahrenheit. Realtive humidity under 85%.

4. Is my camera weatherproof?
 Yes, your camera is IP66 weatherproof and will suitable for indoor / outdoor. However, Cromorc strongly recommends placing outdoor camera under an eave or awning to shield it from overexposure to the elements, which could reduce your camera's lifespan and performance.

5. When the TF card is full, do I need to delete recordings?
 No. If TF card is full, the new recordings will automatically overwrite the prior recordings.

6. Why camera does not display video after system factory setting?
 Your camera is reset to factory settings, which means that the camera has lost connection from the APP, you need to delete the camera in the app and then re-add it to the APP.

7. Why does the PTZ control direction flip?
 Enter the Device Settings interface>PTZ control>PTZ control direction flip, and choose a flipping method based on your camera's PTZ direction.

8. What size is the power adapter DC port?
 Connector size: 5.5 mm x 2.1 mm. AC Input: 100~240V 50/60Hz, DC Output: 12V1A.