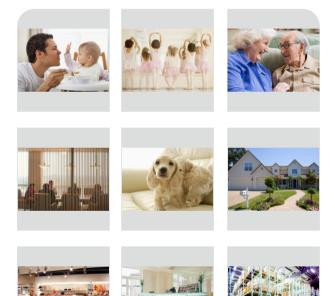
Version HD3.0



# **Quick Start Guide**

### For HD Cameras



NOTE: Certain functions, line drawing and snapshots mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

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# **TENVIS End User Agreement**

TENVIS IP Camera is designed to serve as a supplement to existing residential and business security systems. This home monitor is intended as an aid. It is not a substitute for home security supervision and should not be used as such.

Application involving live radio listening and video streaming will require WiFi usage or mobile network usage, such as 3G/LTE or Edge. If you are on a remote Wi-Fi network or 3G connection, 10 seconds to 15 seconds delay in video and audio streaming to your smartphone may occur. This may incur data fee charged by your telecommunication services, please check with your service provider for details. TENVIS does not warrant that the functions contained in the service will be uninterrupted or error-free, that defects will be corrected, or that this service or the server that makes it available are free of viruses or other harmful components. TENVIS does not warrant or make any representations regarding the use or the results of the use of the materials in this service in terms of their correctness, accuracy, reliability, or otherwise. You (and not TENVIS) assume the entire cost of all necessary servicing, repair, or correction.

All trade names are registered trademarks of respective manufacturers listed. To get the latest camera update or to learn more about TENVIS IP Camera, please visit www.tenvis.com.

# **Quick Installation Guide**



NOTE: Certain functions, line drawing and snapshots mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

## What's In the Box

1.IP Camera	x1
2.DC Power Adapter	x1
3.Network Cable	x1
4.Mounting Bracket	x1
5.Quick Installation Guide	x1
6.CD-ROM with Setup Software	x1

# **Quick Start Guide**

- 1. Check whether all the accessories are complete.
- 2. Connect the power cable and link the IP camera to the router with network cable.
- 3. Debug the various machines and network Settings.
- 4. Fix the mounting bracket to the location where IP Camera will be placed.
- 5. Switch on the power.

## Notes For Installation

- 1. Please read all safety tips carefully before installation.
- 2. Please make sure to install the camera in the cool and dry place.
- 3. Please make sure to put the camera in a stable place to avoid damage.
- 4. Please make sure the camera is powered off before you clean it.

5. Rub the camera with a wet cloth. No chemicals or aerosol is allowed during cleaning.

6. Please send the camera to qualified service personnel if the following situations happen:

- 1. The power cable or plug is broken.
- 2. Liquid is infiltrated into the camera.
- 3. The camera falls and gets damaged.
- 4. The camera can not work properly.

# **Operation Guide for iPhone**

## Live Video



1. Download **NEW TENVIS** from App Store, or Scanning the QR code to download and install NEW TENVIS directly.



	TEN	IVİ	5
	Email address		
8	Password		

2. Tap on Sign up if you do not already have an account with New TENVIS. Fill in the required information to register for a New TENVIS user account.

TENVIS	Email address
Email address	8 Password
8 Password	Confirm password
Sign up Sign in Forget password?	Back Sign up

3. After signing up, please log on to your account.



4. Tap on ⊕ to add your new camera to your account; find the camera by matching UID code in the list to the UID code displayed at the bottom of the camera. If your new camera resides in the same LAN (Local Area Network), its UID code will show up in the list.

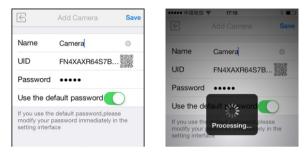
My Camera	E Add Camera C
	Camera Found! (5)
	t28827 192.168.0.189
(+)	XWGTT9FF4PUH2JWWU4M1 192.168.0.143
	FN4XAXR64S7BH56PYFXJ 192.168.0.128
	C5CXA5HP5SZB9JPPUFM1 192.168.0.227
	FLCX9XGECMV3S46PUFY1 192.168.0.229
•	Manually add camera

5. You can also choose to add you camera manually:

Click button and select your camera model and enter camera's UID code (displayed at the bottom of the camera) and password. You can scan camera's UID from Camera's QR code by tapping QR Code Icon to initiate the scan.

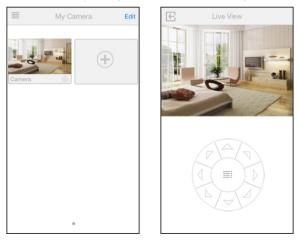
$\leftarrow$	Add Camera	Save
Camera mo	odels IPRO	BOT3 >
Name	IPROBOT3	0
UID	Camera UID	
Password	•••••	
Use the de	fault password	$\bigcirc$
	default password.ple assword immediately ce	

6. Enter the camera's name and password. By default the password is admin.



\*Notice: One IP camera could not be added by several accounts. If you need to share the camera video to your friends, please make use of the share function rather than create a new account.

7. Select the camera you've just added to start viewing live video.



8. Tap on to display additional functions:



- Pan/tilt control: 8 directions pan/tilt control.
- Talk: Allows user to talk to the camera from NEW TENVIS App.
- Snapshot: Take a snapshot picture from current camera feed.
- · Alarm Events: Setup alarm events.
- Albums: View the snapshots taken.
- Audio: Allows user to listen to the camera's audio feed.

\*Notice: To check alarm events, Insert a micro SD card and enable record by micro SD first, then enable motion detection. TENVIS IP Camera is designed to only supplement existing residential and business security systems.

## Wi-Fi Setup 1. Click to start configuring your camera for wireless operation.

Back Advanced Setting		
ALARM SETTING		
Motion Detection Reminder	Low	>
Email alert	Off	>
Record		>
BASIC SETTING		
Wi-Fi		>
Video Flip	C	
General		>

 The camera will start scanning for Wi-Fi connections. Select your Wi-Fi connection or network ID (SSID). Enter the password for your Wi-Fi connection.

Back	WiFi Networks	
CHOOSE	A NETWORK	
TENVIS	-2.4G	~
SINOKE	N	
ChinaN	et-K7ZJ	
amba-te	est	
Funny t	rip2	

Please enter password for TENVIS-2.4G.						
Cancel	Enter Password	Join				
P	assword •••••	••••				
Verify p	assword •••••	••••				

3. After clicking **Join**, you can now disconnect the network cable from your camera and start using your camera as a wireless device. \*Notice: It is in normal that the status show None, because the wireless function will only be activated after unplugging the network cable from the camera. Please wait for at least 30s (maximum to 1 minute) for Wi-Fi mode to be completely functional after unplugging the network cable.

Alarm Setup

1. Unplug the AC power adapter from the camera; insert a micro SD card . Plug the AC power adapter back to the camera and wait for it to reboot.

2. Tap on Record in settings and select the mode to record to micro SD card. Choose between Full time for continuous recording, or Alarm for recording while motion is detected. The camera will reboot after saving Record settings

ALARM SETTING			
Motion Detection Reminder	Low	>	Off
Email alert	Off	>	Full Time
Record		>	Alarm 🗸

\*Notice : When card is full the camera will automatically overwrite history recorded files.

3. Set up e-mail alarm if you want the camera to send snapshot pictures to your e-mail address when alarm goes off. Enter your e-mail address and password to receive snapshot pictures.

Back Advanced Setting			Back	Email aler
ALARM SETTING			<b>Fashia</b>	email alert
Motion Detection Reminder	Low	>	Enable	email alert
Email alert	Off	>	Email ad	ddress: tenvis
Record		>		assword: ••••

\*Notice: Some email service provider needs SMTP server information to enable e-mail alert function. Please contact your email service provider for SMTP server information.

\*Important: There may be network latency while establishing a connection depending on your network connections. It may take several minutes for the camera to connect to SMTP server.

4. After setting up "Actions to take" when the alarm goes off, please enable motion detection. Choose the appropriate sensitivity level for movement detection.

Back	Advanced Sett	ing
ALARM S	SETTING	
Motion [	Detection	Off >
BASIC S	ETTING	

Off	
Low	
Medium	~
High	
Max	

\*Notice: We recommend this function to be deactivated in a busy environment to avoid excessive notifications.

## **Other Settings**

BASIC SETTING	
Wi-Fi	>
Video Flip	$\bigcirc$
General	>

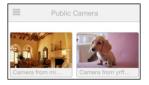
#### Flip Video

Mirror the displayed image horizontally or vertically.

< Back	General	
About Device	FN4XAXR64S7BH56PYFXJ	>
Change Camer	a Name Camera	>
Change Camer	a Password	>
Network Conne	ection Status	>

### General

About Device: Display device information and firmware version. Change camera name: Allow user to change camera's alias Change camera password: manage camera's user name/password Network Connection Status: configure network connection status



#### Public camera

View live video of camera shared by others. You may also share your camera's to others. Follow instructions below to share your camera to others in Setting:



#### Shopping Find the latest TEN

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■ Setting		
Account	steven@tenvis.com	
Modify account passwo	ord >	
Send feedback	>	
App version	5.3.0	
About TENVIS	>	
Log ou	t	

## Setting

Account: Your current account name. Modify account password: Modify NEW TENVIS account password. Send feedback: Send us feedback of the camera.

App version: The version of NEW TENVIS.

About TENVIS: Go to TENVIS website. Log out: Log off your NEW TENVIS account.

# **Operation Guide for iPad**

## Live Video

1. Download **NEW TENVIS** from App Store, or Scanning the QR code to download and install NEW TENVIS directly.



	TE	NVİ	S	
	Email addre	55		
â	Password			

2. Tap on Sign up if you do not already have an account with New TENVIS. Fill in the required information to register for a New TENVIS user account.

TENVÍS	Email address
Email address	<b>8</b> Password
8 Password	Confirm password
Sign up Sign in Forget password?	Back Sign up

3. After signing up, please log on to your account.



4. Tap on ⊕ to add your new camera to your account; find the camera by matching UID code in the list to the UID code displayed at the bottom of the camera. If your new camera resides in the same LAN (Local Area Network), its UID code will show up in the list.

<b>F</b> (0) (4)	1 ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (

5. You can also choose to add you camera manually:

Click button and select your camera model and enter camera's UID code (displayed at the bottom of the camera) and password. You can scan camera's UID from Camera's QR code by tapping QR Code Icon to initiate the scan.

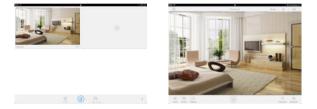


6. Enter the camera's name and password. By default the password is admin.

\*Notice: One IP camera could not be added by several accounts. If you need to share the camera video to your friends, please make use of the share function rather than create a new account.

$\in$	Add Camera	Save	••••• 中国电信	
Name	Camera	0		
UID	FN4XAXR64S7E		Name	Camera
Password			UID	FN4XAXR64S7
			Password	••••
	efault password	U	Use the d	efault <u>p</u> seword
	e default password,ple password immediately face		If you use th modify your setting inter	Processing

7. Select the camera you've just added to start viewing live video.



Instructions for the icons and buttons on live video page:

Pan/tilt control	Tap on the button on the video to pan or tilt the camera
Audio	Allows User to listen to the camera's audio feed and talk to the camera from NEW TENVIS App.
Photos	View the snapshots taken
Playback	Playback recorded files in micro SD card.
Panorama	Enable panorama mode. Then you could pan/tilt your iPad to pan/tilt your camera.
Take photo	Take a snapshot picture from current camera feed.

## Wi-Fi Setup

1. Click to start configuring your camera for wireless operation.

Motion Detection	Off >
mail alert	Off >
Record	>
Basic Setting	
Mi-Fi	None >
/ideo Flip	OFF
Seneral	>
Share this carnera	video to a friend



2. The camera will start scanning for Wi-Fi connections. Select your Wi-Fi connection or network ID (SSID). Enter the password for your Wi-Fi connection.

Choose a l	letwork	
TENVIS-2.4		~
diaosi		
can		
RD		
ChinaNet-I	(7 <b>Z</b> J	
amba-test		
Funny trip		
chusen		
SINOKEN		
Funny trip		

	enter password for TENVIS-2.4G.	
Cancel	Enter Password	Join
Password		
Verify password	•••••	

3. After clicking **Join**, you can now disconnect the network cable from your camera and start using your camera as a wireless device. \*Notice: It is in normal that the status show None, because the wireless function will only be activated after unplugging the network cable from the camera. Please wait for at least 30s (maximum to 1 minute) for Wi-Fi mode to be completely functional after unplugging the network cable.

Alarm Setup

1. Unplug the AC power adapter from the camera; insert a micro SD card . Plug the AC power adapter back to the camera and wait for it to reboot.

2. Tap on Record in settings and select the mode to record to micro SD card. Choose between Full time for continuous recording, or Alarm for recording while motion is detected. The camera will reboot after saving Record settings

Back Advanced Settin	-g	Back Recordin	g Mode
Alarm Setting		Off	<i>.</i>
Motion Detection	Off >	Full Time	
Email alert	Off >	Alarm	
Record	>	Marin	

\*Notice : When card is full the camera will automatically overwrite history recorded files.

3. Set up e-mail alarm if you want the camera to send snapshot pictures to your e-mail address when alarm goes off. Enter your e-mail address and password to receive snapshot pictures.

Advanced Setting		Email alert	_
Alarm Setting		Enable email alert	ON
Motion Detection	Off >		_
Email alert	Off >	Email address: tenvis@gmail.com	
Record	>	Email password:	

\*Notice: Some email service provider needs SMTP server information to enable e-mail alert function. Please contact your email service provider for SMTP server information.

\*Important: There may be network latency while establishing a connection depending on your network connections. It may take several minutes for the camera to connect to SMTP server.

4. After setting up "Actions to take" when the alarm goes off, please enable motion detection. Choose the appropriate sensitivity level for movement detection.

Motion Detection	Off >	Off	
Basic Setting		Medium	
WI-FI	° >	High	
Video Flip	OFF	Max	
General	>		
Share this camera video to a frien	d		

\*Notice: We recommend this function to be deactivated in a busy environment to avoid excessive notifications.

## **Other Settings**

Basic Setting	
Wi-Fi	None >
Video Flip	OFF
General	>

About Device	FN4XAXR64S7BH56PYFXJ
Change Camera Name	Camera 1
Change Camera Password	1
Network Connection Status	s 3

#### Flip Video

Mirror the displayed image horizontally or vertically.

#### General

About Device: Display device information and firmware version. Change camera name: Allow user to change camera's alias Change camera password: manage camera's user name/password Network Connection Status: configure network connection status



### Public camera

View live video of camera shared by others. You may also share your camera's to others. Follow instructions below to share your camera to others in Setting:



## Shopping

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Account	steven@tenvis.com
Modify account password	>
Send feedback	>
App version	5.3.0
About TENVIS	>
Log	out

## Setting

Account: Your current account name. Modify account password: Modify NEW TENVIS account password. Send feedback: Send us feedback of the camera.

App version: The version of NEW TENVIS.

About TENVIS: Go to TENVIS website. Log out: Log off your NEW TENVIS account.

# **Operation Guide for Android Device**

## Live Video

1. Download **NEW TENVIS** from App Store, or Scanning the QR code to download and install NEW TENVIS directly.



	TENV	/is
	Email address	
8	Password	
		Forget password?

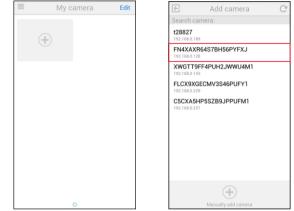
2. Tap on Sign up if you do not already have an account with New TENVIS. Fill in the required information to register for a New TENVIS user account.

TENVIS	Email address
Email address	B Password
8 Password	Confirm password
Sign up Sign in	Back Sign up

3. After signing up, please log on to your account.



4. Tap on ⊕ to add your new camera to your account; find the camera by matching UID code in the list to the UID code displayed at the bottom of the camera. If your new camera resides in the same LAN (Local Area Network), its UID code will show up in the list.



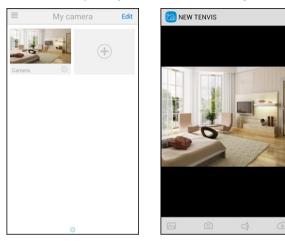
5. You can also choose to add you camera manually:

Click button and select your camera model and enter camera's UID code (displayed at the bottom of the camera) and password. You can scan camera's UID from Camera's QR code by tapping QR Code Icon to initiate the scan.

6. Enter the camera's name and password. By default the password is admin.



\*Notice: One IP camera could not be added by several accounts. If you need to share the camera video to your friends, please make use of the share function rather than create a new account. -197. Select the camera you've just added to start viewing live video.



Instructions for the icons and buttons on live video page:

Pan/tilt control	Tap on the button on the video to pan or tilt the camera
$\geq$	View the snapshots taken
	Take a snapshot picture from current camera feed.
×	Allows User to listen to the camera's audio feed and talk to the camera from NEW TENVIS App.
	Check alarm events.

## Wi-Fi Setup

1. Click to start configuring your camera for wireless operation.

Motion Off Becord mode Off   Notification: Silent  Email alert  Record mode Off  BASIC SETTING	detection: Off Notification: Silent Email alert Record mode Off	ALARM SE	TTING		Ema	ail alert		
Notification: Silent  Email alert  Record mode Off  BASIC SETTING	Notification: Silent  Email alert  Record mode Off  BASIC SETTING		Off		Rec		-Fi networks	
Record mode Off Signal strength: 83 % Security: WPA2 AES Wireless password	Record mode Off Signal strength: 83 % Security: WPA2 AES Wireless password		Silent					_
BASIC SETTING	BASIC SETTING		Off		Se	ecurity: WPA2 AES		
		BASIC SET	TING					

 The camera will start scanning for Wi-Fi connections. Select your Wi-Fi connection or network ID (SSID). Enter the password for your Wi-Fi connection.

Manage Wi-F	i networks		BASIC SET	ΓING	
TENVIS-2.4G	4		Wi-Fi	TENVIS-2.4G Connected	>
Signal strength: 83 % Security: WPA2 AES			Video Quality:	Low	
Wireless password		2	Video flip:	Normal	
Show password			Modify security	code	>
ОК	Cancel		Sha	re the camera to friend	

3. After clicking **OK**, you can now disconnect the network cable from your camera and start using your camera as a wireless device. \*Notice: It is in normal that the status show None, because the wireless function will only be activated after unplugging the network cable from the camera. Please wait for at least 30s (maximum to 1 minute) for Wi-Fi mode to be completely functional after unplugging the network cable.

Alarm Setup

1. Unplug the AC power adapter from the camera; insert a micro SD card . Plug the AC power adapter back to the camera and wait for it to reboot.

2. Tap on Record in settings and select the mode to record to micro SD card. Choose between Full time for continuous recording, or Alarm for recording while motion is detected. The camera will reboot after saving Record settings

Email alert		>
Record mode	Off	
	Off	
BASIC SET	Full Time	
Wi-Fi	ALARM	

\*Notice : When card is full the camera will automatically overwrite history recorded files.

3. Set up e-mail alarm if you want the camera to send snapshot pictures to your e-mail address when alarm goes off. Enter your e-mail address and password to receive snapshot pictures.

ALARM SE	TING	
Motion detection:	Off	
Notification:	Silent	
Email alert		>
Record mode	Off	

🖄 Email al	ert	ок
Enable email a	lert	
Email:	tenvis@gmail.com	
Password:	·····	_

\*Notice: Some email service provider needs SMTP server information to enable e-mail alert function. Please contact your email service provider for SMTP server information.

\*Important: There may be network latency while establishing a connection depending on your network connections. It may take several minutes for the camera to connect to SMTP server.

4. After setting up "Actions to take" when the alarm goes off, please enable motion detection. Choose the appropriate sensitivity level for movement detection.

Motion detection:	Off	
Notification:	Off	
Email alert	Low	
	Medium	
Record mode	High	4

\*Notice: We recommend this function to be deactivated in a busy environment to avoid excessive notifications.

## **Other Settings**

Wi-Fi		>
Video quality:	Max	
Video flip:	Normal	
Modify security code		>



## **Basic setting**

Video quality: Adjust the video quality.

Video flip: Mirror the displayed image horizontally or vertically when the camera is mounted. Modify security code: Changing camera's user password

Public camera: View the live video of camera shared by others. You may also share your camera's live video to other customers. Shopping: Find the latest TENVIS

promotion here. Setting: Log out current NEW

-23-

# Operation Guide for <u>Wi</u>ndows Web Browser

- 1. Install **TENVIS Search Too** from CD or download and install it from http://www.tenvis.com/download
- 2. Run **TENVIS Search Tool** on desktop, click search to search cameras in LAN.

			www.terwis.com
S/N	Alias	IP Address	
t28823	IPCamera	192.168.0.188	7777
C5CXA5HP5SZB9JPPUFM1	IPCamera	192.168.0.227	4321
C14DB1HY4JZL916PUFY1	IPCamera	192.168.0.235	7777
F3CD85HP1SLB81PPUF4J	IPCamera	192.168.0.238	7777
TWS-000256-WMYMR	IPCamera	192.168.0.206:	808
E1CX8NHE8SVL94PPUZD1	IP Camera	192.168.0.117.8	3899
DHCX91PECCR32599UFD1	IP Camera	192.168.0.121:	80
Please select language	English	•	Open Search
Please select language	English	•	Search

3. Select the camera listed in LAN by its UID code, highlight the camera in the list and click **Open.** 

S/N	Alias	IP Address
128823	IPCamera	192,168.0.188,7777
C5CXA5HP5SZB9JPPUFM1	IPCamera	192.168.0.227:4321
C14DB1HY4JZL916PUFY1	IPCamera	192.168.0.235:7777
F3CD85HP1SLB81PPUF4J	IPCamera	192.168.0.238:7777
TWS-000256-WMYMR	IPCamera	192.168.0.206:808
E1CX8NHE8SVL94PPUZD1	IP Camera	192.168.0.117.8899
DHCX91PECCR32599UFD1	IP Camera	192.168.0.121:80
Please select language	inglish	Open Search

4. The default web browser will be launched to display the login window. Log on to the camera by using camera's username and password. By default username is **admin** and password is **admin**.

	2.168.0.121 is asking for your user name and password. The that it is from index.html.
	r user name and password will be sent using basic n on a connection that isn't secure.
	User name
1/2	Password
	Remember my credentials

4. It will prompt you to install the web browser plug-in. Click **Allow** to allow the Internet Explorer to begin the plug-in installation;



5. After installation of the plug-in, you can now refresh the page and watch the live video.



Icons and buttons on live video page:

•□•⊞•	1 camera frame, 4 camera frames, 9 camera frames
Power frequency	Adjust power frequency to stabilize camera video image
Resolution	Adjust video resolution.
Settings	Click this button for Advance Settings
	Eight triangle button to control the Pan/Tilt of camera

Patrol horizontally or vertically
Save and go preset positions; this camera has 4 preset positions
Turn off IR LED manually.
Invert image horizontally or vertically
Adjust the brightness and contrast
Listen from the camera
Speak to the camera
Fullscreen
Record video to your PC or network drive, you can change the video file path in the Advanced Settings
Zoom in
Zoom out

\*Notice:

For in-depth explanation on how to use this web application, please download user manual from http://www.tenvis.com/download.

Certain functions, line drawing and snapshots mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

## **Operation Guide for Mac Web Browser**

1. Open your CD and run **TENVIS Search Tool.dmg**. Drag **TENVIS** Search Tool into Applications to install the search tool in Apple PC.

000	TENVIS Search T	Fool
Applications	Read Me.rtf	TENVIS Search Tool

2. Run **TENVIS Search Tool** in Launchpad, click search to search cameras in LAN.

		TENVIS Search Tool 5.1		
out the comput	or:	http://www.tenvis.com	UID:	DHCX91PECCR32599UFD1
55.255.255.0	DNS1:	202.96.134.133		V1.0.0.1
192.168.0.2	DN\$2	8.8.8.8	Nome:	IP Camera
		Name	Configure IP:	Using DHCP :
016PUEY1			P Address:	192.168.0.121
B9JPPUFM1	192.168.0.227	IPCamera	Subnet Mask:	255.255.255.0
MYMR 94PPUZD1	192.168.0.206 192.168.0.117	IPCamera IP Camera	Router: DNS:	192.168.0.2
				Some as the computer
			Internet Port:	80
			Internet Urt:	http://mytenvis.org:80
	92.168.0.216 55.255.255.0 92.168.0.2 916PUFY1 102PPUFY1 102PPUFV1 102PP	92.168.0.216 155.255.255.0 92.168.0.2 0.652 0.522 0.5	#         Note           92.568.0.216         DMS1:         262.96.134.133           92.568.0.2         DMS2:         IR.8.8           92.519.0.216         DMS2:         IR.8.8           92.519.0.216         DMS2:         IR.8.8           92.519.0.216         DMS2:         IR.8.8           92.519.0.216         DMS2:         IR.2.8.9           92.519.0.217         IR.2.8.9         IR.2.8.9	92:186.2216         UC           92:186.2216         Dr41         202:06.134.131           92:266.23         Dr42         EX.EX.EX           92:266.23         Dr42         EX.EX.EX           93:266.23         Dr42         EX.EX.EX           93:266.23         If Camera         If Camera           93:060.21         If Camera         If Camera           900/071         123:168.235         If Camera           900/071         123:168.205         If Camera           900/071         133:168.205         If Camera           900/071         133:168.205         If Camera           900/071         133:168.205         If Camera           900/071         133:168.205         If Camera           900/071         133:158.205         If Camera           900/071         133:168.205         If Camera           900/071         133:168.205         If Camera           900/071         133:168.205         If Camera

3. Select the camera listed in LAN by its UID code, double click the highlight the camera in the list.

000			TENVIS Search Tool 5.1		
Information Local IP:	about the comput 192.168.0.216	er:	http://www.tenvis.com	UID: FW year:	DHCX91PECCR32599UFD1 V1.0.0.1
	k: 255.255.255.0	DNS1:	202.96.134.133	Name:	IP Camera
Router:	192.168.0.2	DNS2:	8.8.8.8		
UKD 128823		₽ 192.168.0.188	Name IPCamera	Configure IP:	Using DHCP :
	ZL916PUFY1	192.168.0.235	IPCamera	P Address:	192.168.0.121
	SZB9IPPUFM1	192.168.0.227	IPCamera	Subnet Mask:	255.255.255.0
TWS-000256 E1CX8NHE85	CR32599UED1 5-WMYMR SVL94PPUZD1 SLB81PPUF4J	192.168.0.206 192.168.0.206 192.168.0.117 192.168.0.238	IP Camera IPCamera IP Camera IPCamera	Router: DNS:	192.168.0.2
					Some as the computer
				Internet Port:	80
				Internet Urt:	http://mytenvis.org:80
search			Open	Camera's Passwore	t: Apply

4. The default web browser will be launched to display the login window. Log on to the camera by using camera's username and password. By default username is **admin** and password is **admin**.

١	To view this page, you must log in to area "index.html" on 192.168.0.121:80.
	Your password will be sent unencrypted. Name: Password:
	Remember this password in my keychain

5. After login the camera, you could get the live video.



Icons and buttons on live video page:

•	Multi-frames is not supported in Apple PC.
Power frequency	Adjust power frequency to stabilize camera video image
Resolution	Adjust video resolution.
Settings	Click this button for Advance Settings
	Eight triangle button to control the Pan/Tilt of camera

Patrol	Patrol horizontally or vertically
Preset	Save and go preset positions; this camera has 4 preset positions
IR-LED	Turn off IR LED manually.
Orientation	Invert image horizontally or vertically
Screen Adjustment	Adjust the brightness and contrast

\*Notice:

For in-depth explanation on how to use this web application, please download user manual from http://www.tenvis.com/download.

Certain functions, line drawing and snapshots mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

## Setup Wi-Fi using WPS

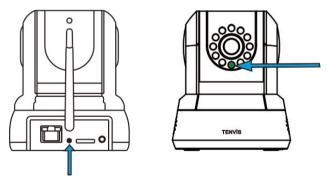
## What is WPS?

Wi-Fi Protected Setup (WPS) is a standard for easy and secure wireless network set up and connections. WPS can automatically set up a random network name (SSID) and strong WPA wireless security for wireless routers, access points, computers, adapters, Wi-Fi phones, and other electronic devices. If you want to set up camera's Wi-Fi by WPS, please make sure your router support WPS function.

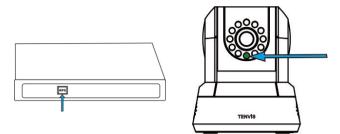
## Set up Wi-Fi using WPS

1. Connect the power cable and wait for the camera to initialize itself. Please make sure the camera and the router are within 2 meters when you push Wi-Fi WPS button.

2. Press the WPS button on the back of the camera for about 3 seconds, then the indicator light (front) will flash, the camera will be in WPS mode.



3. Press the WPS button on the router for about 3-5 seconds, the time depends on the router. The router's light will flash to indicate the router in WPS mode. While both are in WPS mode, the camera will connect to the router via Wi-Fi. Wait about 1-2 minutes, the green light of the camera will become static; to indicate Wi-Fi connection is established between the two.



\*Note:

1. The steps to active router's WPS mode varies by router's model and brand , please refer to your router's user manual for details.

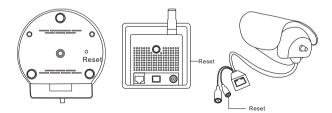
2. Not all routers support WPS;

3. You can set up Wi-Fi in App in mobile device or web browser in your PC if your router does not support WPS;

4. Only some indoor cameras support WPS now. Such as IPROBOT 3 and TH661

# Camera Reset

Please press the reset button under or on the camera for about 15 seconds until the camera reboots. Please make sure the power supply is connected to the camera when you are doing it.



\*Notice: Once you reset the camera, the camera will lose all the configuration.

# **Frequently Asked Questions**

1. Why does my computer or security software say the software is dangerous and it is a virus?

The search tool will detect device in your network, and it seems like a virus. Please ignore the warning and continue.

### 2. Why is the image black and white?

When the environment is getting dark the camera will activate night vision mode automatically. When night vision is activated, the video feed will be in black and white.

3. Why does the camera always ask for username and password, or it says Incorrect User?

The camera's default username is admin, and default password is admin. If you forget your username or password, you can reset the camera to factory settings to get the default username and password.

#### 4. How can I reset the camera to factory settings?

Please press the reset button under or on the camera for about 1 minute until the camera reboots. Please make sure the power supply is connected to the camera when you are doing it.

### 5. Is there a limit on connection or viewing time?

TENVIS provides unlimited access to your camera for free.

#### 6. Why is my camera offline?

Please check the power button of the camera and the router to ensure the connection is valid then proceed to reboot.

#### 7. Why is the image blurry?

Remove the protective film on the lens and rotate the lens of the camera to get a clear image.

## Warranty

#### WARRANTY COVERAGE:

This warranty obligation is limited to the terms set forth below. TENVIS IP Camera is designed to only supplement existing residential and business security systems.

#### WHO IS COVERED:

This product is warranted to the original purchaser or the person receiving the product as a gift against defects in materials and workmanship as based on the date of original purchase ("Warranty Period") from an Authorized Dealer. The original sales receipt showing the product name and the purchase date from an authorized retailer is considered such proof.

#### WHAT IS COVERED:

This warranty covers new products if a defect in material or workmanship occurs and a valid claim is received within the Warranty Period. At its option, the company will either (1) repair the product at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new, or serviceable used parts and is at least functionally equivalent or most comparable to the original product in current inventory, or (3) refund the original purchase price of the product. The Company warrants replacement products or parts provided under this warranty against defects in materials and workmanship from the date of the replacement or repair for the remaining portion of the original product's warranty. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes the company's property. When a refund is given, your product becomes the company's property. Replacement product can only be sent if all warranty requirements are met. Failure to follow all requirements can result in delay.

### WHAT IS NOT COVERED - EXCLUSIONS AND LIMITATIONS:

This Limited Warranty applies only to the new products that can be identified by the trademark, trade name, or logo affixed to it. This Limited Warranty does not apply to any non-TENVIS hardware product or any software, even if packaged or sold with the product. Non-TENVIS hardware manufacturers, suppliers, or publishers may provide a separate warranty for their own products packaged with the bundled product. The Company is not liable for any damage to or loss of any programs, data, or other information stored on any

media contained within the product, or any non-TENVIS product or part not covered by this warranty. Recovery or reinstallation of programs, data or other information is not covered under this Limited Warranty.

This warranty does not apply (a) to damage caused by accident, abuse, misuse, neglect, misapplication, or non-TENVIS product, (b) to damage caused by service performed by anyone other than an Authorized Service Location, (c) to a product or a part that has been modified without written permission, or (d) if any serial number has been removed or defaced, or (e) to a product, accessories or consumables sold "AS IS" without warranty of any kind by including refurbished TENVIS products sold "As IS" by some retailers.

### THIS LIMITED WARRANTY DOES NOT COVER:

• Shipping charges to return defective product.

• Labor charges for installation or setup of the product, adjustment of customer controls on the product, and installation or repair of any part outside of the product.

• Product repair and/or part replacement because of improper in stallation or maintenance, connections to improper voltage supply, power line surge, lighting damage, retained images or screen markings resulting from viewing fixed stationary content for extended periods, product cosmetic appearance items due to normal wear and tear, unauthorized repair or other cause not within the control of the company.

Damage or claims for products not being available for use, or for lost data or lost software.

• Damage from mishandled shipments or transit accidents when returning product.

• A product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications.

• A product used for commercial or institutional purposes (including but not limited to rental purposes).

• Product lost in shipment and no signature verification receipt can be provided.

• Failure to operate per Owner's Manual.

## **Contact us**

## **TENVIS Technology Co., Ltd**

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