

# Smart WiFi Camera

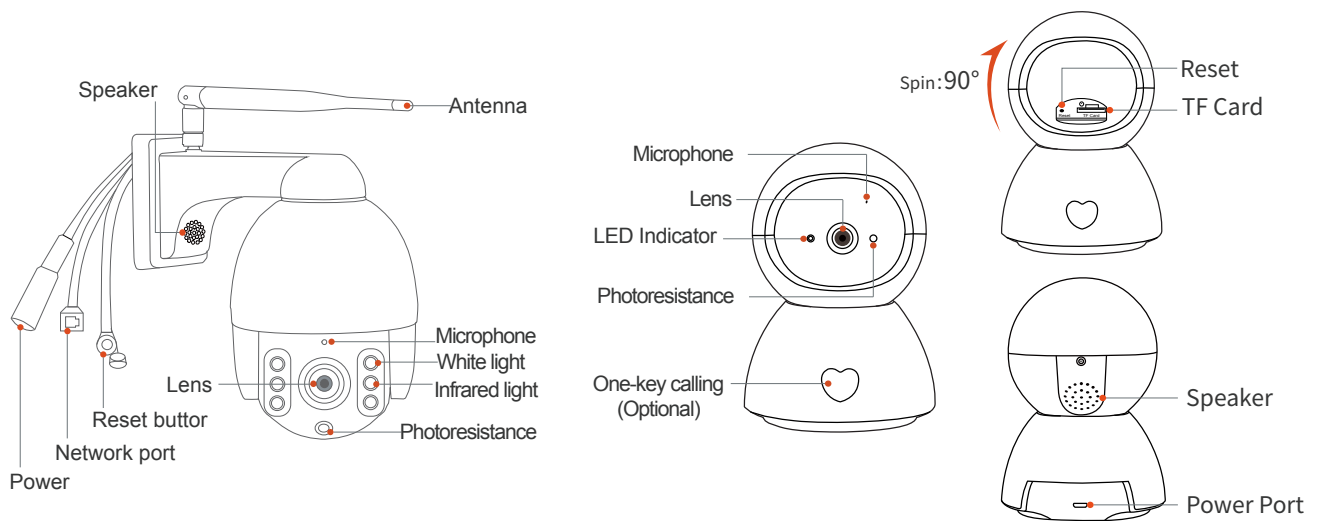
## User Manual



V1.4

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# PRODUCT OVERVIEW AND MAIN FEATURES



## DOWNLOAD THE APP INTO YOUR MOBILE DEVICE

Option 1: Search and download Tuya smart from App Store or Google Play;  
 Option 2: Scan the QR code below to download.

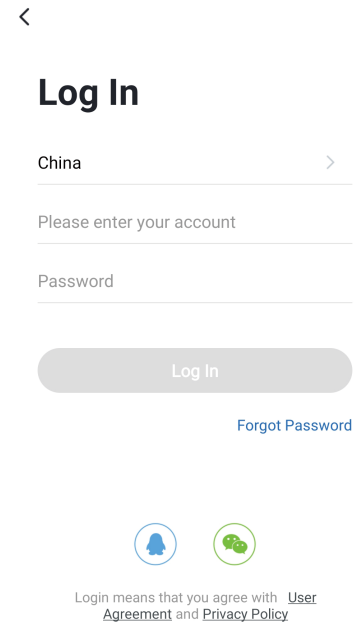
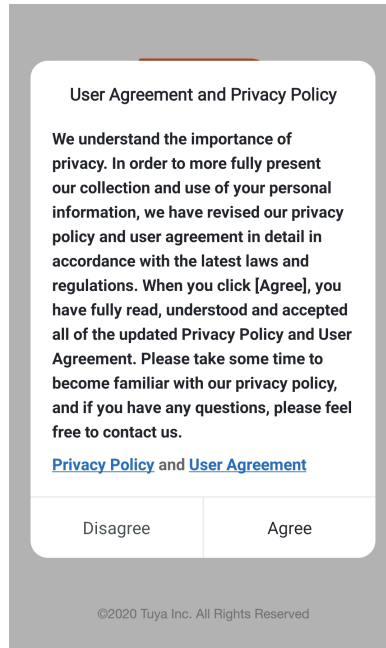
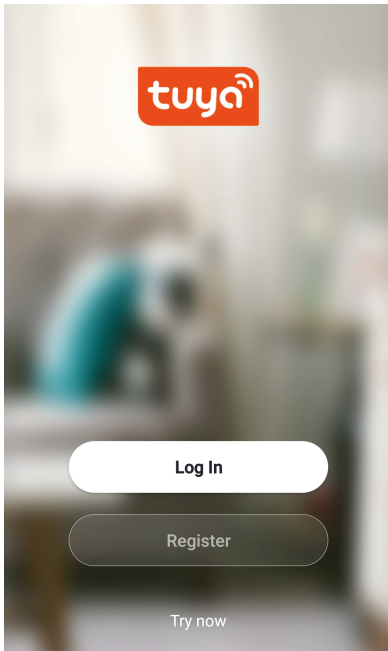


Android / iOS

# ACCOUNT REGISTRATION AND LOGIN

## 1. Register:

\* If you don't have an App account yet, you can register an account or log in via SMS verification code. Please read the current page and the next page for the description of registration process. Click "Create New Account", enter Privacy Policy page on Tuya smart, click to Agree and enter to the registration page for Mobile number or E-mail address.



## 2. Log in with existing account:

\* If you have already registered an account, you can skip the creating a new account, click "Log in with existing account, enter the log in page.

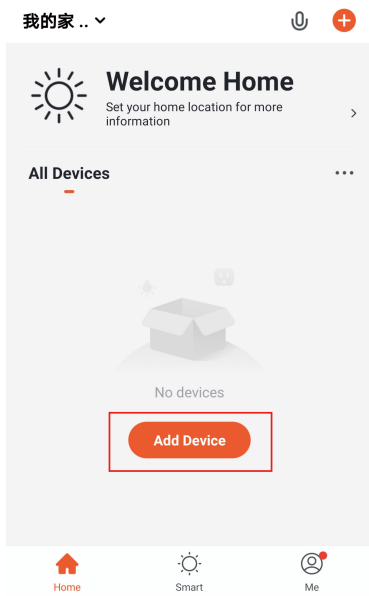
- (1) The system automatically select the current Country/Region, or you can manually select the Country/Region.
- (2) Enter your registered mobile number or e-mail address, enter your password to log in the system.

# CONNECTING THE CAMERA TO YOUR MOBILE DEVICE IMPORTANT:

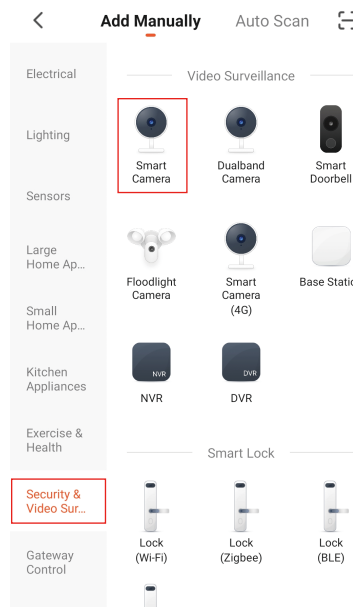
- (1) For stable network connection, please make sure the camera and the mobile device are close to the router.

# WiFi CONNECTION

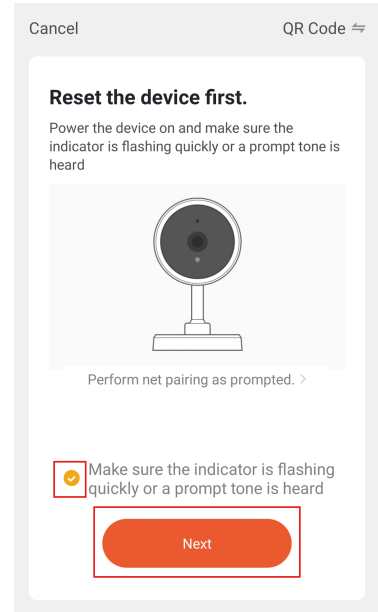
Step 1: Connect the mobile device to your Wi-Fi, then log in to Tuya.click 'Add Device' (figure 1)on the Home of the App, select "Security & Sensor", (figure 2)--» "Smart Camera", click "next step"(figure 3).



(Figure 1)

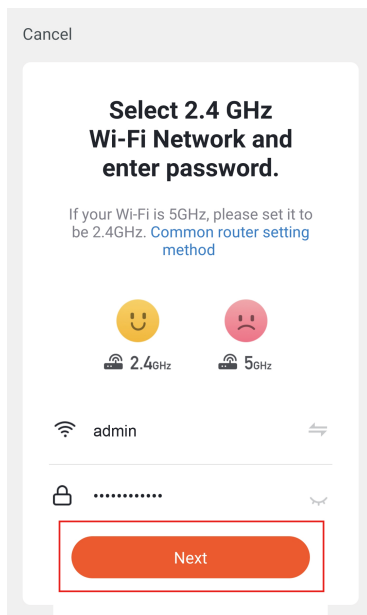


(Figure 2)

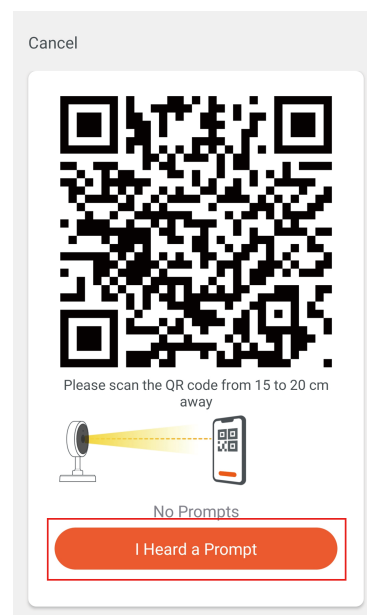


(Figure 3)

Step 2: Enter Wi-Fi account and password, click "Next" (figure 4).Hold the mobile phone screen in the front of the camera, the distance between the two should be 15 to 20 cm, Try not to shake the mobile phone during the scanning (figure 5).

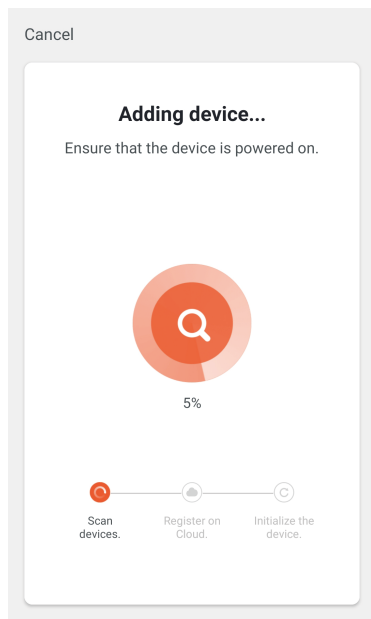


(Figure 4)

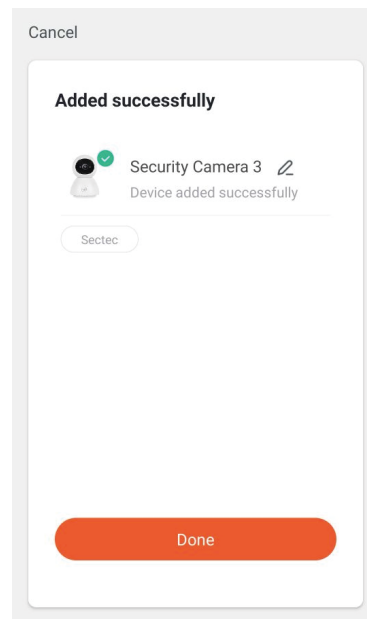


(Figure 5)

Step 3: when you hear 'Connect Router', click "I Heard a Prompt", and wait for connecting (figure 6), Device added successfully (figure 7), you can choose the device name and room scene.



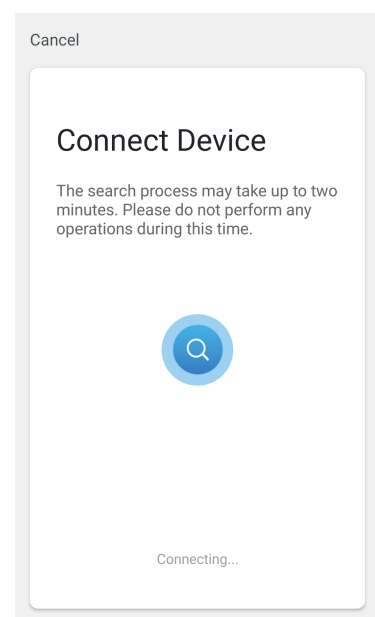
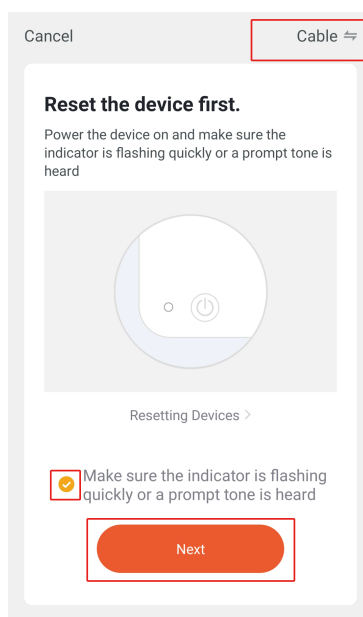
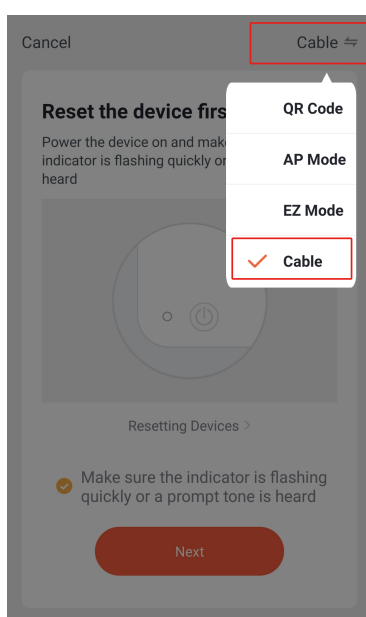
(Figure 6)



(Figure 7)

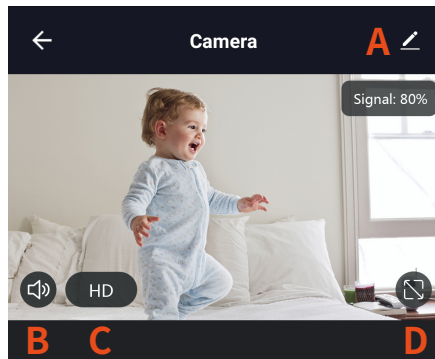
## CONNECTING BY NETWORK CABLE

If you use NETWORK CABLE connect camera with internet, please select “**cable**” for config the camera

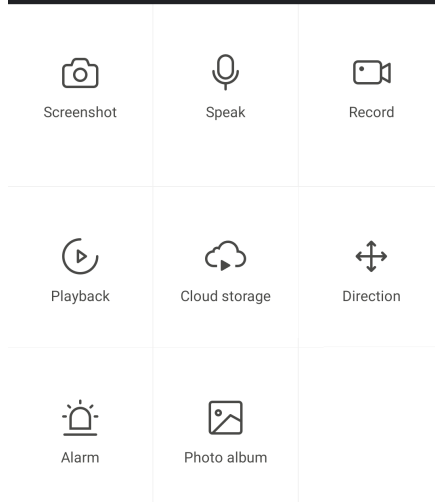


# FUNCTIONS INTRODUCTION

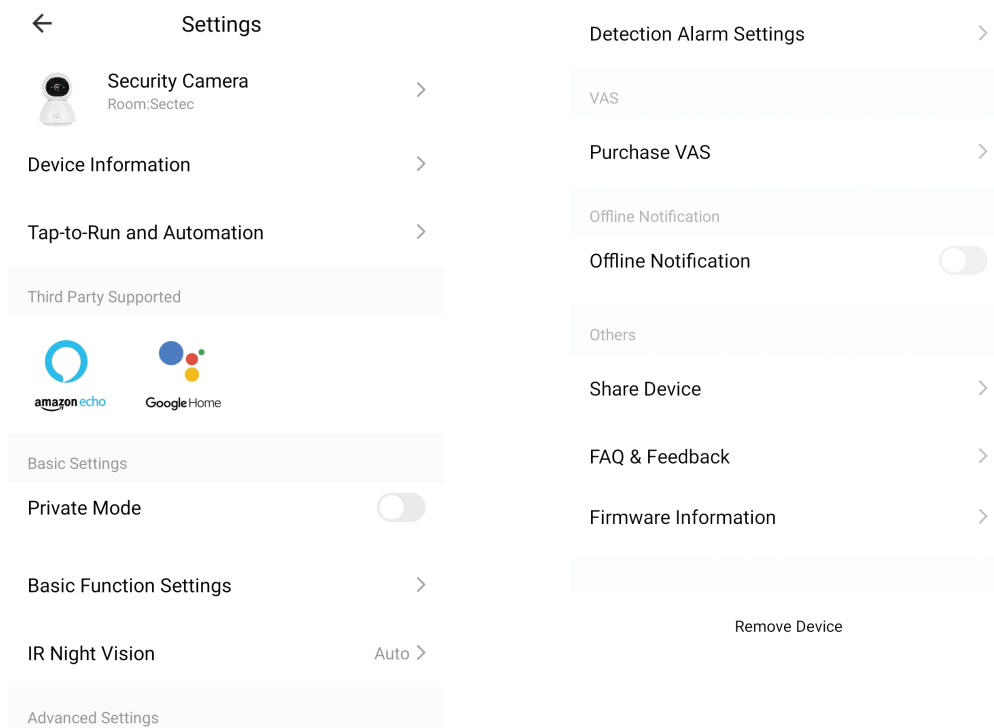
Click the picture of the camera in the main interface of Tuya smart to enter the LIVE interface.



- A. Setting Menu
- B. Sound switch
- C. Picture quality switch
- D. Full screen



# MORE FUNCTIONS



# UNIQUE FUNCTIONS INTRODUCTION

## \* One-key calling (Only for special models):

When baby pressed the button for video call. The camera will send a notification to your mobile phone ,then you can pick up video call with your baby.



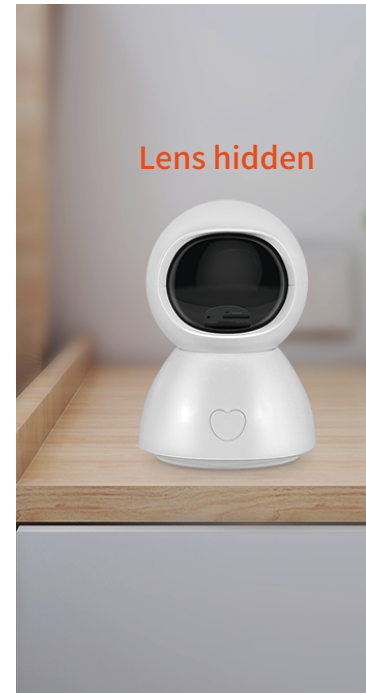
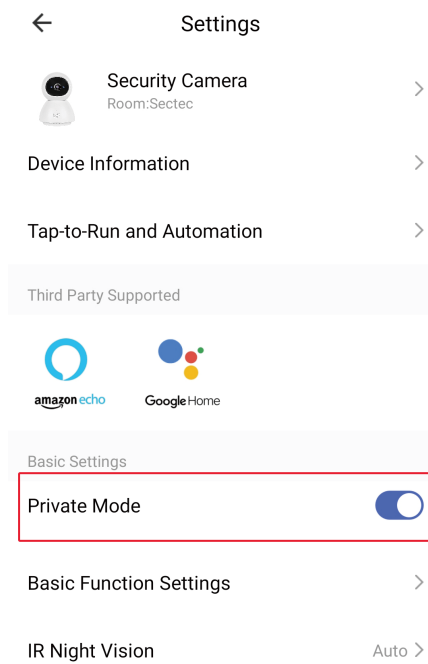
## \* Move tracking:

Once AI camera detect the moving object from monitor area , camera will focus on object and auto track it to catch HD picture.



**\* Private Mode (only for special models):**

Turn on private mode, the camera will hide the lens to protect personal privacy



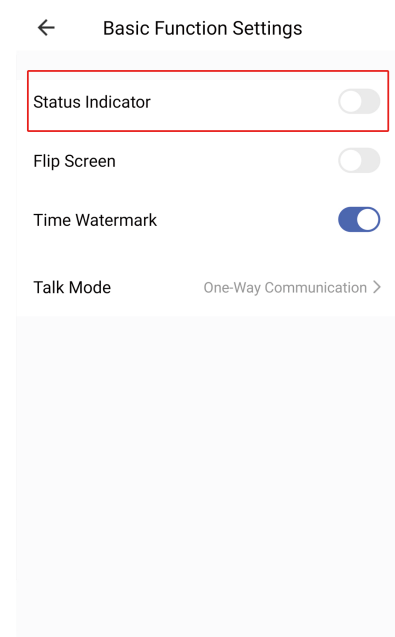
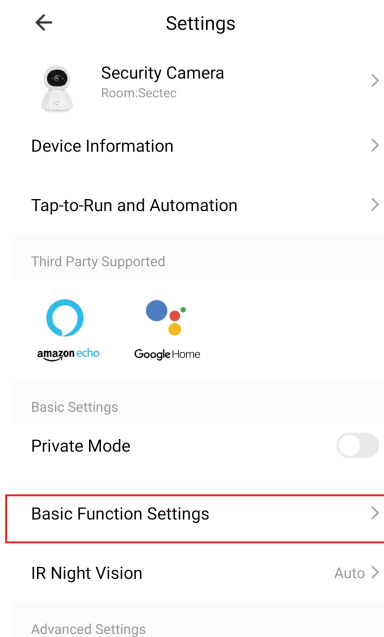
**\* Status Indicator (only for special models):**

1. Love baby :Mom can turn off the "indicator light" when the baby go to bed at the night

2. Indicator light function :

\*LED lighting : network is good

\*LED blinking: NO network/wait for config



**\* Non-slip silicone & Wall mount:**

Non-slip silicone can keep the camera stable on table, camera can be installed on wall and ceiling.



**Normal function:**

- |                           |   |
|---------------------------|---|
| 1: Pan & Tilt Control     | 2: Video Playback                       |
| 3: HD night Vision        | 4: Two way audio                        |
| 5: Optional Cloud Service | 6: The microSD Card (Max support 128GB) |

**Troubleshooting Guide**

Q1: How should I do when the camera fails to connect during the process?

- \*Use the pin to press and hold the Reset button for 5-6s to reset the camera before connecting the camera. You will hear "Reset Success" at a successful reset;
- \*The camera only supports 2.4GHz Wi-Fi. Please make sure to connect to the correct Wi-Fi;
- \*You will hear different voice prompts when connecting the camera. Please take corresponding measures according to the voice prompts.

Q2: What can I do if Tuya smart shows "Device disconnected"?

- \*Make sure the camera is powered on and the network of the router works well.
- \*Restart the camera. If the camera still disconnects after the restart, please remove the camera from the App, then connect it again.

Q3: How can I get my camera connected to another Wi-Fi?

\*If the current Wi-Fi of the camera and Wi-Fi you would like to switch can be connected at the same time, you can switch the Wi-Fi directly by selecting Wi-Fi Network in the interface of Setting.

\*If the camera is disconnected to the current Wi-Fi, the App will say "Device disconnected". Click Trouble Shooting to connect to another Wi-Fi directly. Or remove the camera from Tuya smart, then connect the camera to the Wi-Fi you would like to switch.

Q4: Why are there blank parts in the timeline of the video?

\*If you are using the Trial package or Alarm Recording package of Cloud Service, or you select Event Recording in Memory card recording mode, it will have blank parts in the timeline of the video. Because those options make camera recording videos when it detects the sound, motion etc...

Q5: Installed the microSD card, selected All-day Recording in Memory card recording mode, but why are there blank parts in the timeline of the video?

\*Make sure you select SD Card in Play Videos From;

\*Make sure the SD card status is Normal; If not, please format the SD card. If there are blank parts in the timeline of the video after formatting, please change to another SD card.

Tip: When the camera is clearing cache memory and restarting, it will also make the blank parts in the timeline of the video.

Q6: Why cannot the camera read the SD card?

\*Please make sure the SD card is not damaged. If the SD card is damaged, please change to another SD card.

\*When the quality of the network is poor, the camera may not read the SD card. You can change the quality of the picture from HD to SD in the LIVE interface.

Tip:**Reboot the camera after installing and uninstalling the SD card.**

Do not install or uninstall the SD card when powering on the camera, which may damage the videos or the SD card.

Q7: Why is the timeline of the video blank when using SD card after the cloud service expires?

\*Videos in the Cloud Service can't be played if the cloud service package expires. If the camera hasn't installed the SD card before, there would have no videos.

Q9: Why can't get the notifications on my phone?

\*Make sure you allow Tuya smart to send you notifications in the Settings of your mobile device.

\*Make sure you switch on all the options in Push Notification Settings.

\*Make use the current time is not during the scheduled time that stops the notification.

Tip: When you watch the live video of the camera, the mobile device will not get any notification.

Q10: How many accounts can I share when I select Private Share? How can I cancel the sharing?

\*The limitation of network bandwidth and too many users accessing the camera at the same time. The camera with cloud service subscription package can share with 10 accounts at most; while the fluent video depends on the network band ;

\*In the interface of Private Share, press and hold the account you want to cancel the sharing, then click.

Q11: Why can't the shared account operate the camera?

\*For security, the shared account can't operate the camera. If the other user would like to operate the camera, please directly use the account which is bound to the camera to log in.

Q12: Why is there a circle in the video and why does the video have buffers when watching the video?

\*The circle in the video means it's still loading, please check the network connection of the camera and the mobile device. You can also change the quality of the video from HD to SD for smoother streaming.

Q13: Why is there image noise when the environment is dark?

\*This is a normal phenomenon. However, to improve the image quality, the IR LED can be turned on when the environment is dark; at the same time, the color of the image will be black and white.

Q14: Why does the camera make noise?

\*When the camera rotates, the motor will make a subtle sound, then the App will record the noise through the camera's microphone. It can be eliminated by switching off the Sound in the LIVE interface, or switching off the Microphone in the interface of Setting. In addition, it will occur an echo when the distance between the mobile device and the camera is very close. It can be eliminated by moving the mobile device away from the camera. If the camera makes an unusual noise that cannot be eliminated, please contact us.

Q15: Do I have to subscribe to the cloud service package to use this camera?

\*You don't have to subscribe to the cloud service package. You can use the SD card for video recording after the expiration; otherwise, you can only watch the real-time video.

\*For better experience and safer storage, we recommend renewing the free trial package after expiration. If you have subscribed a cloud service package, please renew it before expiration. Otherwise, please get an SD card in time to avoid the interruption of video recording; and backup the important videos in the Cloud Service in time to avoid the situation that you can't watch them after the cloud service expires.