

# Smart WIFI Camera

## User Manual

### Download APP

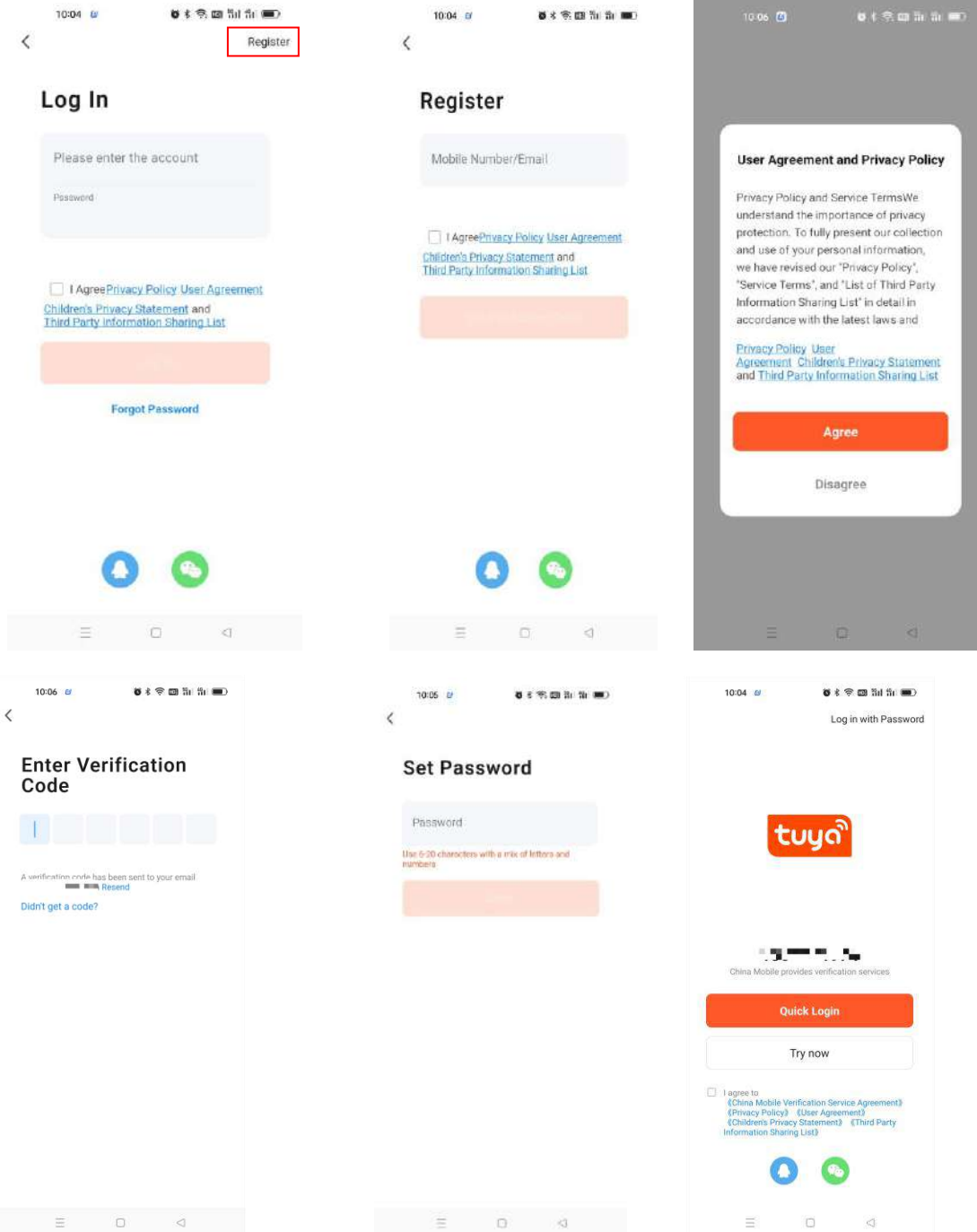
1. Search TUYA Smart in your mobile APP or scan the QR Code to download it.



Scan the QR Code to Download TUYA Smart App

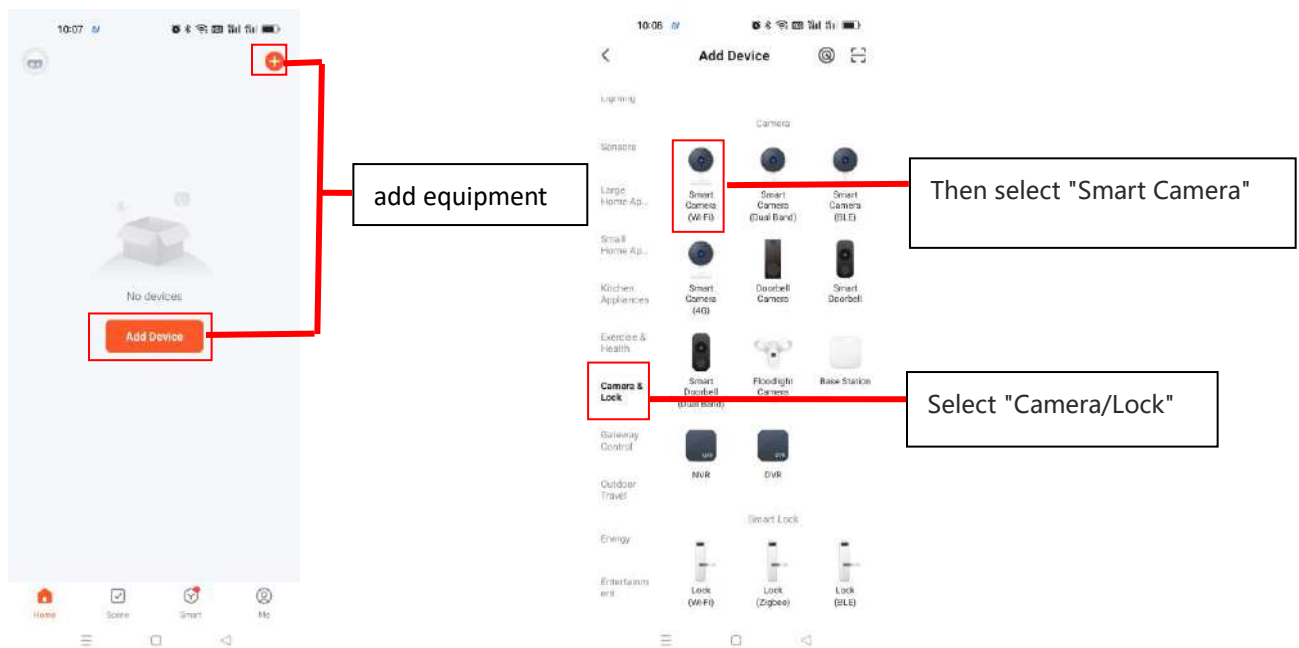
### User Registration

1. Open the TUYA Smart APP, click Register as the following pictures.
2. The system automatically determines the current country, or you could choose your country then put the mobile number or email address, then click agree Privacy Policy, then enter verification code as the following pictures.
3. After you get the verification code, then put the password to finish registration. At last, put the account to log in as the following picture.



## Add the Device

1. When you get this product, please make sure to connect with the standard power adaptor in the accessories, otherwise the device may not working properly. Before connecting, please make sure the mobile already connected the Wi-Fi @2.4GHz.
2. Open the TUYA Smart APP and click + on the right to add device and choose "camera & lock" then smart camera as the following picture.



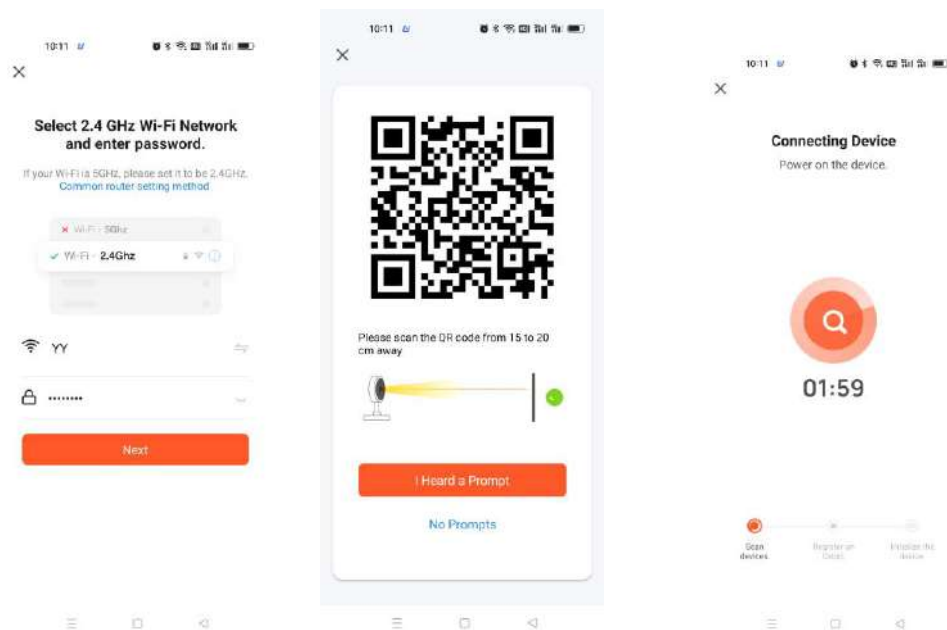
3. Choose the Smart Camera (WIFI) to choose **networking modes**

Choose QR Code to make network connection. Make sure the indicator is flashing rapidly or a prompt tone is heard, then click Next.

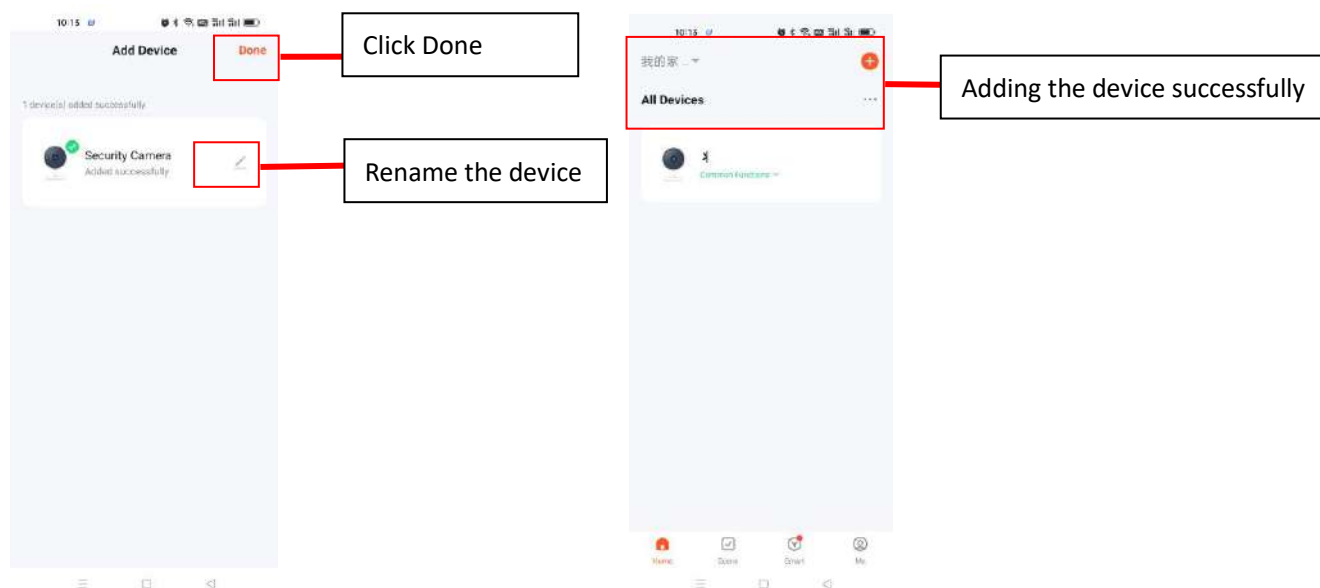


4. Enter the WIFI Network Mode and enter password, then click Next. Let the device camera to scan the QR code in the mobile APP, after

you hear the tok-tok-tok voice click I heard a prompt to connect the device as the following pictures.



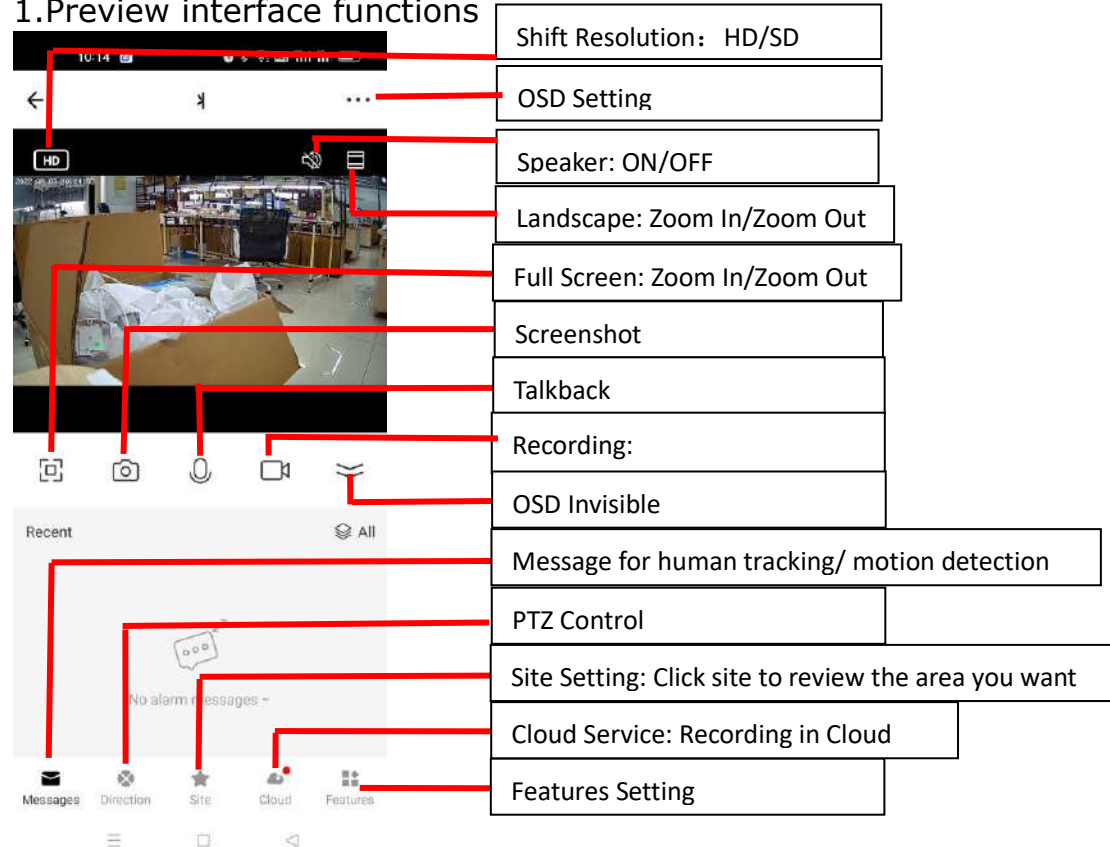
5. After hearing the prompt, the device indicator changed into green from red, finish the network connection then click done as the following pictures.



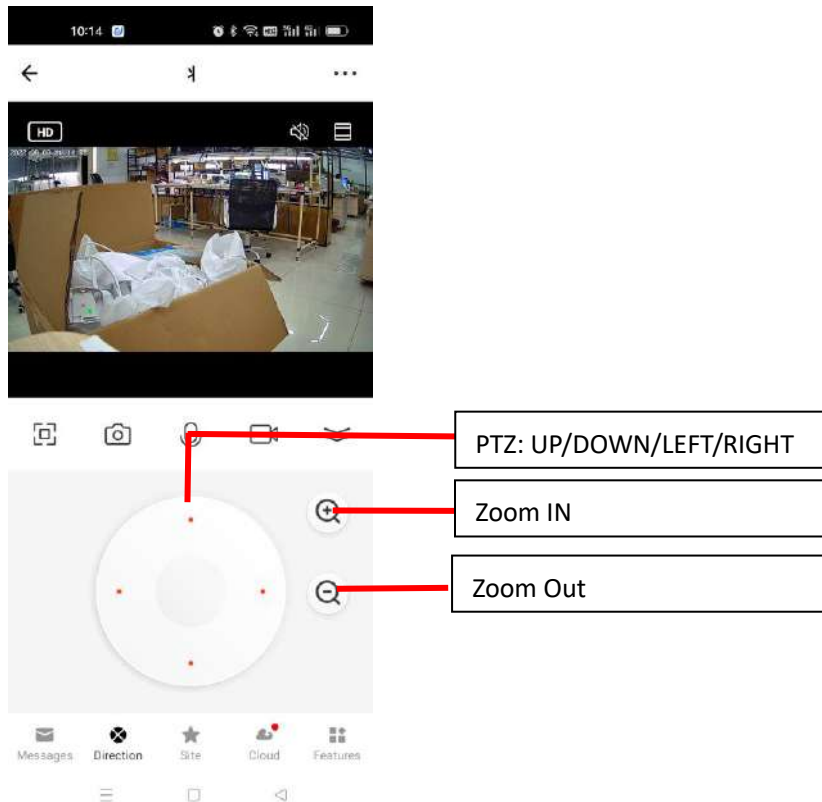
6. If network configuration failure, keep pressing the reset for 5 seconds and wait for rebooting then do the network connection again.

## Function Introduction

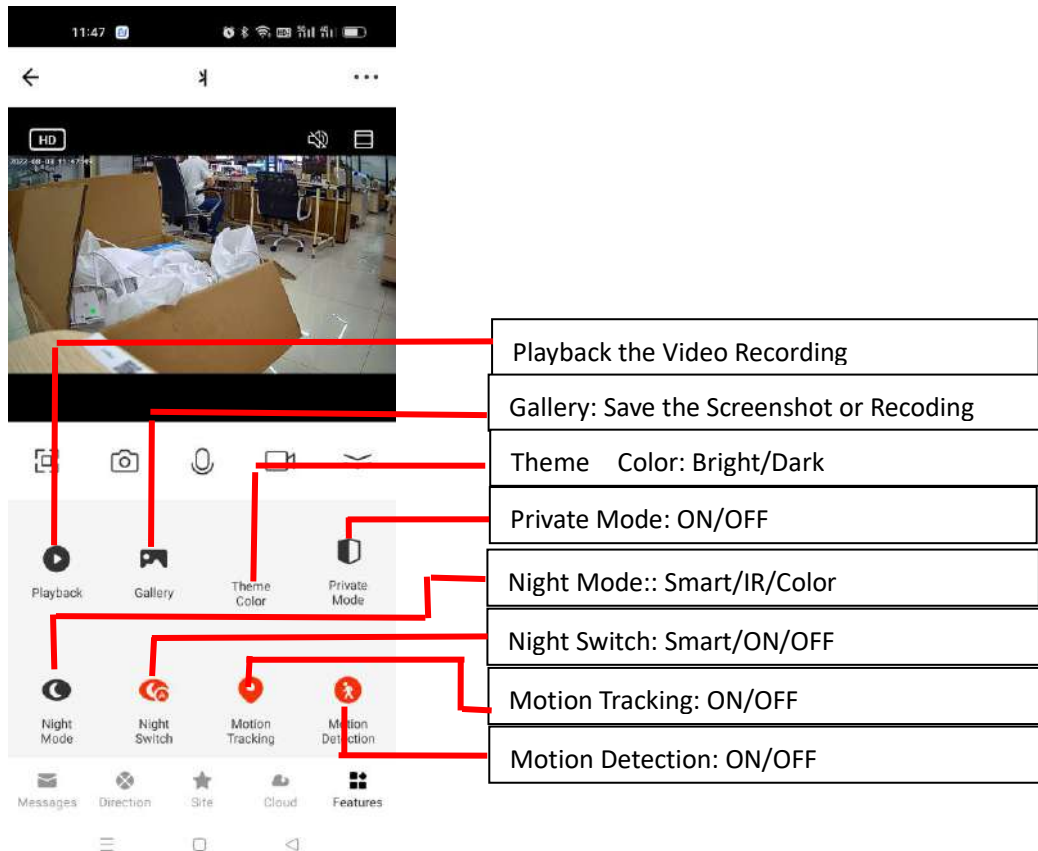
### 1. Preview interface functions



### 2. PTZ Functions



### 3.Features Introduction



## FAQ

### 1. Connection Problem:

**Q:** why the device can't connect to the server?

**A:** A: Check the network connection

B: Check DNS configuration for the router

C: Check if the router got any white list.

**Q:** How to do with the device when it showed disconnected?

**A:** Firstly to make sure the device is power on and the network connection is OK. If without any problem, try to reboot it. After reboot, if it is still the same problem, try to reset then do the network configuration again. If still not solved the problem, try to make the device near the router.

**Q:** Why the device can't connect to WIF?

**A:** A: now it only supports 802.11b/g/n at 2.4G WIFI, not support 5G WIFI. Please make sure the WIFI signal is within the range.

B: Because the Chinese coding mode may have the compatibility **A:** we suggest you make the WIFI in English.

C: Please keep the device near the router when you do the network configuration.

**Q:** Why we couldn't recognize the WIFI when we do the network configuration?

Answer: Please turn on the location permission in the IOS or Android mobile.

## **2. Operation Problem.**

**Q:** What shall we do if the WIFI is 5G?

**A:** Please turn on the Dual-frequency mode for the router, and choose WIFI at 2.4G signal.

**Q:** How shall we add the mobile number to let the family members to view in the APP?

**A:** Open the APP and choose share the device and then put the mobile number.

**Q:** Why the camera showed upside down?

**A:** If the camera hang upside down, it will show like this, you could set the flip screen on in the APP.

**Q:** How to do if warning message is sending too frequently?

**A:** Please set the Alarm setting in the APP as your request.

**Q:** Why there is noise when preview?

**A:** Please keep the mobile away from the camera.

**Q:** how to do if the PTZ is not working?

**A:** try to reboot the APP or reboot the APP.

**Q:** Why there is no sound when checking the video?

**A:** Firstly check whether the microphone is on for the camera.

Then check the speaker is on in the APP and whether the mobile is in sound off.

**Q:** In the mobile, we couldn't hear the voice from the camera.

What shall we do?

**A:** First, check whether the management permission for microphone or speaker in the APP with your mobile phone. IOS users can turn on the microphone permission of the APP in the privacy settings of the system. The Android phone finds the permission management settings in the phone, such as application management, mobile phone manager, security center, etc., to opens the microphone and speaker permissions.

**Q:** Is the Talkback function is the same as making mobile calls?

**A:** A: it the APP shows hold the button then talk, it is one way communication as Wechat.

B: If the APP shows Intercom, it is two way communication as calling.

### **3. Account Questions.**

**Q:** When the client registers an account in the APP, it prompts that it has been registered. What shall we do?

**A:** If so, it means you already have an account with this mobile number, just log in.

**Q:** How shall we do if we couldn't log in the APP?

**A:** Please make sure the network connection for the mobile works well, try to use mobile network or change WIFI to check. If showed failure, it may the problem for network DNS analyze. Please try to reboot your mobile or change the network connection again.

**Q:** What shall we do if we forgot the password for the APP?

**A:** Please click forget the password to change new password with the verification code.