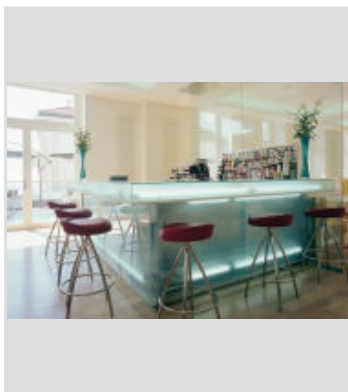
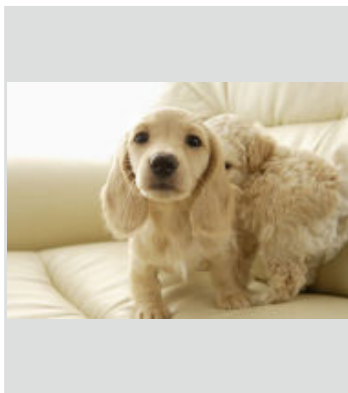
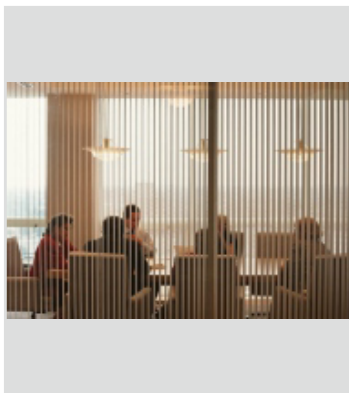
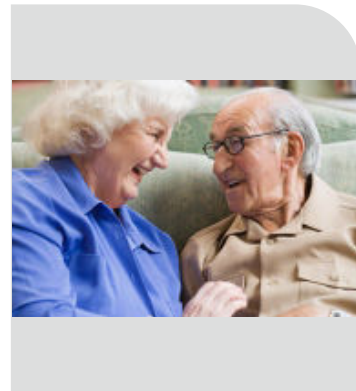
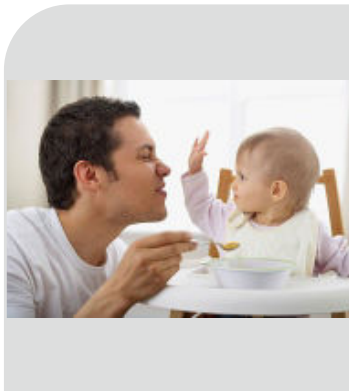


Quick Start Guide



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.

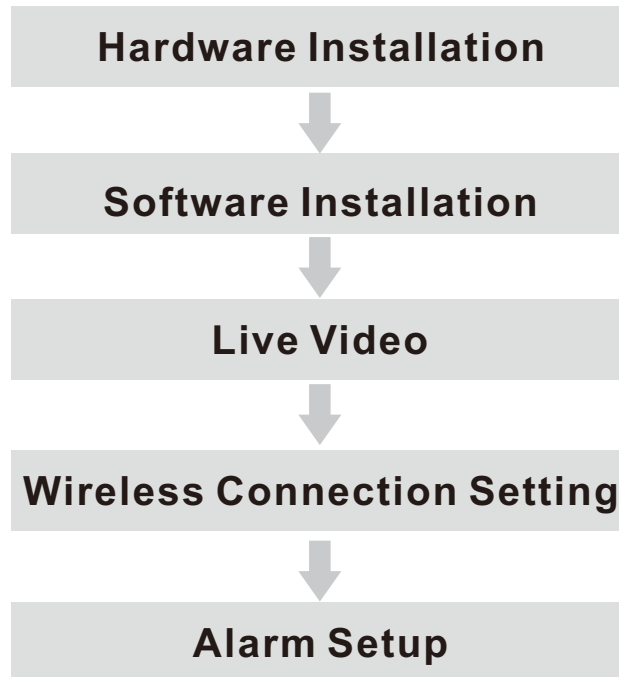
Application involving live radio listening and video streaming will require WiFi usage or mobile network usage, such as 3G/LTE or Edge. If you are on a remote Wi-Fi network or 3G connection, 10 seconds to 15 seconds delay in video and audio streaming to your smartphone may occur. This may incur data 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.

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Quick Installation Guide



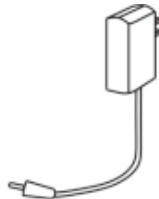
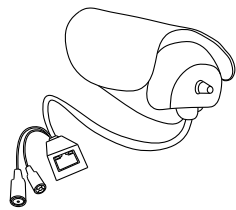
NOTE: Certain functions, line drawing and snapshots mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

What's In the Box

- 1.IP Camera x1
- 2.DC Power Adapter (5V-2.0A) x1
- 3.Network Cable x1
- 4.Mounting Bracket x1
- 5.Quick Installation Guide x1
- 6.CD-ROM with Setup Software x1



or



(1)

(2)

(3)



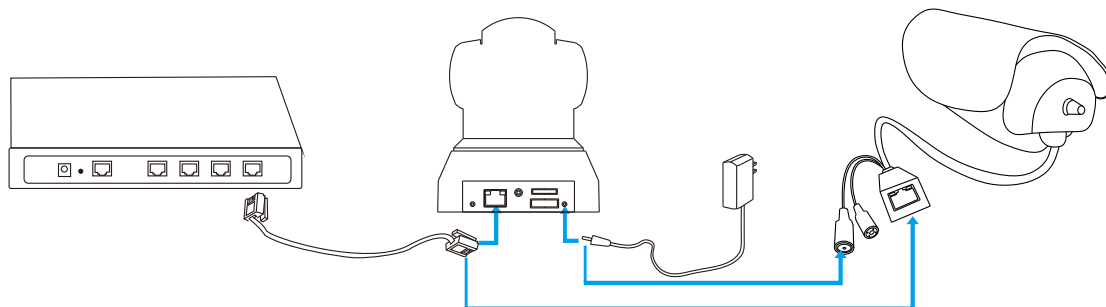
(4)

(5)

(6)

Quick Start Guide

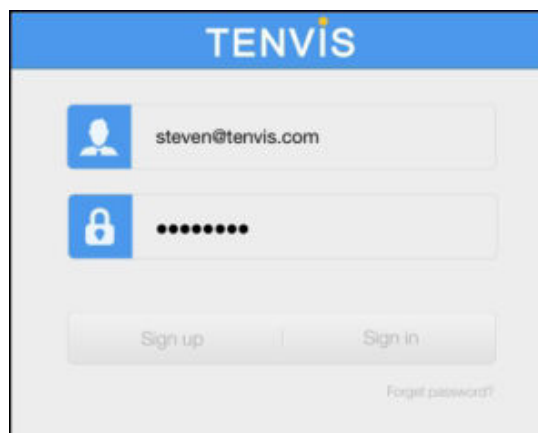
Connect the power cable and wait for the camera to initialize itself. Connect the camera to your router by using the included network cable.



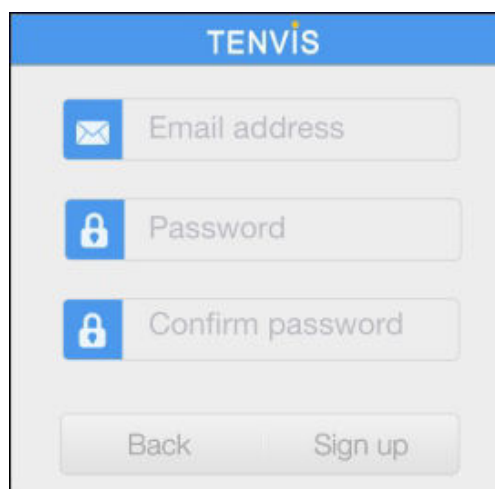
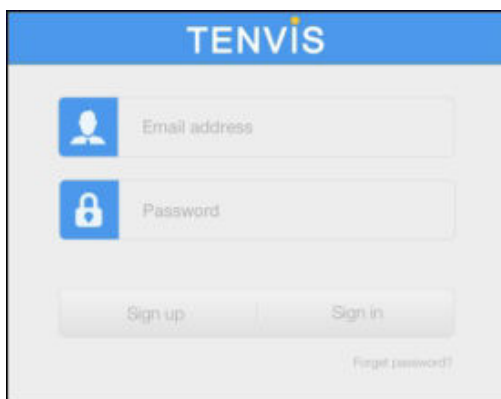
Operation Guide for iPhone

Live Video

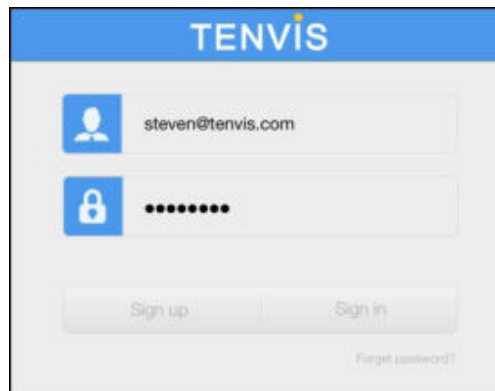
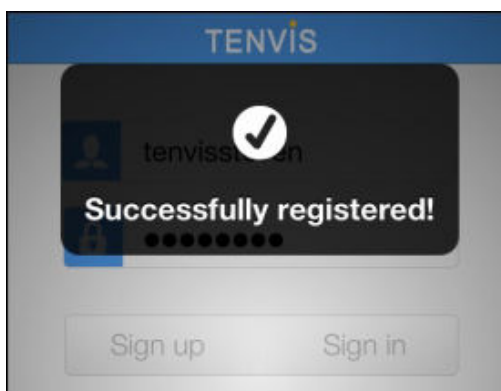
1. Download **NEW TENVIS**  from App Store, or Scanning the QR code to download and install NEW TENVIS directly.




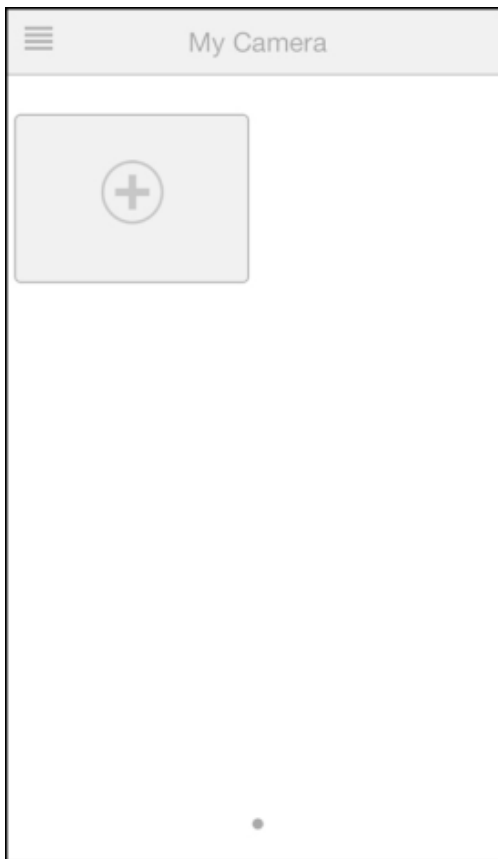
2. Tap on Sign up if you do not already have an account with **New TENVIS**. Fill in the required information to register for a **New TENVIS** user account.




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

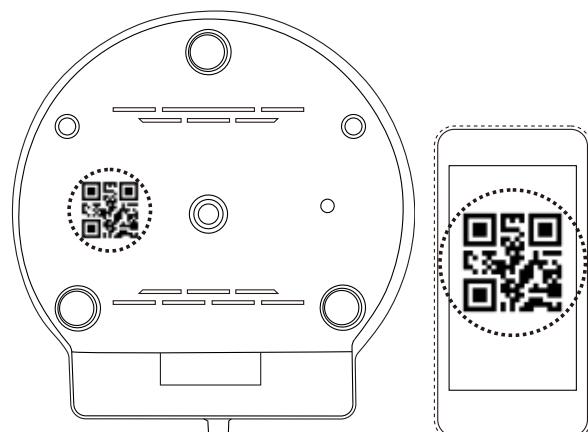
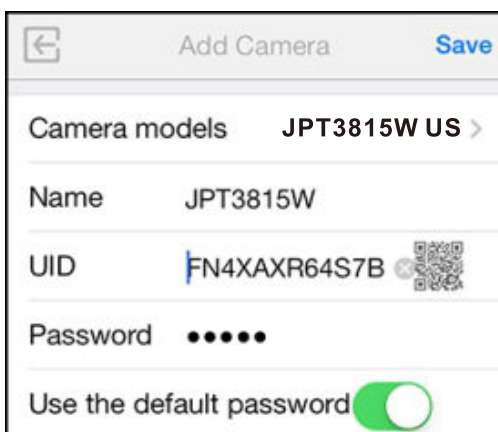


4. Tap on  to add your new camera to your account; find the camera by matching UID code in the list to the UID code displayed at the bottom of the camera. If your new camera resides in the same LAN (Local Area Network), its UID code will show up in the list.

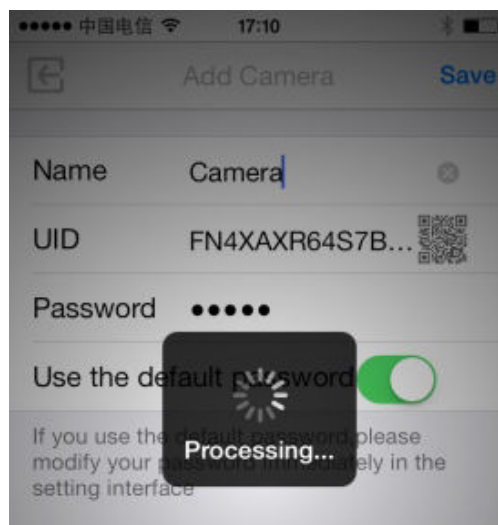


5. You can also choose to add you camera manually:

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.

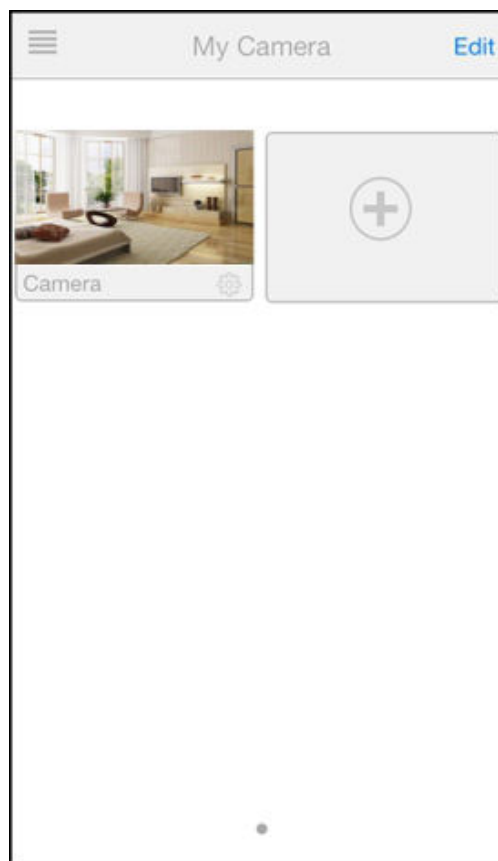
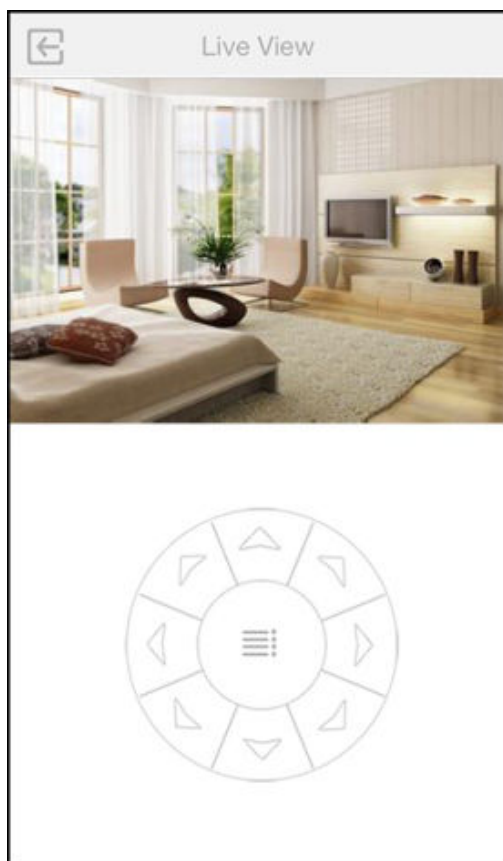


6. Enter the camera's name and password. By default the password is admin.

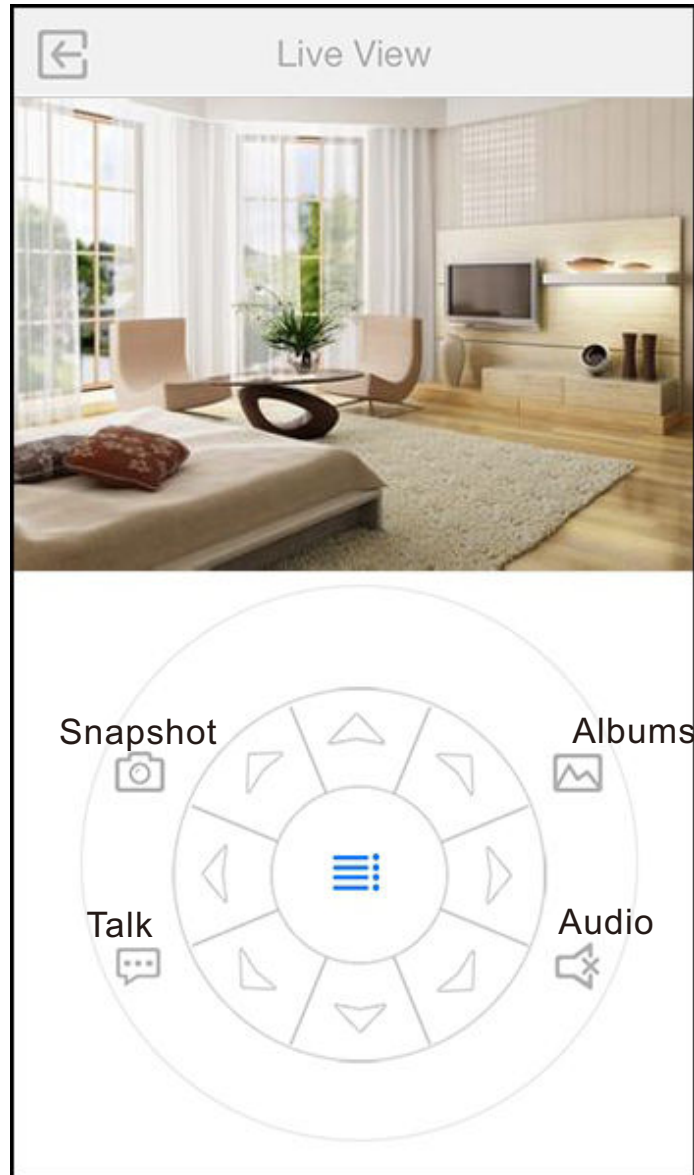


Notice: One IP camera could not be added by several accounts. When the IP camera is added by a new account, the old one will be deleted automatically. If you need to share the camera video to your friends, please make use of the share function rather than create a new account.

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



8. Tap on  to display additional functions:

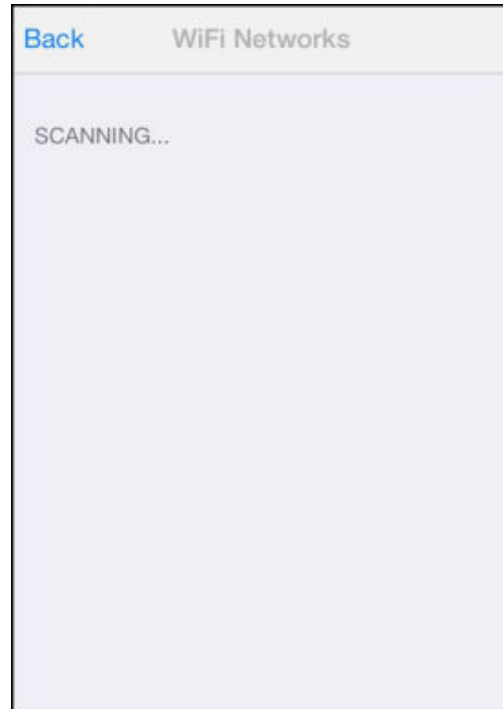


- Pan/tilt control: 8 directions pan/tilt control.
- Talk: Allows user to talk to the camera from NEW TENVIS App.
- Snapshot: Take a snapshot picture from current camera feed;
- Albums: View the snapshots taken.
- Audio: Allows user to listen to the camera's audio feed.

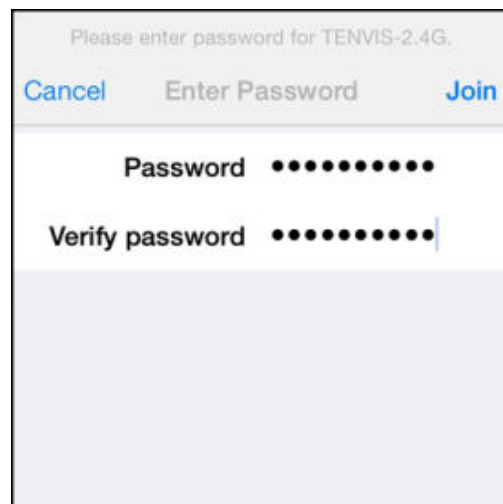
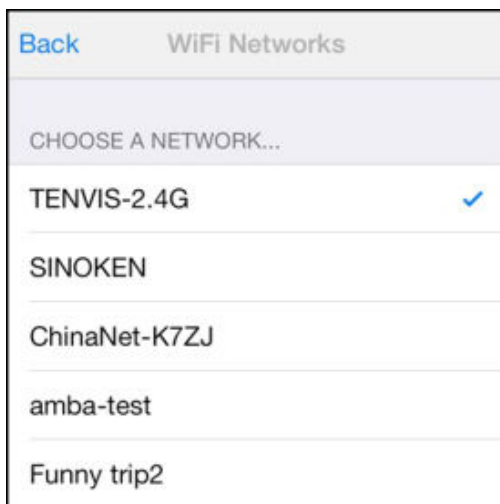
*Notice: TENVIS IP Camera is designed to only supplement existing residential and business security systems.

Wi-Fi Setup

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



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.

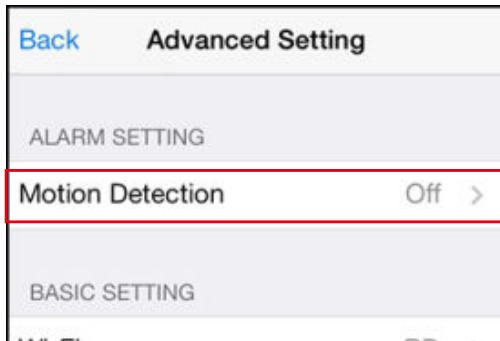


3. When the Wi-Fi is successfully configured, you can now disconnect the network cable from your camera and start using your camera as a wireless device.

*Notice: Please wait for at least 30s (maximum to 1 minute) for Wi-Fi mode to be completely functional.

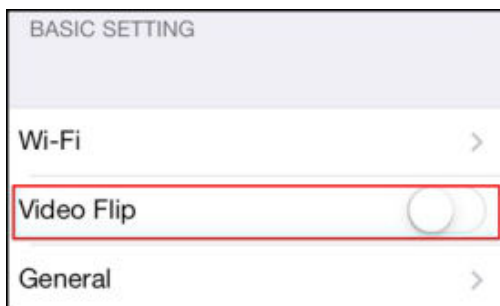
Alarm Setup

1. To enable motion detection, please choose the appropriate sensitivity level for movement detection.



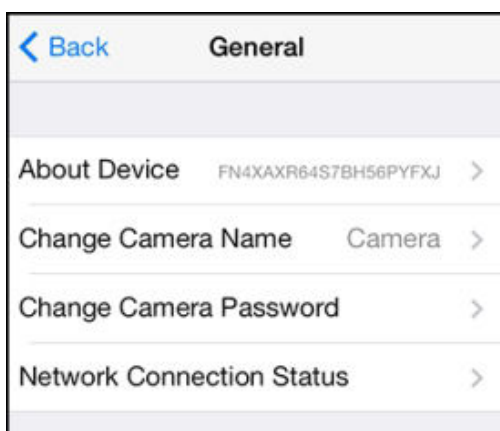
*Notice: We recommend this function to be deactivated in a busy environment to avoid excessive notifications.

Other Settings



Flip Video

Mirror the displayed image horizontally or vertically.



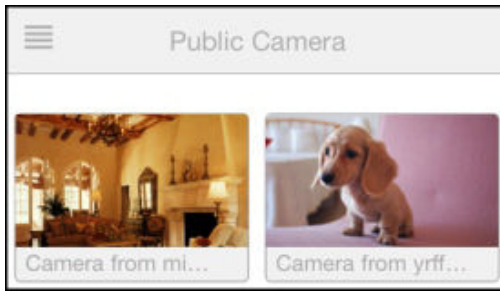
General

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



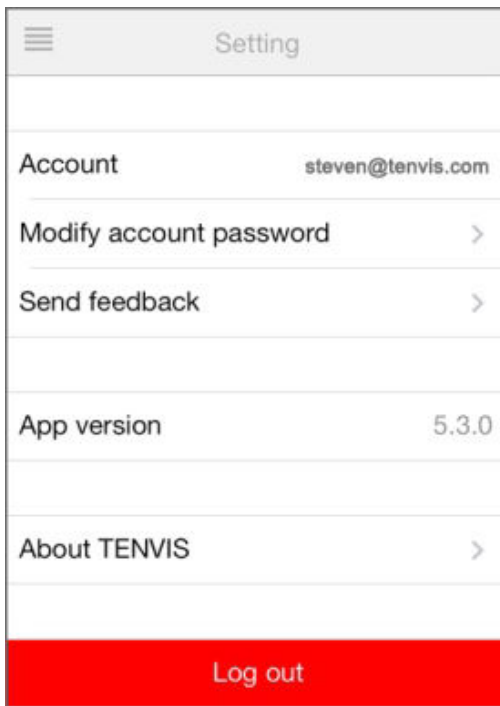
Public camera

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

Find the latest TENVIS product promotion



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.

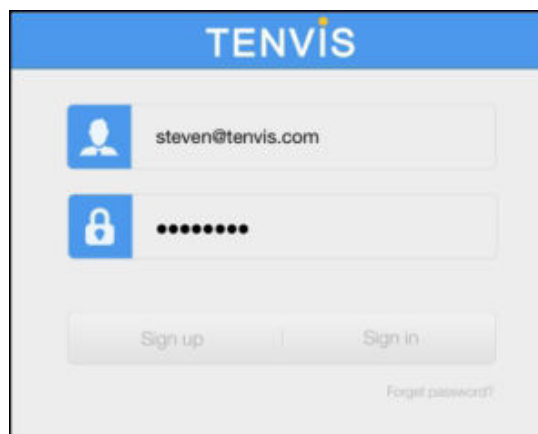
About TENVIS: Go to TENVIS website.

Log out: Log off your NEW TENVIS account.

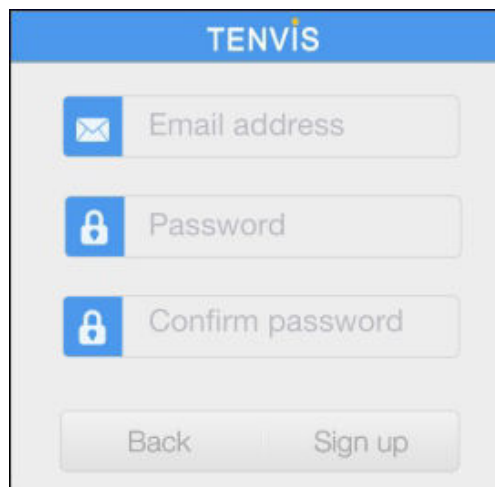
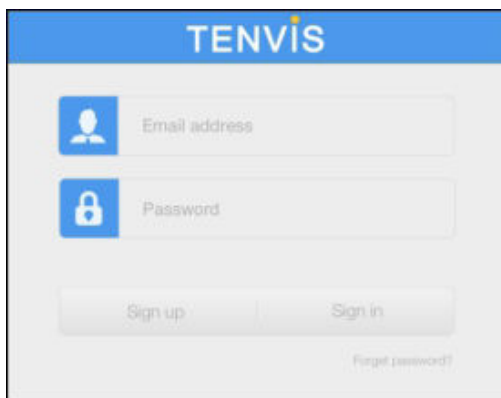
Operation Guide for iPad

Live Video

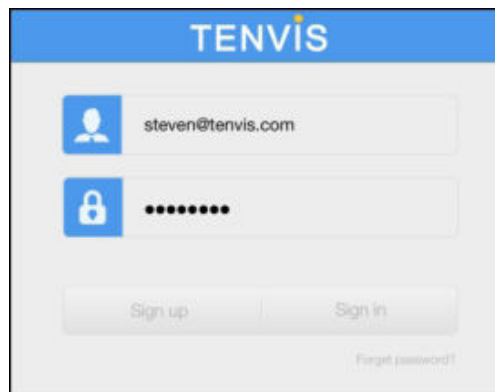
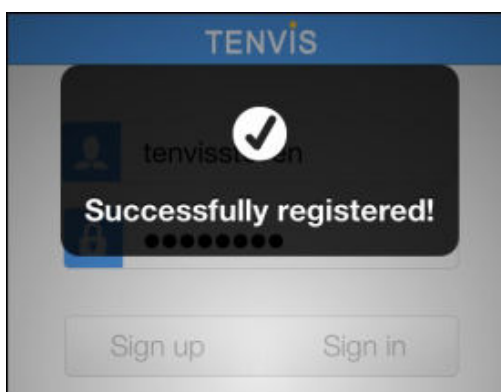
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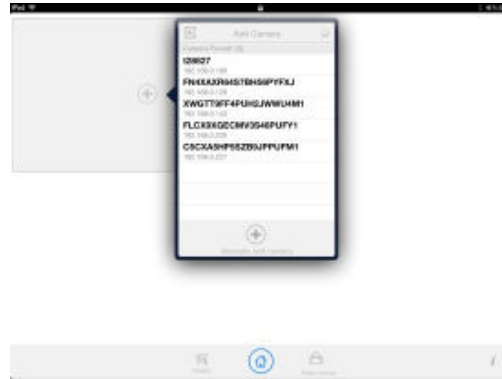
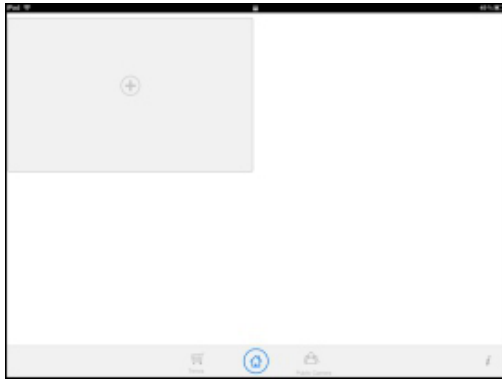
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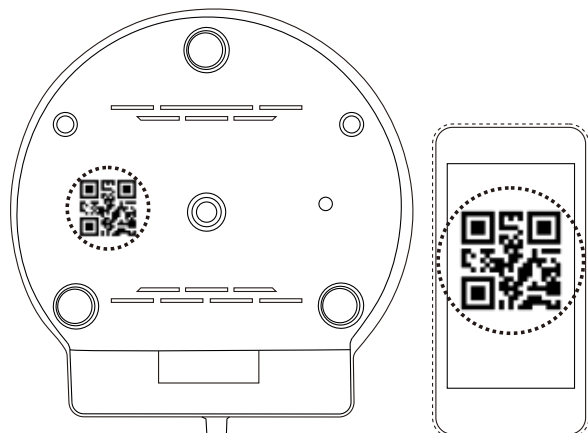
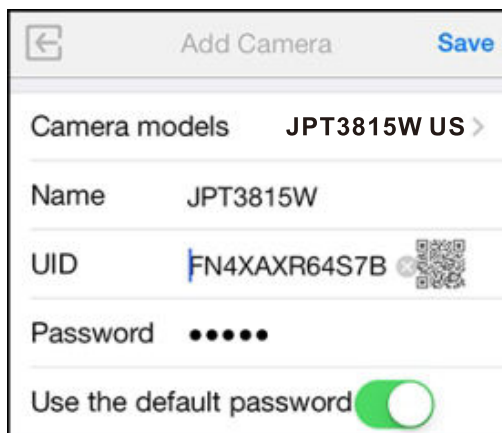


4. Tap on  to add your new camera to your account; find the camera by matching UID code in the list to the UID code displayed at the bottom of the camera. If your new camera resides in the same LAN (Local Area Network), its UID code will show up in the list.



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.

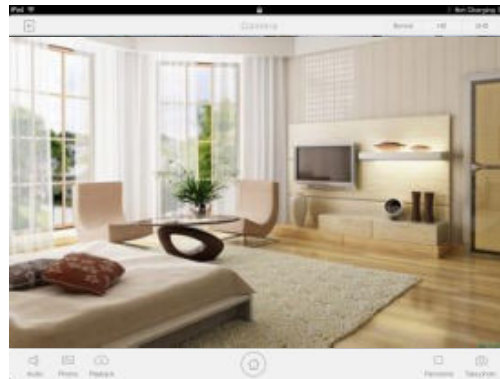
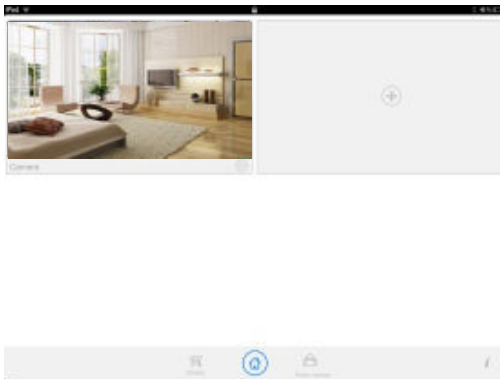


6. Enter the camera's name and password. By default the password is admin.






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

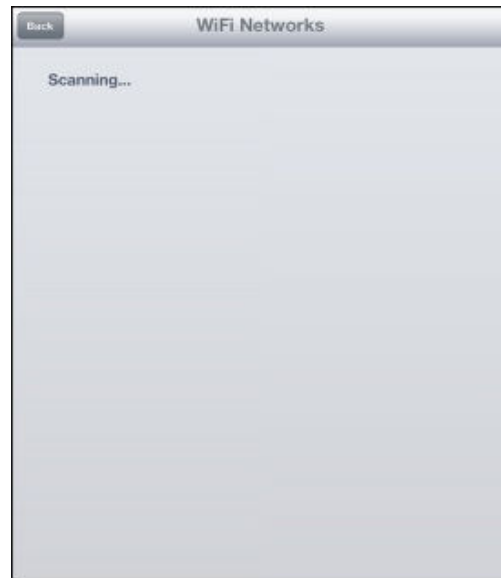
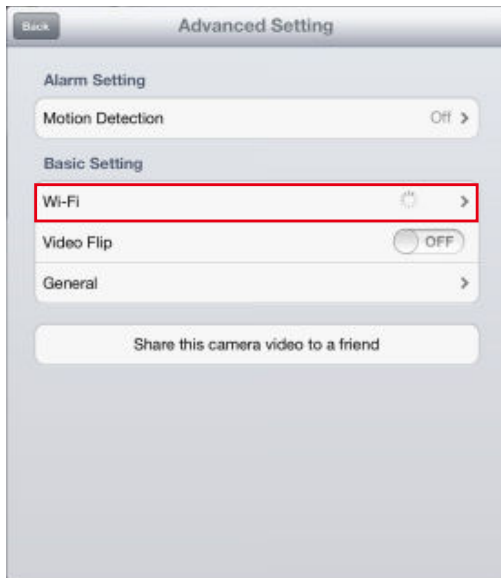


Instructions for the icons and buttons on live video page:

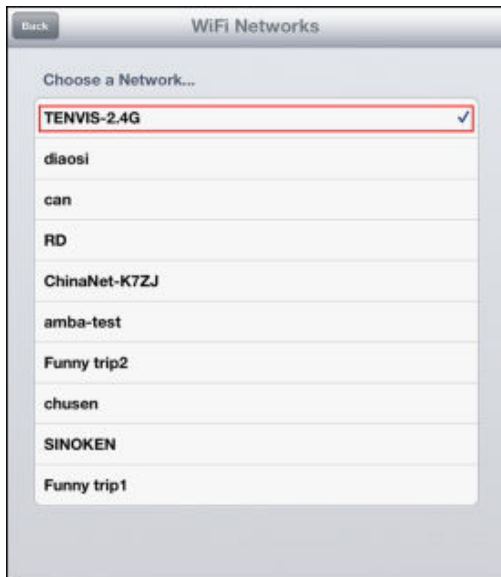
Pan/tilt control	Tap on the button on the video to pan or tilt the camera
 Audio	Allows User to listen to the camera's audio feed and talk to the camera from NEW TENVIS App.
 Photos	View the snapshots taken
 Playback	This function is suit for TENVIS HD Cameras
 Panorama	Enable panorama mode. Then you 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.



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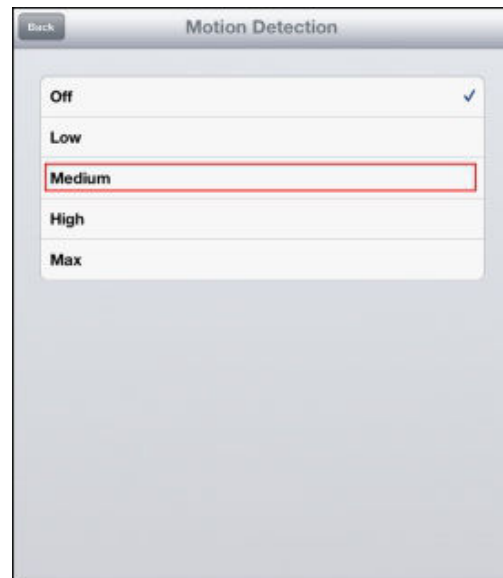
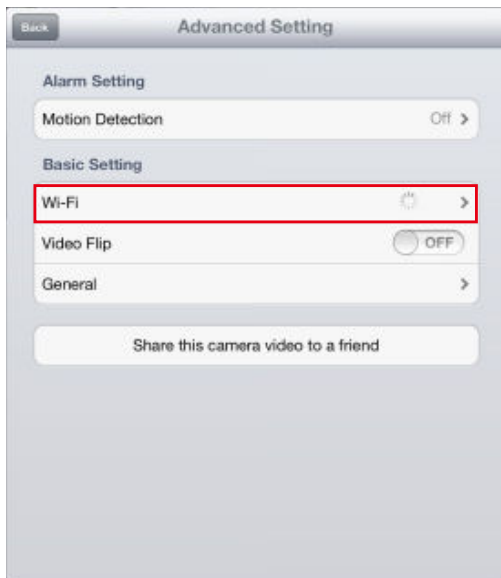


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1. To enable motion detection, please choose the appropriate sensitivity level for movement detection.



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Other Settings



Flip Video

Mirror the displayed image horizontally or vertically.



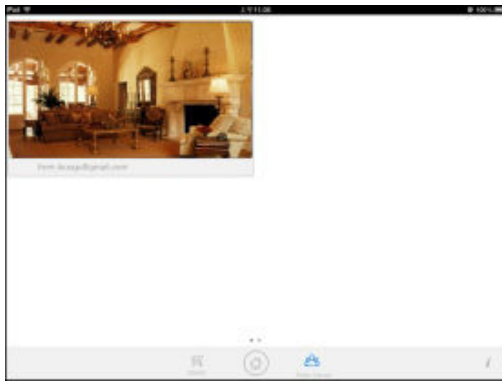
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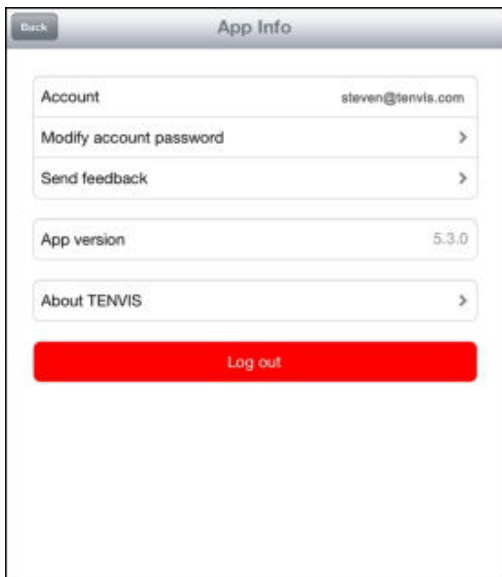
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Find the latest TENVIS product promotion



Setting

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Send feedback: Send us feedback of the camera.

App version: The version of NEW TENVIS.

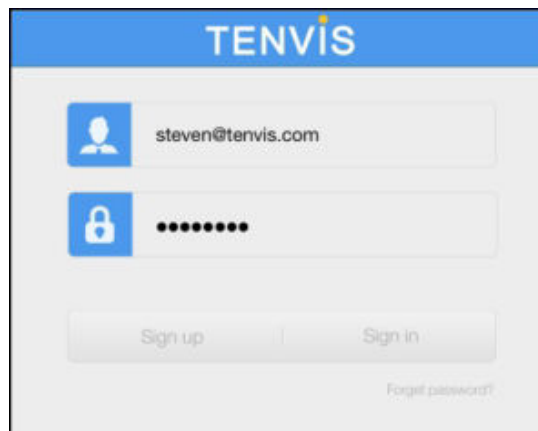
About TENVIS: Go to TENVIS website.

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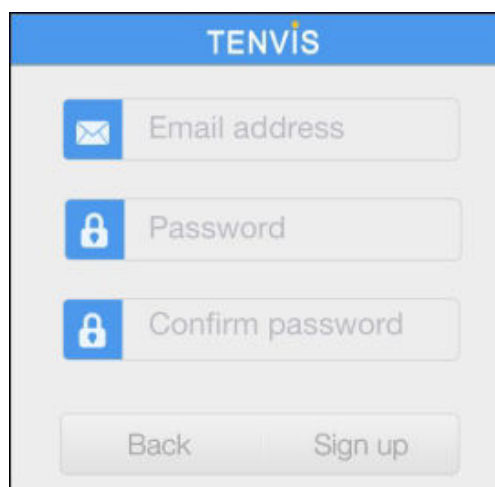
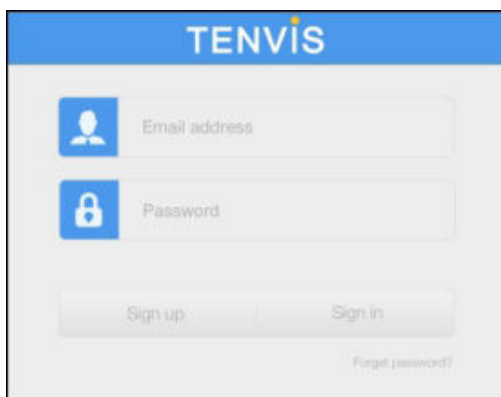
Operation Guide for Android Device

Live Video

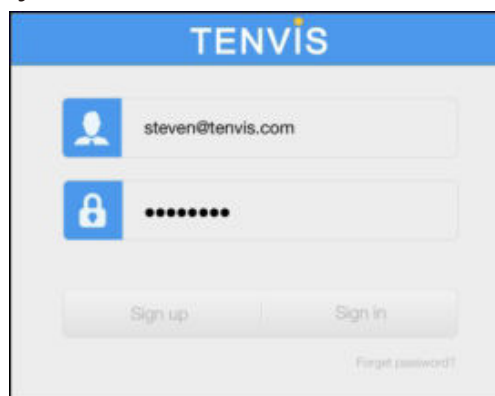
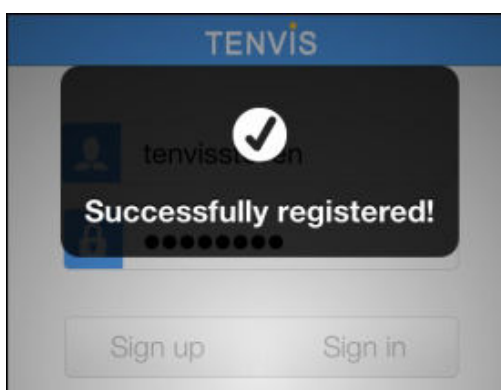
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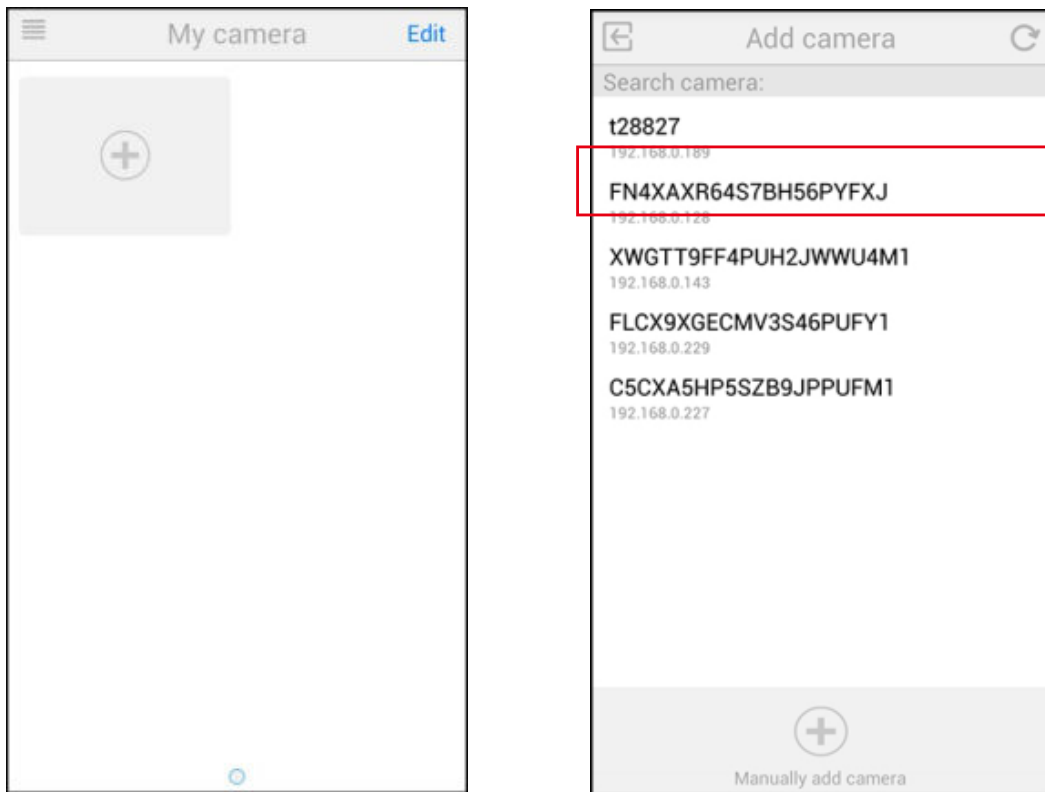
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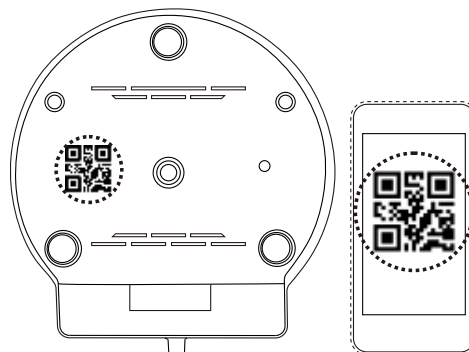
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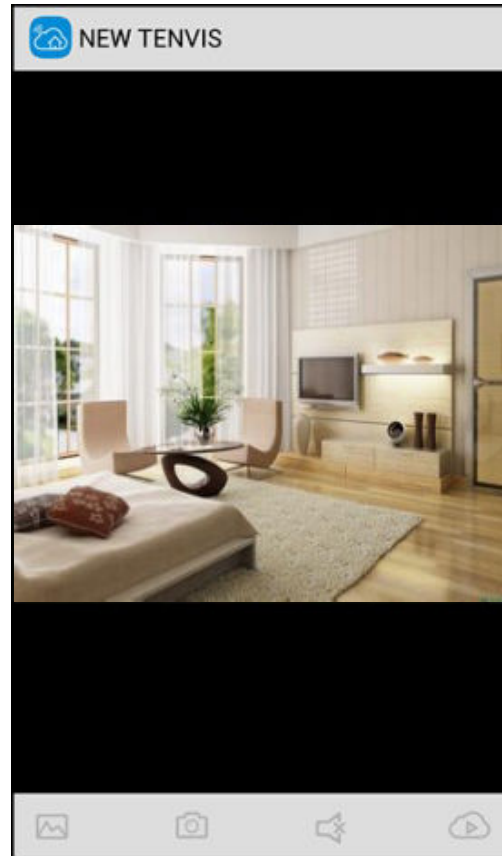
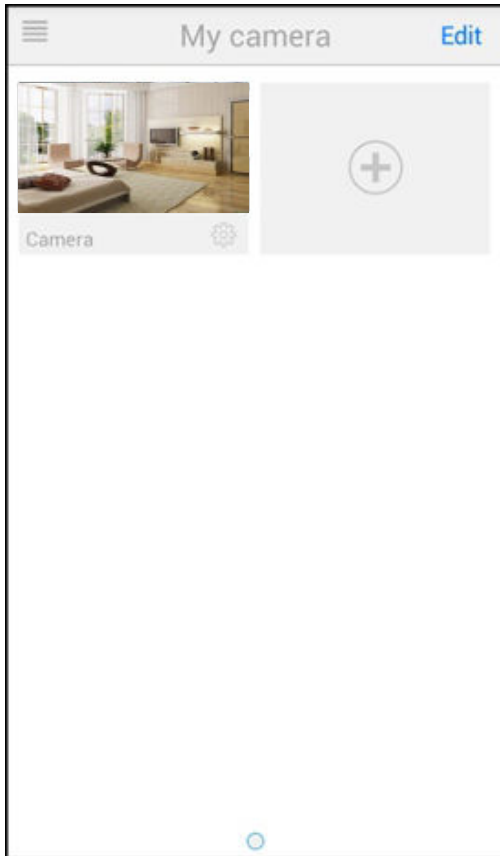
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6. Enter the camera's name and password. By default the password is admin.







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

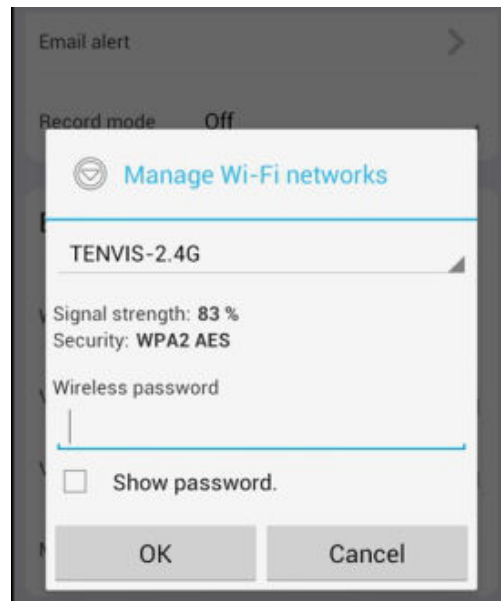
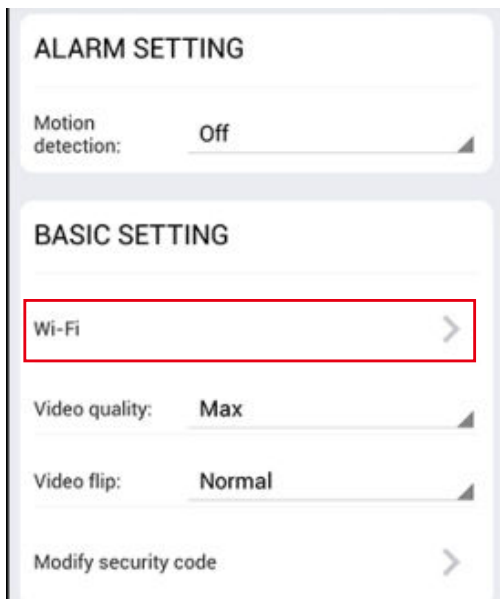


Instructions for the icons and buttons on live video page:

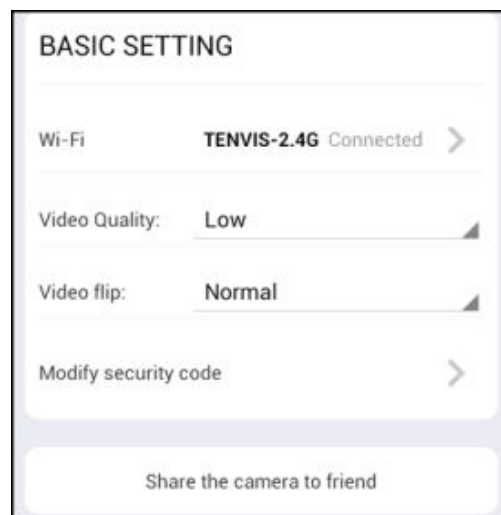
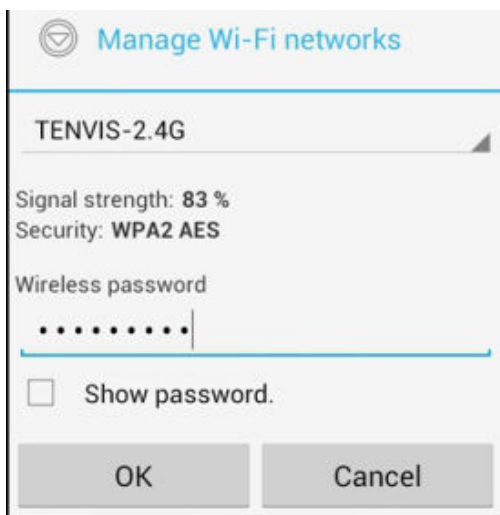
Pan/tilt control	Tap on the button on the video to pan or tilt the camera
	View the snapshots taken
	Take a snapshot picture from current camera feed.
	Allows User to listen to the camera's audio feed and talk to the camera from NEW TENVIS App.
	This function is suit for TENVIS HD Cameras

Wi-Fi Setup

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



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.

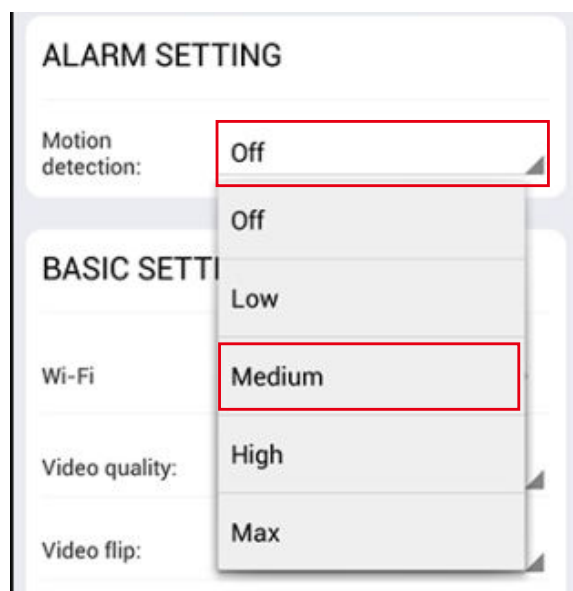


3. When the Wi-Fi is successfully configured, you can now disconnect the network cable from your camera and start using your camera as a wireless device.

*Notice: Please wait for at least 30s (maximum to 1 minute) for Wi-Fi mode to be completely functional.

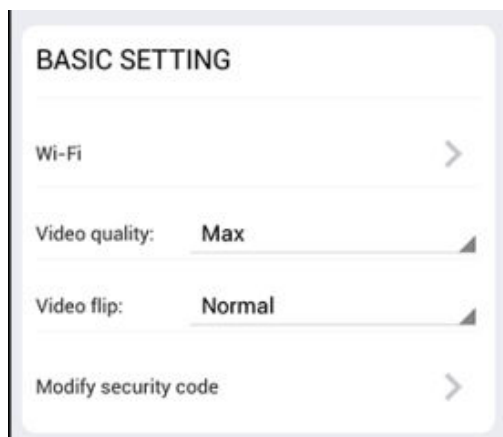
Alarm Setup

1. To enable motion detection, please choose the appropriate sensitivity level for movement detection.



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

Other Settings

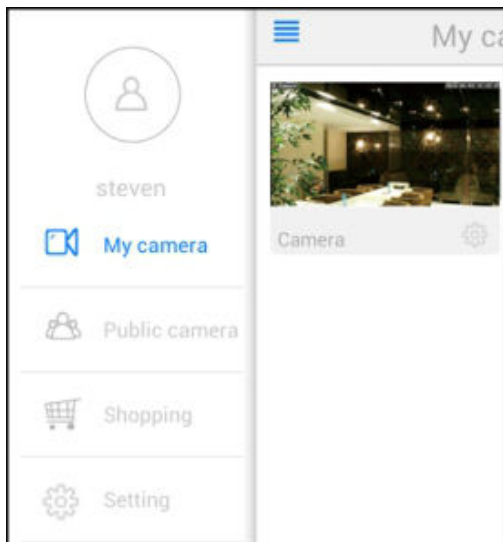


Basic setting

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.

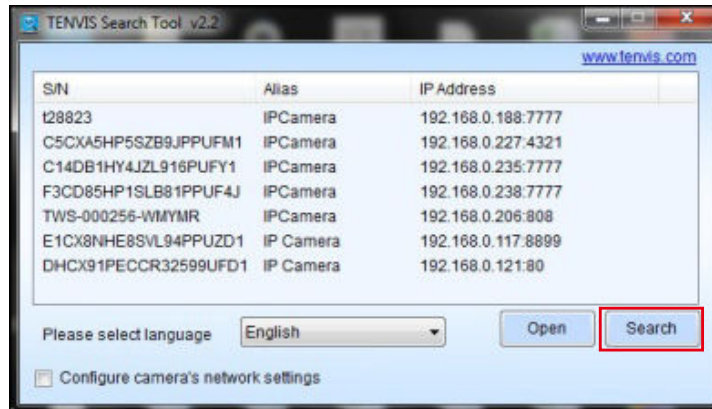
Shopping: Find the latest TENVIS promotion here.

Setting: Log out current NEW TENVIS account.

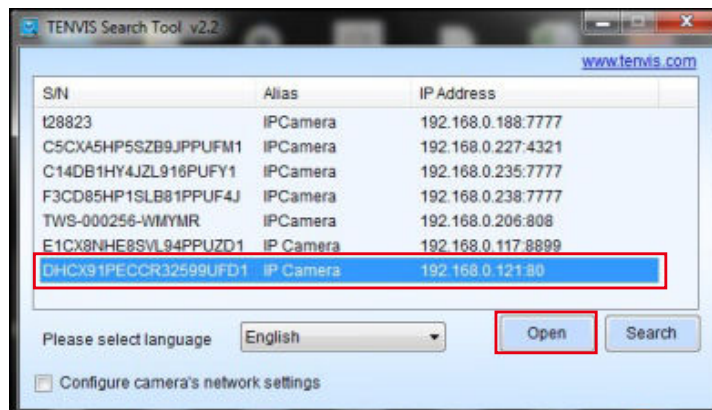
Operation Guide for Windows Web Browser



1. Install **TENVIS Search Tool** 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.



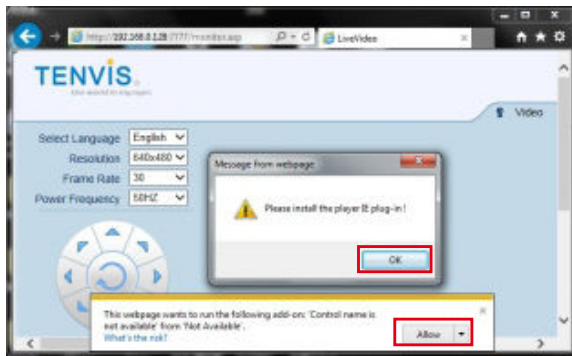
3. Select the camera listed in LAN by its UID code, highlight the camera in the list and click **Open**.



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**.








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:

	Single camera: Display one camera's video stream at a time
	4 camera view: Display 4 camera's video stream In one screen
	9 camera view: Display 9 camera's video stream In one screen
	Click this button for Advance Settings
	Eight triangle button to control the Pan/Tilt of camera

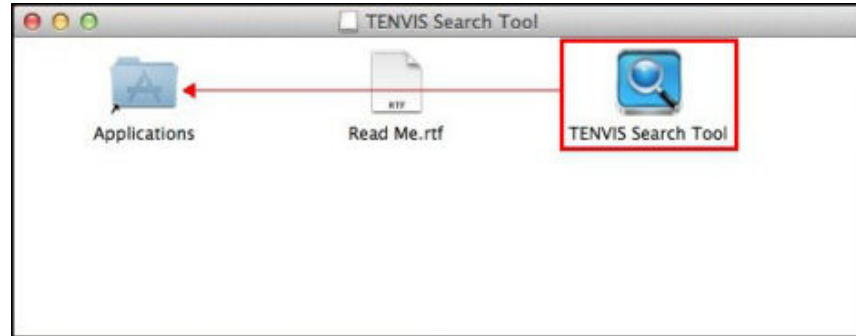
	Patrol horizontally or vertically
	Save and go preset positions; this camera has 4 preset positions
	Turn off IR LED manually.
	Invert image horizontally or vertically
	Adjust the brightness and contrast
	Listen from the camera
	Speak to the camera
	Take snapshot still image from camera feed
	Record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

*Notice:

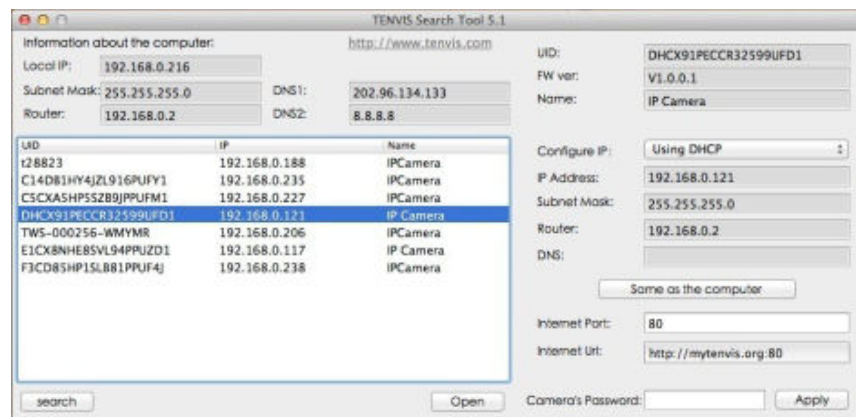
For in-depth explanation on how to use this web application, please download user manual from <http://www.tenvis.com/download>.

Operation Guide for Mac Web Browser

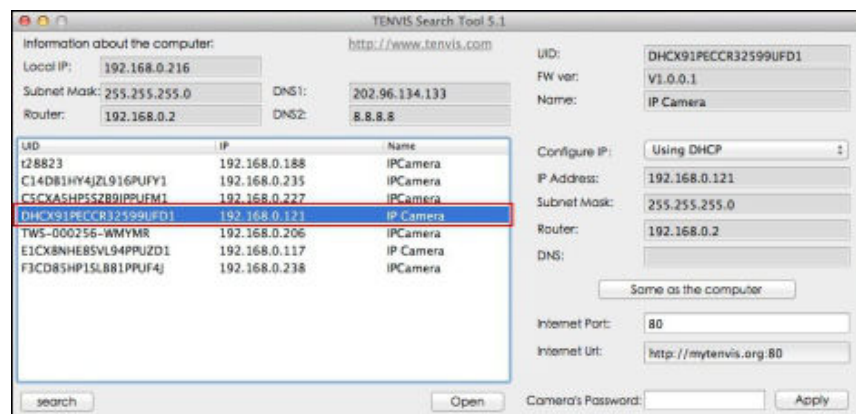
1. Open your CD and run **TENVIS Search Tool.dmg**. Drag **TENVIS Search Tool** into **Applications** to install the search tool in Apple PC.



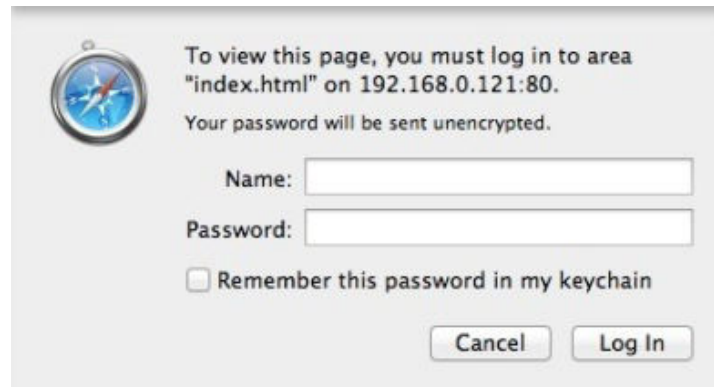
2. Run **TENVIS Search Tool** in Launchpad, click search to search cameras in LAN.



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





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**.









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



Icons and buttons on live video page:

 Settings	Click this button for Advance Settings
	Eight triangle button to control the Pan/Tilt of camera

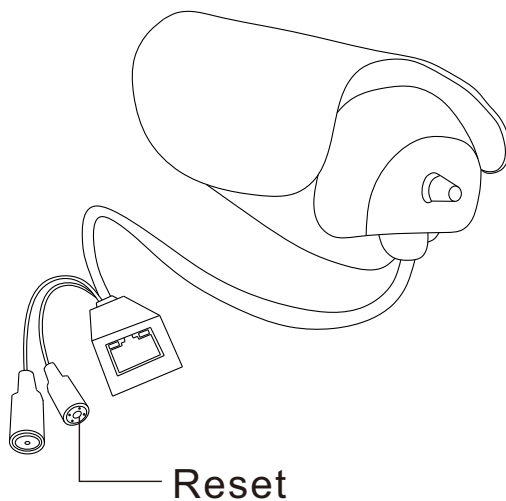
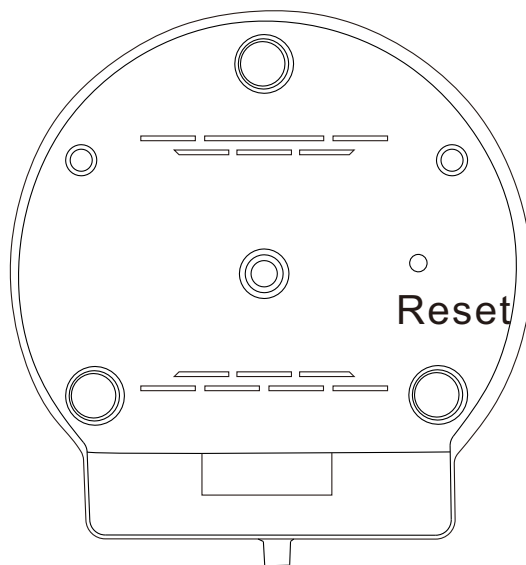
	Patrol horizontally or vertically
	Save and go preset positions; this camera has 4 preset positions
	Turn off IR LED manually.
	Invert image horizontally or vertically
	Adjust the brightness and contrast
	Take snapshot still image from camera feed

*Notice:

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

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.

FCC Statements

FCC STATEMENT This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

FCC NOTICE This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

1 This device may not cause harmful interference, and

2 This device must accept any interference received, including interference that may cause undesired operation.

FCC CAUTION

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

- This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: N6QMJCAMERA

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 can't the search tool detect the camera?

Please make sure the network cable is connected and turn off firewall and security software on your computer. And make sure the camera is connected to the router but not the computer.

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. Why is there no audio from the camera?

Please sign in Internet Explorer mode for IE.

6. Why can't the camera record video?

Please sign in Internet Explorer mode for IE and right click IE icon and select "Run as Administrator" to run IE as administrator.

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.

8. The comparison of different browsers.

	Internet Explorer	Chrome, Safar and Firefox
Video	Yes	Yes
Record	Yes	No
Multiple view	Yes	No
Audio	Yes	No

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 installation 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

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