TENVIS
the world through my eyes

IP Camera Quick Start Guide

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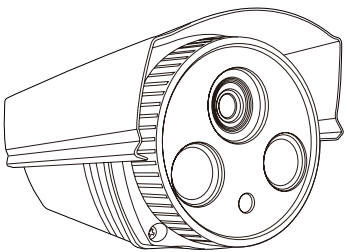
App Store

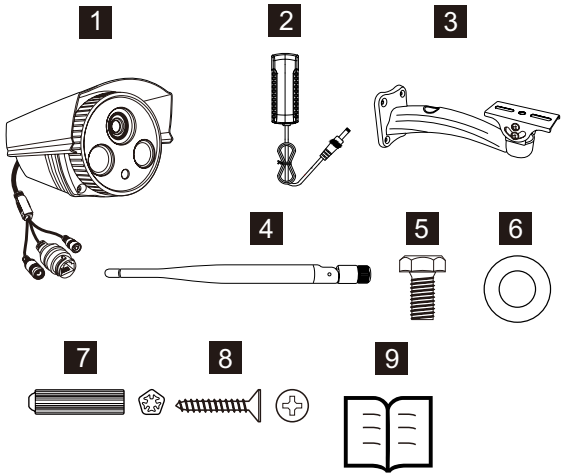
Google Play



TENVISTY
Version:TWS20190402

Package contents

The following product images are for reference only. The product images may differ from the actual product appearance. Please visit: www.tenvis.com to download actual product specifications according to product models.

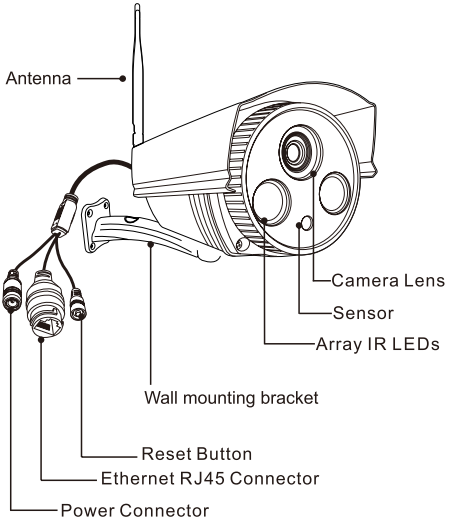


1	Camera
2	100V~240V A/C 50~60Hz mains adaptor / 12V 1A
3	Wall mounting bracket
4	Antenna
5	Screw for attaching camera mount
6	Washer
7	Wall plugs for attaching wall mount
8	Screws for attaching wall mount
9	Quick Start Guide

⚠ Attention:

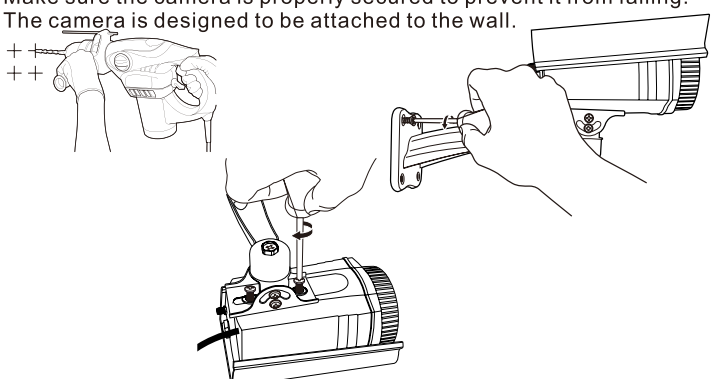
If anything is missing or appears damaged, contact your dealer immediately for replacement.

IP Camera Overview



Install the Camera

Make sure the camera is properly secured to prevent it from falling.
The camera is designed to be attached to the wall.



Operating System Requirement

The app is compatible with Android 4.0+ and IOS 8.0+.

App Setup

Before setup, please connect your phone to Wi-Fi firstly.

Download App

There are two ways to download App:
Method 1: Download "TENVISTY" from the app Store or Google Play Store.
Method 2: Scan the corresponding QR code to download the app.

Add camera three ways

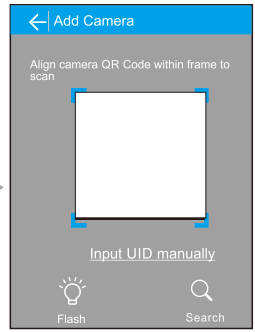
Before you start :

- If you want to set the IP camera via Wi-Fi, please refer to Method 1;
- If you want to set the IP camera via Ethernet cable, please refer to Method 2;
- If you want to set the IP camera via AP, please refer to Method 3.

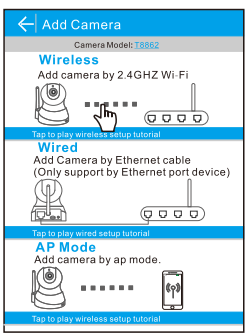
Method 1. Add camera via Wi-Fi

Before configuring Wi-Fi, press the reset button and hold it approximately 10 seconds, wait for the camera self-test to complete.
After running App “TENVISTY”, please operate as following:

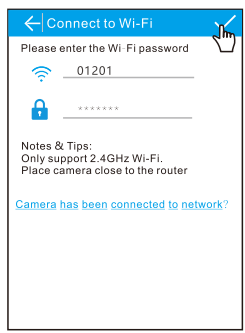
Click "+" to add camera



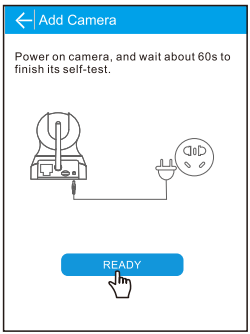
Scan camera QR code and select the camera model



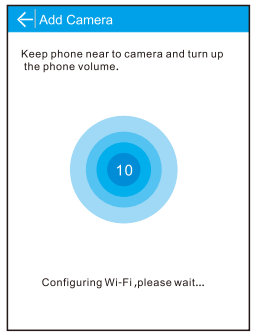
Choose "Wireless"



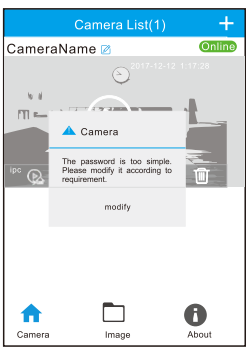
Enter the password to configure WiFi



Plug a power cable to camera



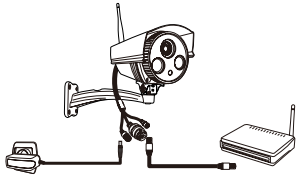
Wait for Wi-Fi configuration



The camera has been added.

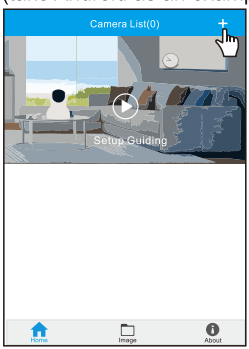
Method 2. Add camera via Ethernet cable

Power the camera and connect it via network cable the camera, the camera's yellow light and green light will flick after its self-test. (Only camera with Ethernet port can be used by this way) .

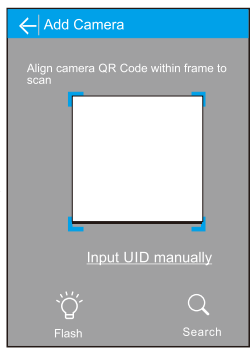


Add the camera to App

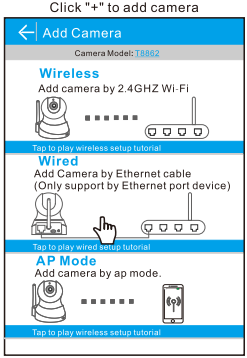
After running the "TENVISTY" app, please add the camera as following steps (take Android as an example):



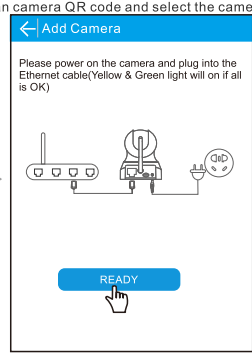
Click "+" to add camera



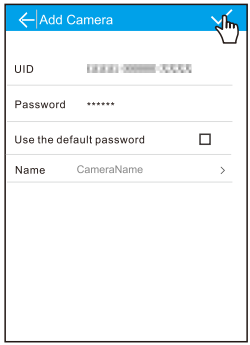
Scan camera QR code and select the camera model



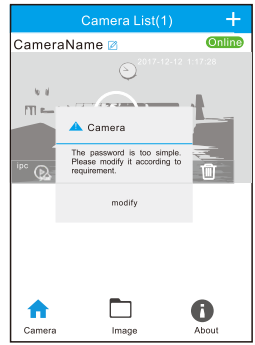
Choose "Wired"



Plug a power cable and cable to camera



Enter Camera password and camera name



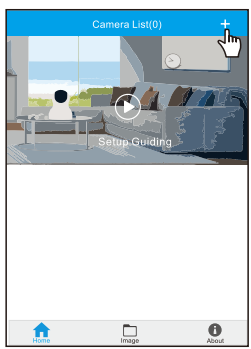
The camera has been added.

After add device into app successfully with Ethernet cable, if to set Wi-Fi for camera, please click "⚙" in the camera list page, then transfer to "Wi-Fi" for configuration.

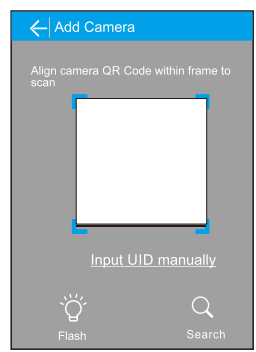
Method 3. Connect camera by AP mode

Add the camera to App

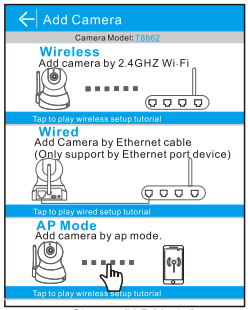
After running the "TENVISTY" app, please add the camera as following steps (take Android as an example):



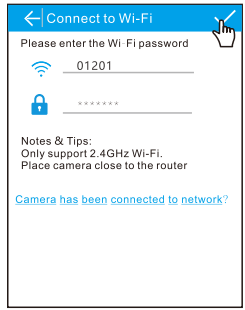
Click "+" to add camera



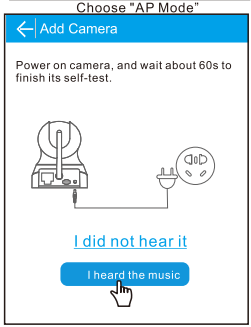
Scan camera QR code and select the camera model



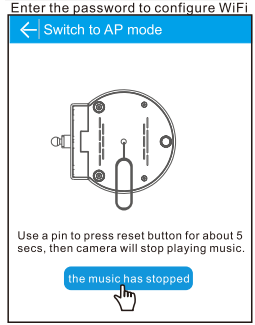
Choose "AP Mode"



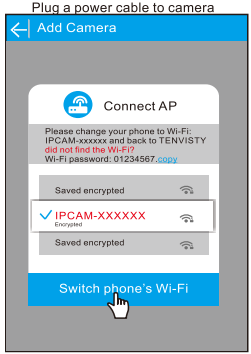
Enter the password to configure WiFi



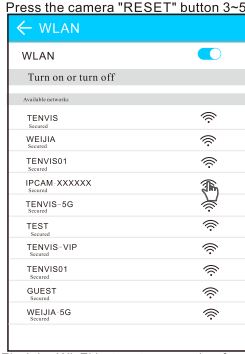
Plug a power cable to camera



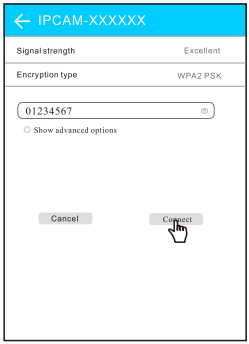
Press the camera "RESET" button 3~5s



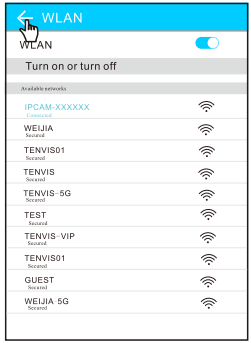
Enter the phone WiFi settings interface



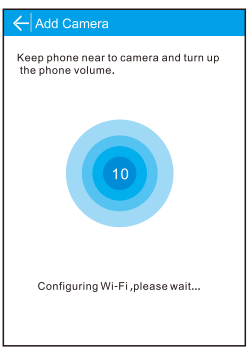
Find the Wi-Fi hotspot connection from the current camera



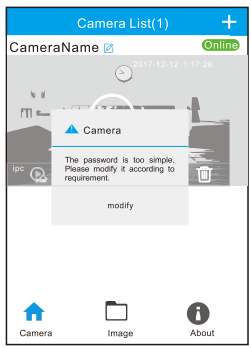
Enter Wi-Fi password and connect (WiFi password is 01234567)



Click to return after connecting to Wi-Fi successfully.



Wait for Wi-Fi configuration



The camera has been added.

Download instruction manual

The user manual for your camera is available on the website: www.tenvis.com

Download these instructions for more details about setting up and using your TENVIS IP camera.

Technology Support

The instruction doesn't include all problems during IP camera operation. If you meet any other question and don't know how to solve it, please offer following information to our support email.

*The model and system version of mobile phone
*The version of TENVISTY App
*The picture of camera label
*The firmware version of the camera
*Description, screen snapshots or video of the problem.

We will deal with it according to your description and inform you the progress of it by email.

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Disclaimer

All information included in the instruction are wrote for reference. Here it asserts that TENVIS Technology Co.,Ltd. won't be held responsible for any inaccuracy.

Welcome

Thanks for your support to TENVIS IP camera, if you have good suggestions or question to our products, please contact us in time. It's our pleasure to offer you a good service.

TENVIS Technology Co.,LTD
E-mail: support@tenvis.com
Tel: +86-755-89732479
http://www.tenvis.com

FCC Statement

1. 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.

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

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE:

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 or more 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.

This equipment complies with the FCC RF radiation exposure limits set forth for an uncontrolled en vironment.

This equipment should be installed and operated with a minimum distance of 20cm away from your body.