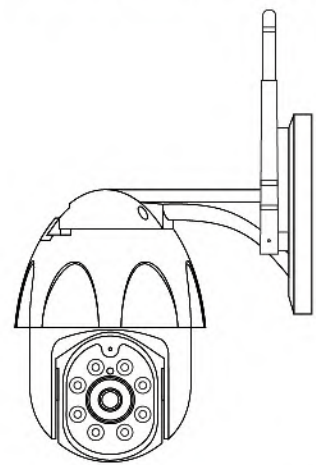


# TENVIS

## Home Security Camera Quick Start Guide



Customer Service  
E-Mail: support@tenvis.com  
Call Center: 1-833-438-9277

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### Instruction

- Please read the instructions in the Quick Start Guide carefully before using the camera to avoid danger or loss.
- This manual is for use as a guide only. Graphics, pictures provided in the manual are for explanation and illustration purposes only, please refer to the actual product for specific standards. When installing the product, please make sure the product is firmly fixed.
- If the product lacks accessories or does not work properly, please contact the corresponding distributor for replacement in time and do not disassemble the product in any way. (The company assumes no responsibility for any problems caused by the modification or repair.)

### Disclaimer

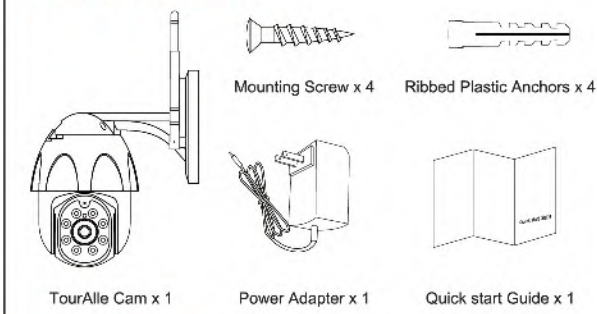
- The descriptions in this manual are for the current products only, there may be deviations in the process of updating product. And the company does not provide any forms of warranty, the special and indirect damages caused by the use of this manual or our products will not be compensated.

### Attention

- In the installation and use of the product, please strictly abide by the electrical requirements of your country and area.

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### Package Contents

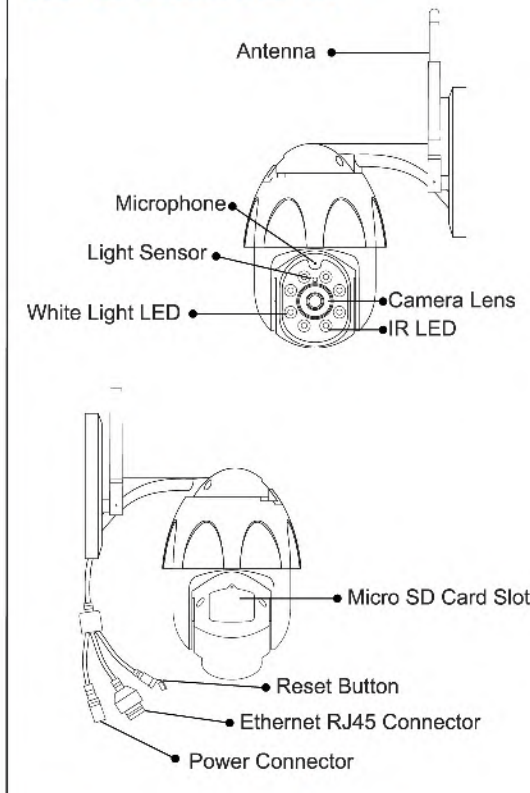


### Basic Parameters

Maximum resolution	1920 x 1080
Lens	110° Wide-Angle
Video Compression	H.264 High Profile
Waterproof Grade	IP65
Night Vision Distance	10m
Frame Rate	25fps
Wireless Frequency	2.4Ghz only
Wireless Security	WPA/ WPA2/ WPA-PSK/ WPA2-PSK
Length of Power Cable	2m
Support Platform	Android 4.0+ or iOS 8.0+
APP Alarm Push	Support
Snapshot/Recording	Support
Firmware Upgrade	Support
Two-way Audio	Support

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### TourAlle Camera Overview



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### Quick Start Guide

The camera only supports 2.4G Wi-Fi with 802/b/g/n protocol, and does not support 5G Wi-Fi. Before configuring the camera Wi-Fi, please set the router parameters.

### Mounting Device

- Use the base's screw holes as a template to mark the drill spots. Remove base and drill holes on the marked spots.
- Install the 4 ribbed plastic anchors into wall. Put the device on the suitable location and use the screws to fix it. (If you are mounting the device to a wooden wall, you can screw the mount directly to the wall without anchors.)
- Pay attention to the following situations when mounting:
  - Avoid direct sunlight
  - Mind any plants or objects that may obstruct the view
  - We suggest you mount within a 10 meter range of your router

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### Device Supported

Camera App supports Android 4.0+ or iOS 8.0+ system.

### Ways to Download App

Method 1: Scan the QR code below to quickly download and install "TuyaSmart".



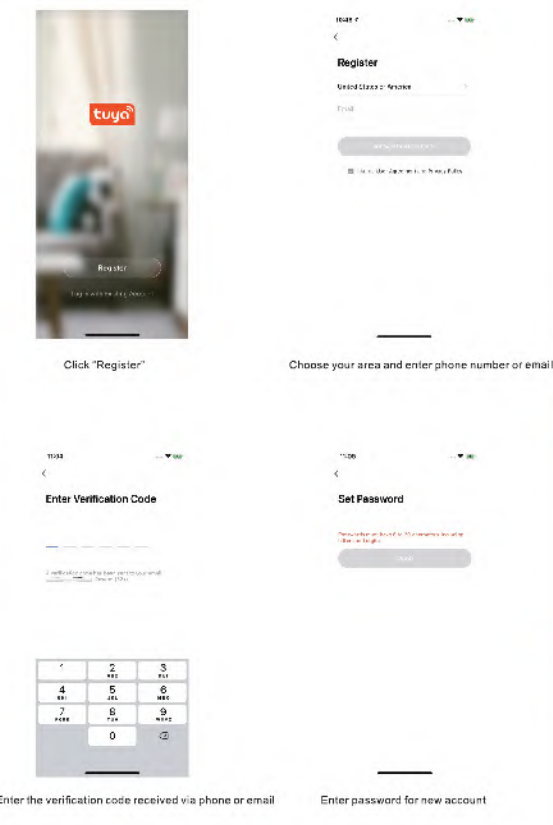
Scan QR code to download

Method 2: Search for and download "TuyaSmart" in the App Store or Google Play Store.

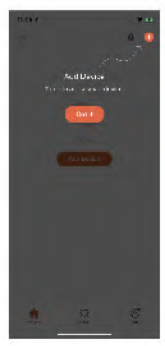
### Register Account and Login App

When using TuyaSmart for the first time, please register and login in the following steps.

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Successfully registered

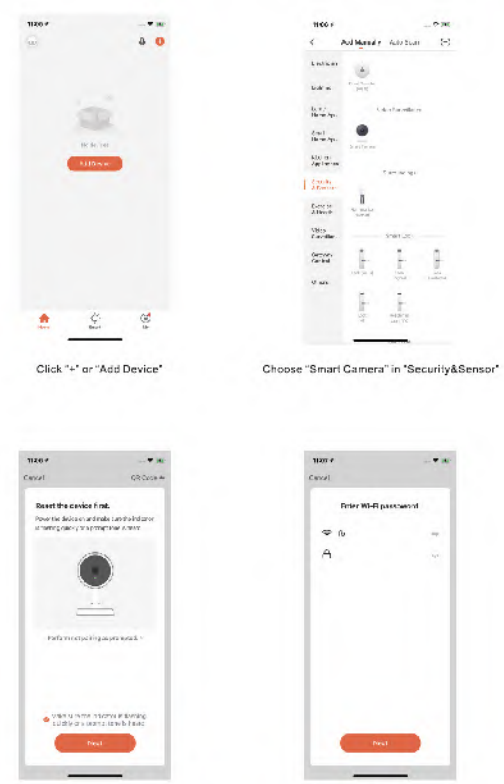
### Ways to Connect Camera to App

Turn on the power of the camera, connect the camera to App after the camera finishes self-test. There are 3 ways to connect camera to App: connect via QR Code, connect via Wi-Fi and connect via Ethernet cable.

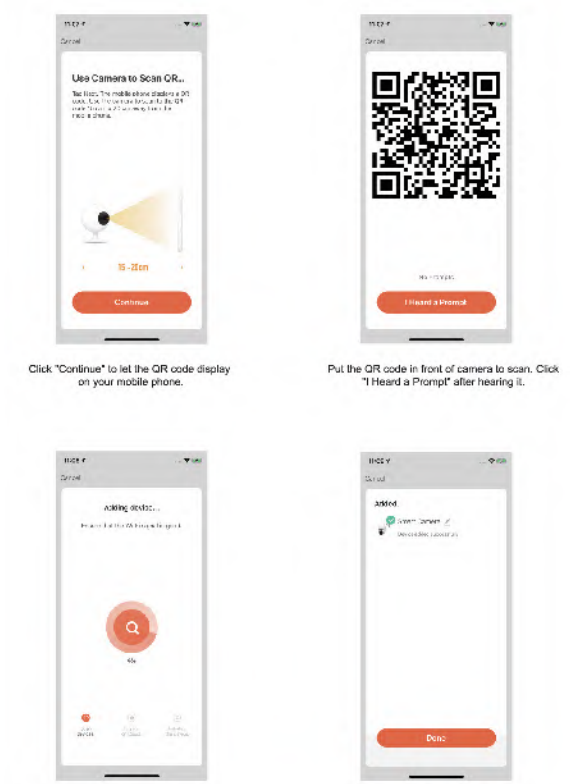
### Method 1: Connect via QR Code

After the camera is powered on, open the App and use the camera lens to scan the QR code on App.

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Click "+" or "Add Device"

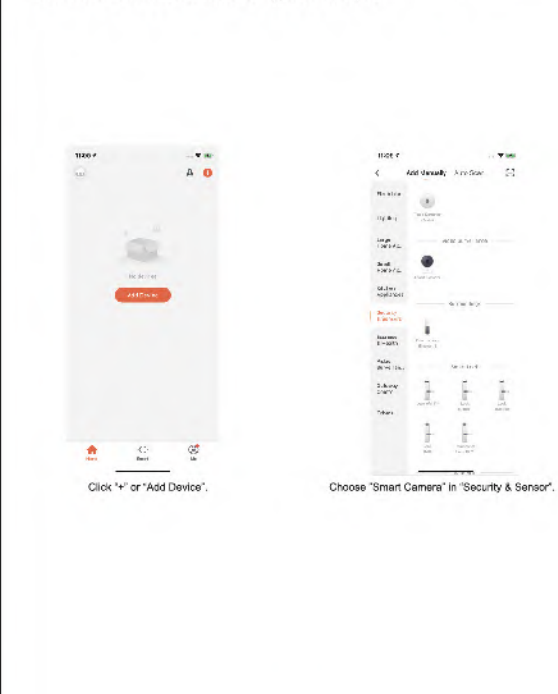


Click "Continue" to let the QR code display on your mobile phone. Put the QR code in front of camera to scan. Click "I heard a 'ping'" after hearing it. Please patiently wait for the process. Device added successfully.

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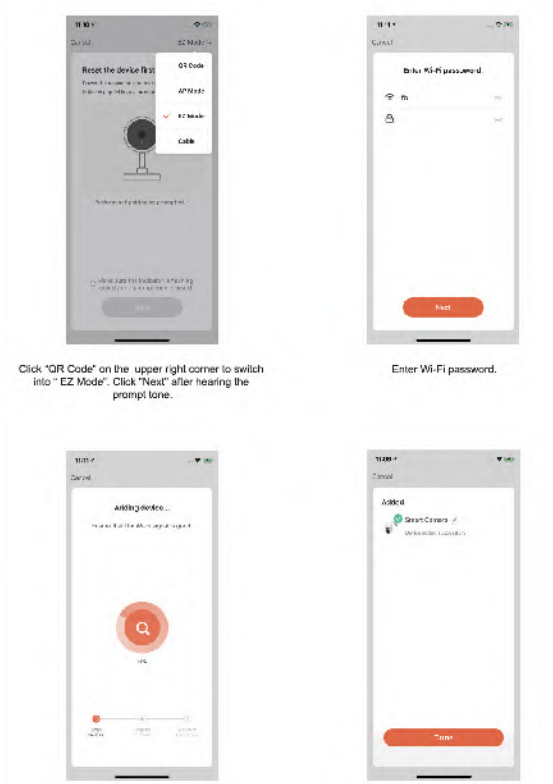
### Method 2: Connect via Wi-Fi

After the camera is powered on, open the App and add camera via Wi-Fi following the steps.



Click "+" or "Add Device". Choose "Smart Camera" in "Security & Sensor".

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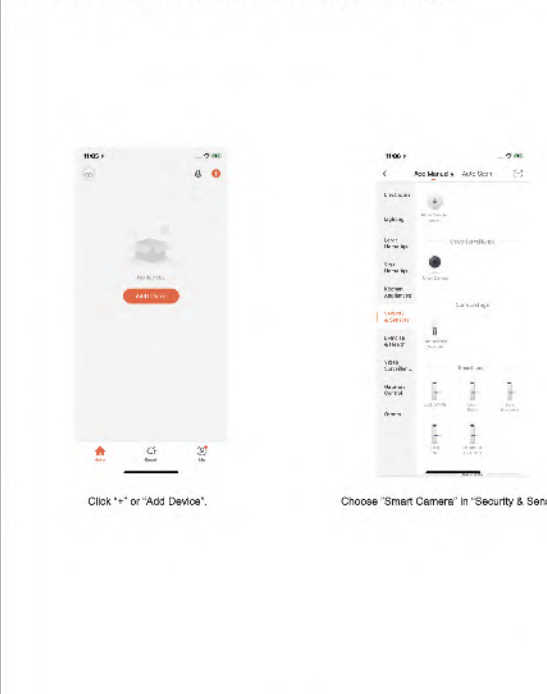


Click "QR Code" on the upper right corner to switch into "EZ Mode". Click "Next" after hearing the prompt tone. Enter Wi-Fi password. Please patiently wait for the process. Device added successfully.

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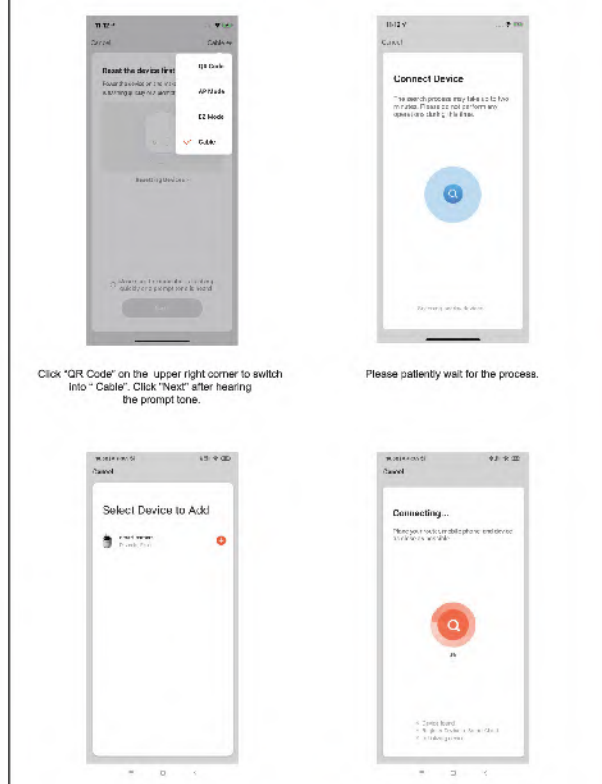
### Method 3: Connect via Ethernet cable

After the camera is powered on, open the App and add camera via Ethernet cable following the steps.



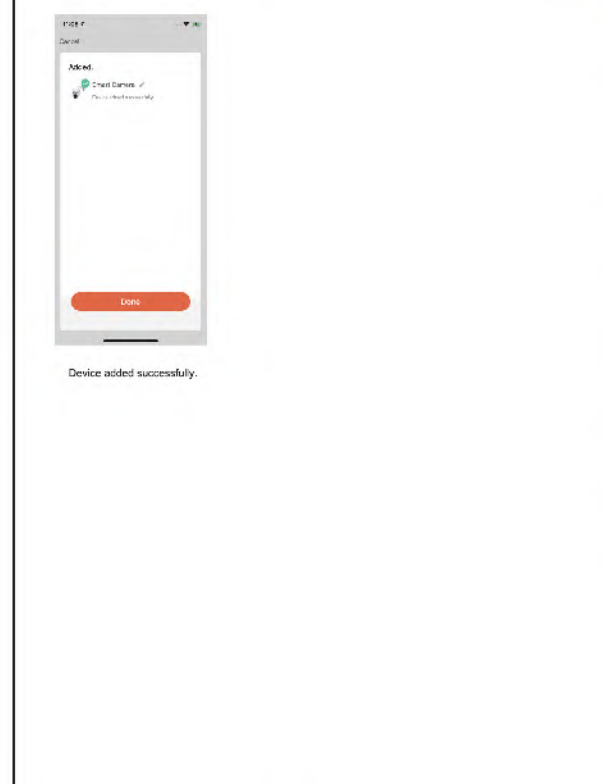
Click "+" or "Add Device". Choose "Smart Camera" in "Security & Sensor".

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Click "QR Code" on the upper right corner to switch into "EZ Mode". Click "Next" after hearing the prompt tone. Please patiently wait for the process. Device added successfully. Click "+" to add the selected device. Place your router, mobile phone and device as close as possible.

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Device added successfully.

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### Contact Us

We are always striving to be the best for our customers, and customer satisfaction is of paramount importance to us.

For any question or advice about our product, please don't hesitate to contact us and provide the following information:

- Mobile phone system and model
- TuyaSmart application version number
- Camera firmware version
- Device ID number
- Screenshots, photos or videos of questions or suggestions
- Details of questions or suggestions

E-mail address: support@tenvis.com  
Call Center: 1-833-438-9277  
Website: www.tenvis.com



support@tenvis.com

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**FCC Statement** (FCC ID: 2ADGP-TWS864)

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.

**FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.