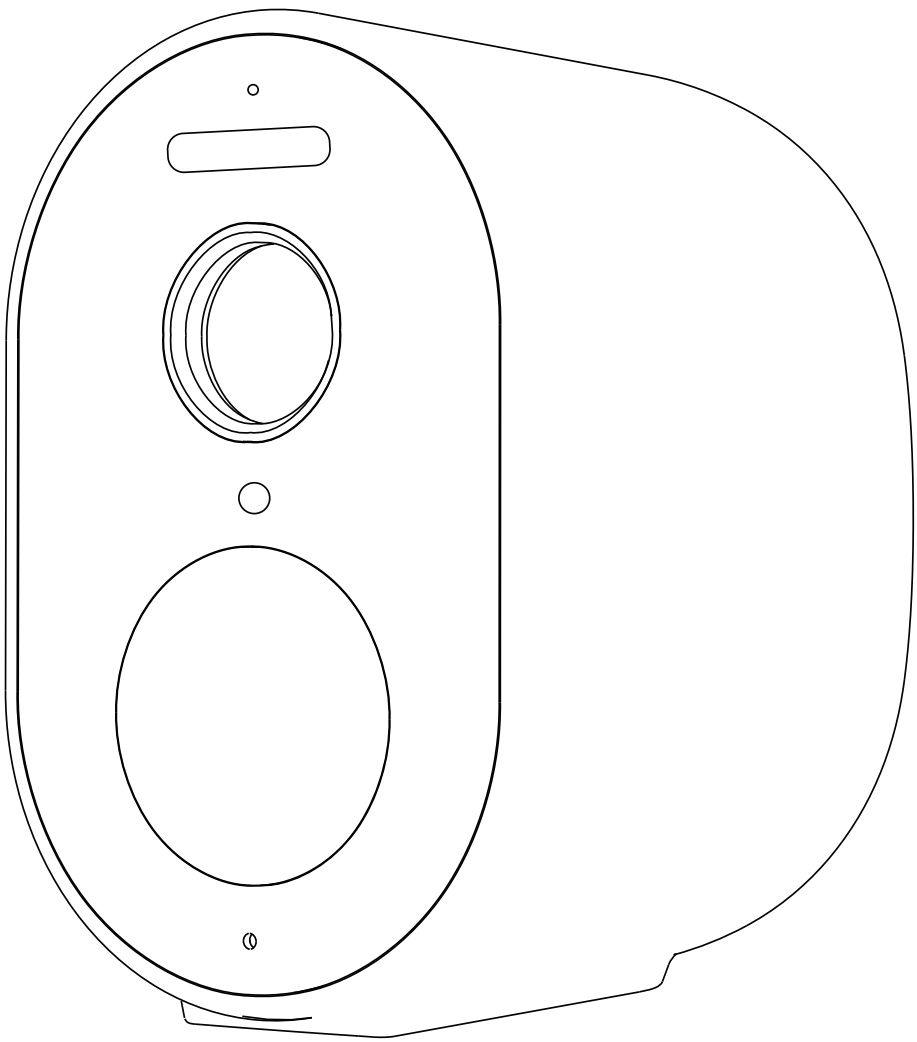
TENVIS®

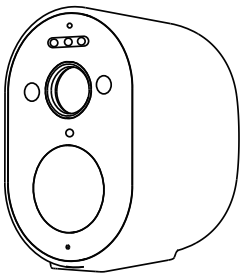
Quick User Guide

Battery Camera

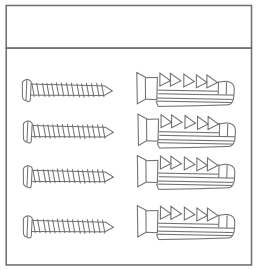


RN-D40

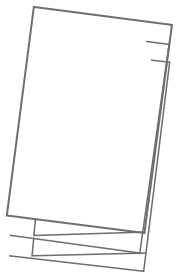
Content



1 x Camera

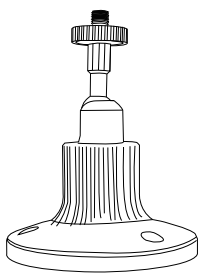


4 x Screws



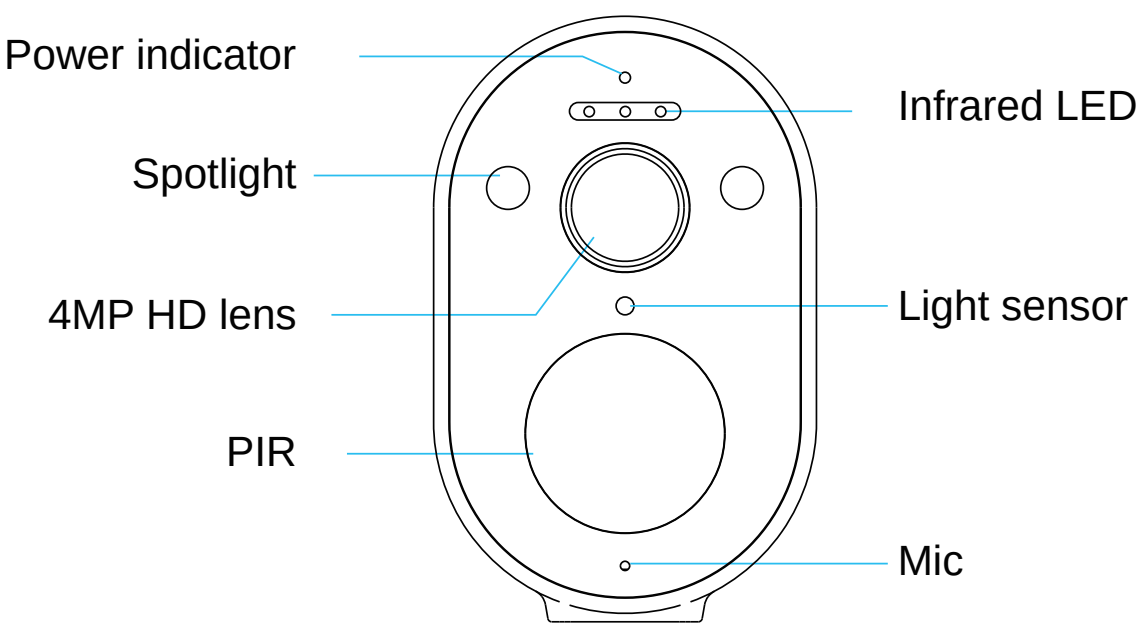
1 x User Guide

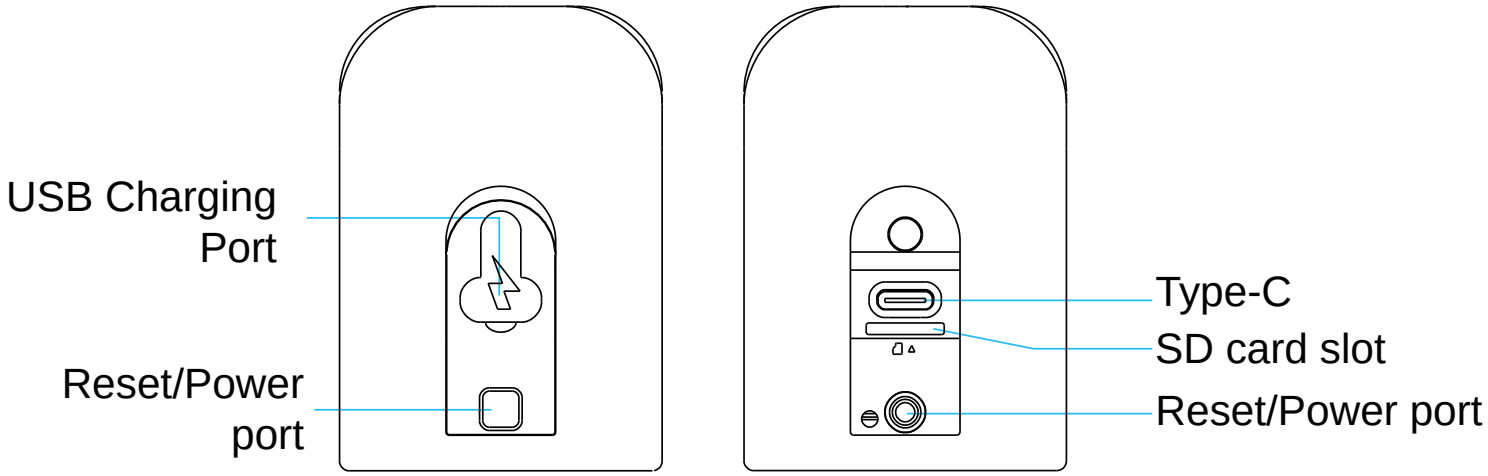
1 x USB Cable



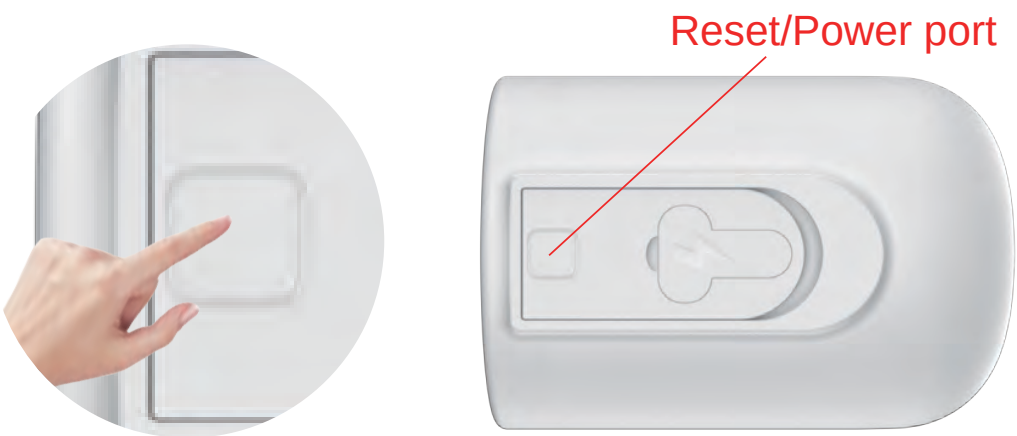
1 x Camera Bracket

Product Overview





Product startup



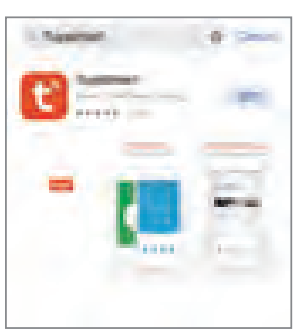
Power Off	Press and hold for three seconds and the red light goes on.
Power On	Press and hold for three seconds, the green light goes on.
Blue Light Blinking	Pairing with network.
Red and Blue lights Blinking	Waiting for pairing.

Precautions before use

1. Please fully charge before use (the power indicator is green on);
2. Before the product distribution network, please long press the power button for about 6s to start, the indicator is in the state of red and blue alternating fast blinking;
3. Before the App network, please make sure that the mobile phone is currently connected to 2.4GHZ WiFi;
4. Before the App is equipped with WiFi, please enable the location permission of the "Tuya Smart" App;
5. Charging is 5V 1A and above.

Get started

1.Download the TuyaSmart app from App Store or Google Play

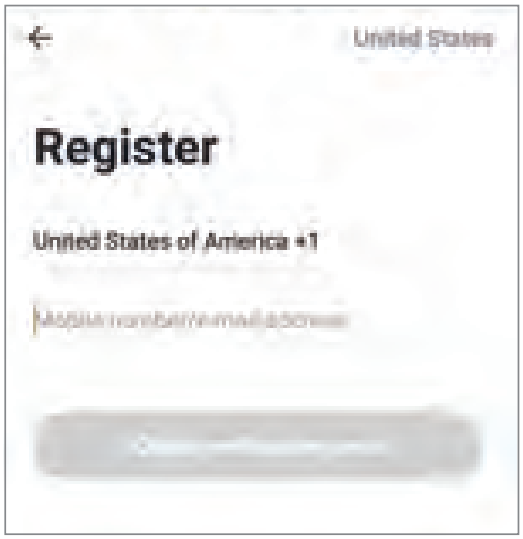


Download on the App Store

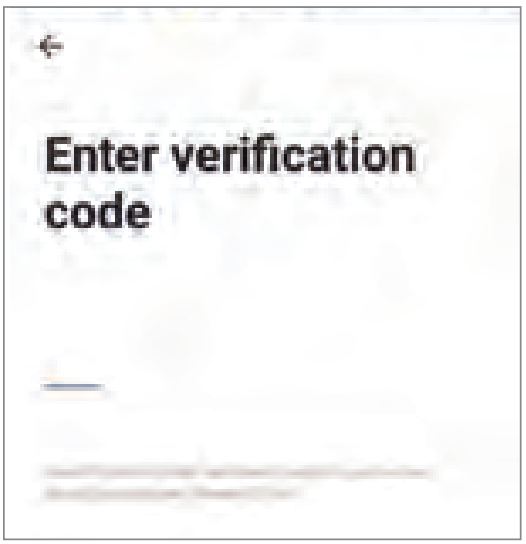
ONTDEK HET OP Google Play

Scan the QR code to download the app

2.Register an account on your TuyaSmart app



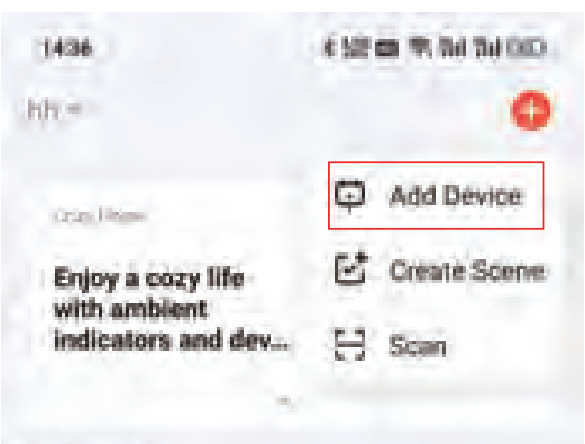
STEP 1.
Enter your mobile phone number or email address.



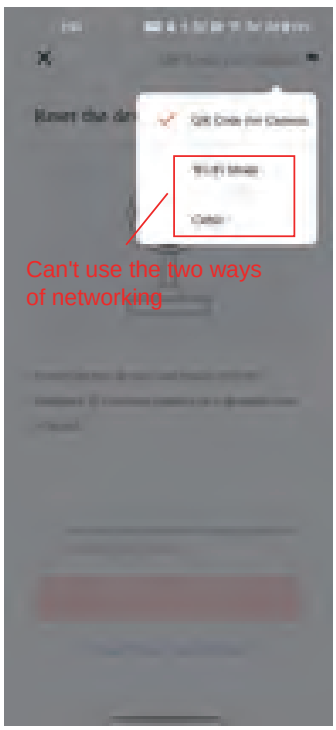
STEP 2.
Enter the verification code and create a password.

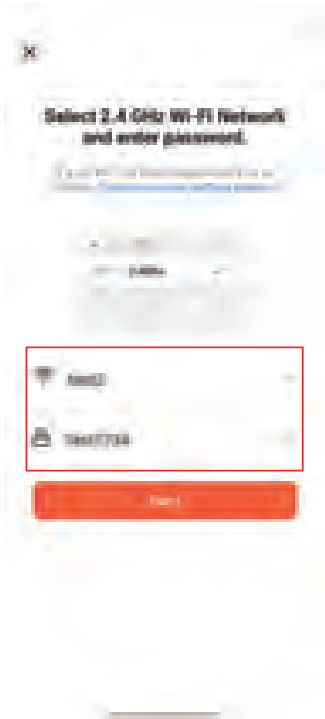
Add device

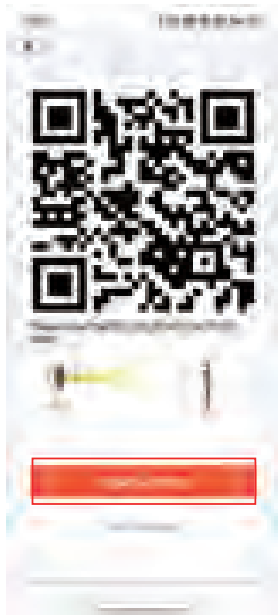
Open Tuya Smart APP, click“+”on the top right corner of the page“HOME”, then select “Smart Camera”.
Go to add device
Select camera & Lock
Select smart camera (Wi-Fi)



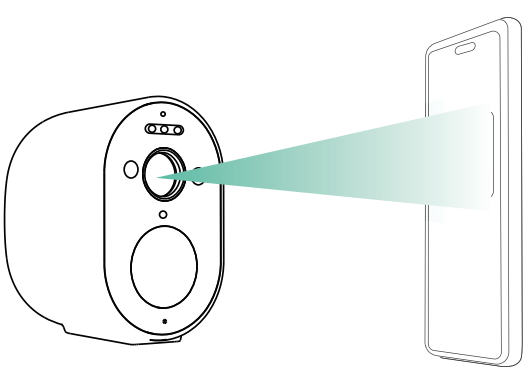
Select "QR code for camera" to add your device by QR code.
Select your "Wi-Fi Network Name" and then Password, and then click OK.
The product only supports 2.4G WiFi.



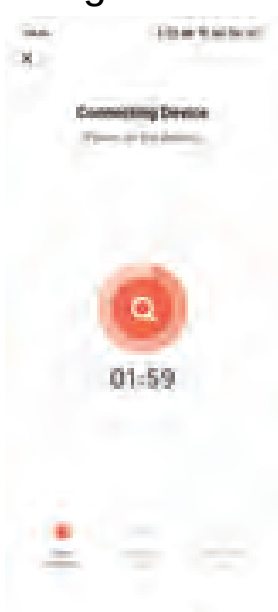


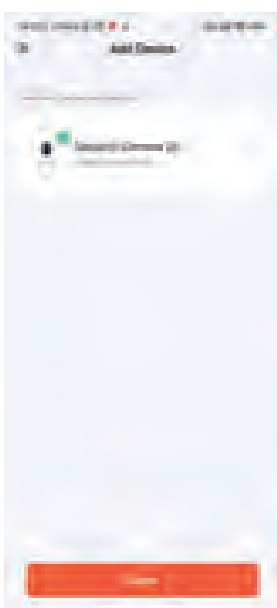


Scan the QR Code on your phone with camera.Heard a prompt tone, then click “Heard the beep”.
Connecting device, make sure camera device is near the router.added successfully click on Done,you will get into home page.



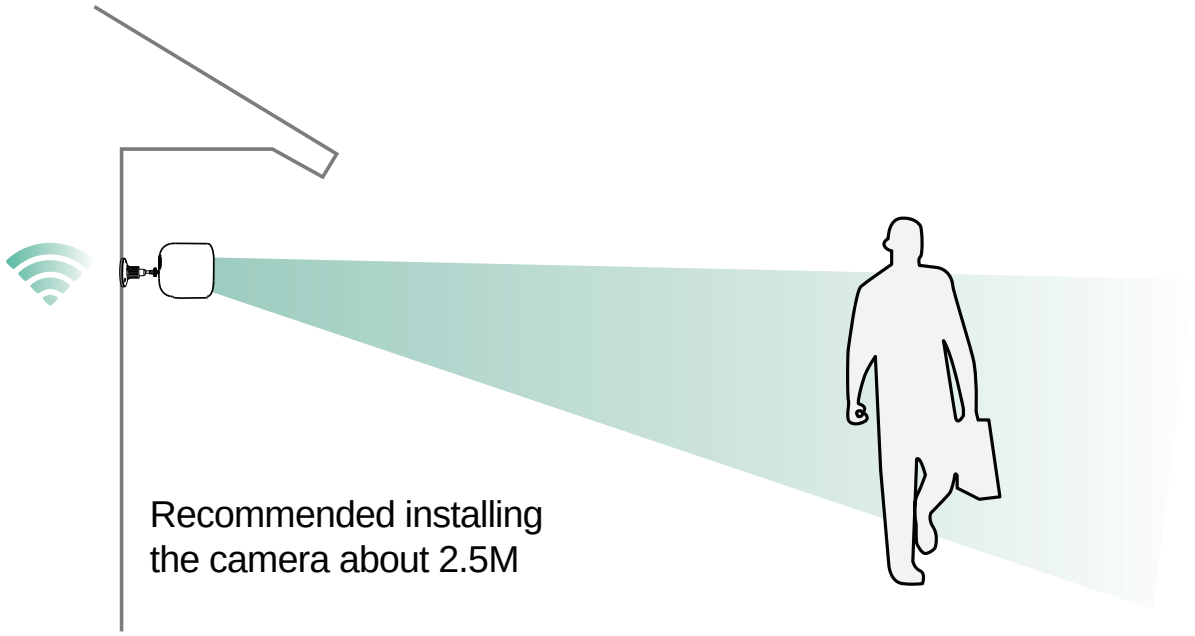
Please scan the QR code
from 15 to 20 cm away



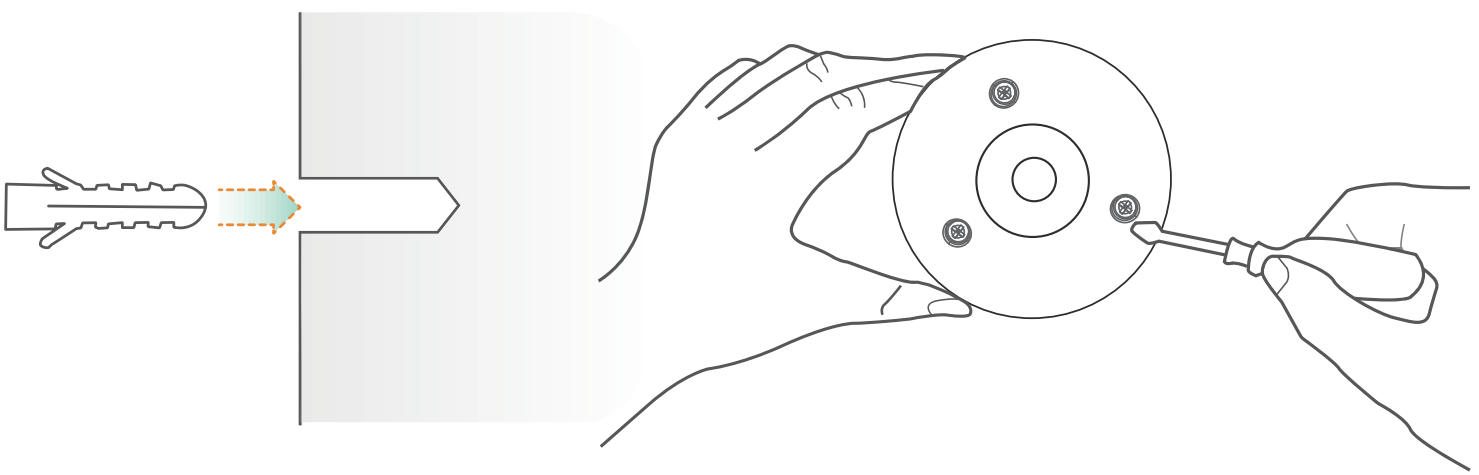


Installation

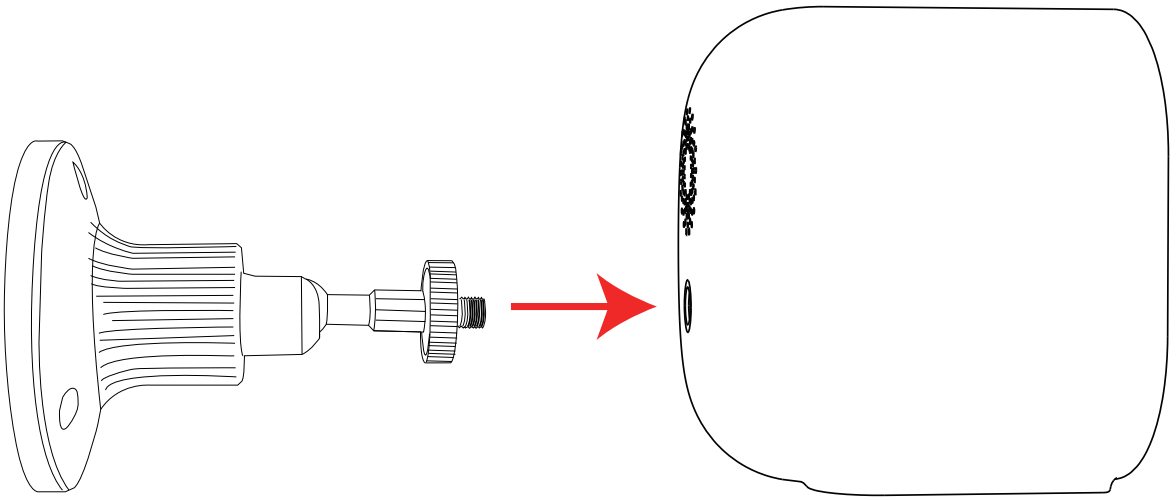
1.Select a good spot for your camera, please install the camera in a position where its view is not blocked and ensure that it is within the coverage of the Wi-Fi network.



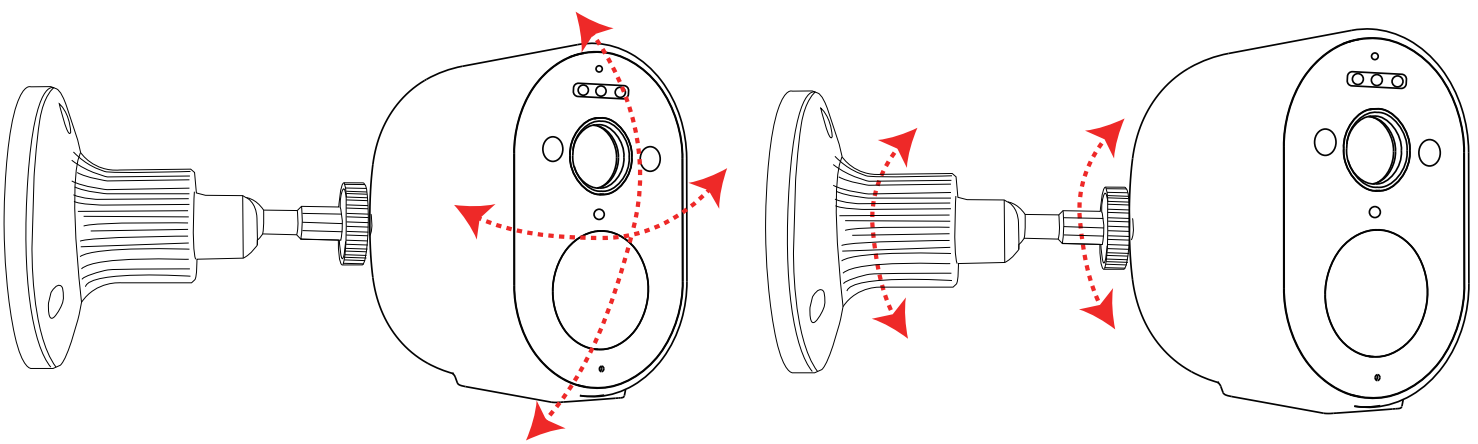
2.Use the drilling tool to punch holes on the wall according to the hole distance of the base. It is recommended to mark the holes on the wall with a pencil before drilling. Screw the expansion nut into the holes on the wall, and then connect the bracket to the expansion nut with screws to complete the fixing.



3.Align the bracket screw with the screw hole on the back or bottom of the camera, and then rotate it to the tightened state.



4.Adjust the camera to an appropriate angle, and then tighten the base by rotating it in the clockwise direction to fix the angle.



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FAQ

1. Unable to activate the camera?

· Please check whether the camera switch is turned on. If not, please turn on the device switch.

· Please use the 5V1A adapter to charge your camera first. It will take about 2-3 hours to charge.

· Press and hold the power button for 10 seconds to reset the device.

2. Failed to add App to the product?

· Please check whether you are connected to 2.4G WiFi.

· Please check whether the WIFI password is correct.

· Please ensure that the camera is within the coverage of the WiFi network, for example: within 20 meters.

3. There is movement of people, but no alarm push notification is generated in the App?

· Please check whether the motion detection function has been turned on in the settings of the APP.

· Aim the camera at the location to be monitored.

· Avoid obstructions in front of the camera.

· Please check that the app notification and device alert functions in the "Me-Settings" of the App are turned on, and the Do Not turn on the App Disturb permission.

· Please check that the relevant permissions for the push function in the mobile phone settings are turned on.

4. The battery life of the camera is short? Has the product run out of power in about 2-3 days?

- Please fully charge the camera before use.
- Adjust the motion detection sensitivity of the product camera to be "Low" in the APP.
- Turn on " Human Body Filtering" or " Activity Area" function in camera settings.
- It is recommended that the product be used with a 5V/1A adapter or solar panel.
- Note: This product is a low power consumption camera. The battery can be triggered approximately 2,000 times. When the alarm is triggered frequently, the product will consume power quickly. When the alarm is triggered frequently, it is recommended to use it with an adapter or solar panel.

5. The camera picture quality is very poor, blurry, and the picture is very grainy.

- First check that there is no dirt on the lens surface of the camera.
- Please use it in a good network environment. When the above problems occur, it is recommended to use it in a local area network.
- Check that the camera’s image resolution is set to HD.
- Note: When the camera has a poor network connection, to ensure the smoothness and optimal of the video, the product frame rate will be reduced, resulting in a grainy and blurry image in the product image.

6. No sound in two-way voice?

· Please confirm whether the intercom button of the device is turned on.

· Please confirm whether the sound button on your phone is turned on.

7. When the camera enters the real-time screen, it keeps prompting that “ failed to establish the encrypted channel” can’t be opened?

· Please check the router network status to see if the connection is normal.

· The camera and network device are too far apart.

· Please check the network fluency of your mobile phone.

8. The camera suddenly lights up with white light? Do you want to turn it off?

· Night vision option for the device. In “Smart Mode”, the white light will be automatically triggered when someone is in front of the device.

· You can select” Infrared Mode” in the settings.

9. The camera prompts that it has been bound and cannot be added.

· Can fill out the unbinding application from the APP. After the platform review, you can log in again within three working days to add device.

· Remove the device that needs to be rebond in the APP.

10. The camera does not record video?

· Please check if the SD card has been inserted.

· Format the loaded SD card to FAT32 format.

· Turn on the imaging switch in the video settings.

11. There is no sound in the video recording by the camera?

· Turn on the speaker switch in the upper right corner of the screen when playing back the video.

· Confirm whether the mobile phone volume is turned on.

FCC Warning Statement

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

RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.

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.

Customer Service

Check out the FAQs and video instruction on our APP(My>Help)
Need more help?

Visit: https://tenvis.afterservice.vip
Call: +1 (833) 438 9277 (Toll-free)
Email: tenvis@afterservice.vip

Get 24/7 Assistance at

Use camera or QR scanner to scan

Warranty
30 days return & 1 year warranty.
Lifetime tech support.