TuyaSmart PanTilt IP Camera

Quick Setup Guide

Please read this user's guide carefully before using the product and keep it properly
※The screen displays and illustrations in this user's guide are examples only, please refer to the actual product

Product Description

Product introduction

This is a network camera for security surveillance, It is connected to the Internet through Wi-Fi for data transmission and reception, you can use it to remotely watch real-time images on mobile phone anytime anywhere, it can save video in the Micro SD card or cloud storage, you can set motion detection and humanoid detection alarm on the camera, when the alarm is triggered, the camera can send email, push phone message, and make alarm sound, and other more functions.

Product list

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2	12V Power Adapter	1 PCS
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Product precautions

The proper environment temperature for this camera range from -10℃ to 50℃.Please avoid exposing it to too much hotter or colder environment.

Please do not use this camera in somewhere moist or highly risk of getting water inside of it, thus to ensure this camera of precise electronics a long service life.

For better using experience, please keep the front and both sides of the camera lens away from objects reflective as glass, white wall etc. So that the picture function well without overexposure.

Make sure the camera has been placed in areas of good reception of Wi-Fi signal or at lease within the signal zone. Set it up away from somewhere might jamming signal as metal or microwave oven.

If this is a PTZ rotation type camera, do not twist the camera to force it to rotate, if you need to adjust the monitoring orientation, you can adjust it through the PT function of the mobile APP.

Product Use

Turn on the camera

Plug the power into the power of the camera and wait a few seconds for the camera to automatically turn on.

Voice prompt at power-on ”Wait for Wi-Fi connect”, If there is no voice reminder, please restore the factory settings and try again.

Restore the factory settings

Press and hold the reset button for 5 seconds, you will hear the voice"reset, camera reboot" and camera will restore the factory state(The camera must be in the factory state for the first connection).

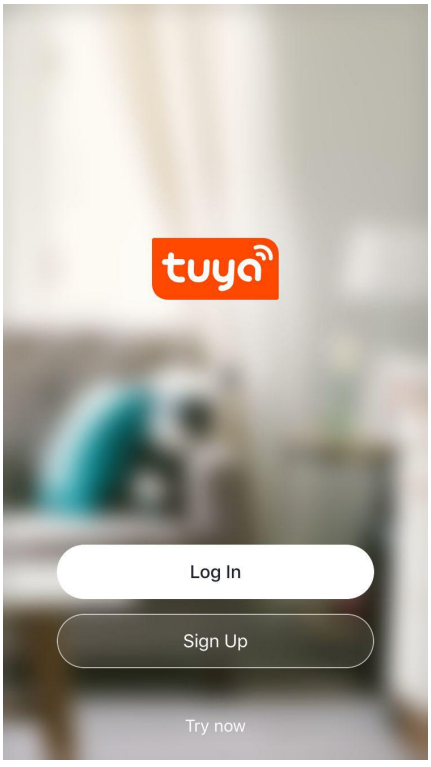
Download APP

Download and install "TuyaSmart" from IOS app store or Android app store or scan the QR code below to get APP information.

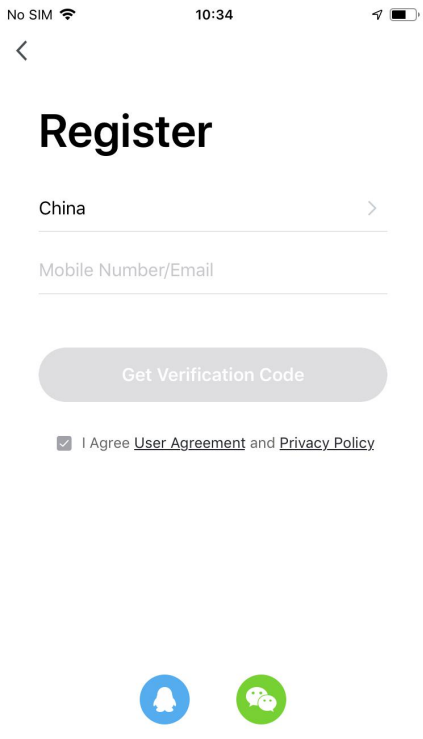
Download and run the app, first you need to register an account to start using the camera.

Add camera

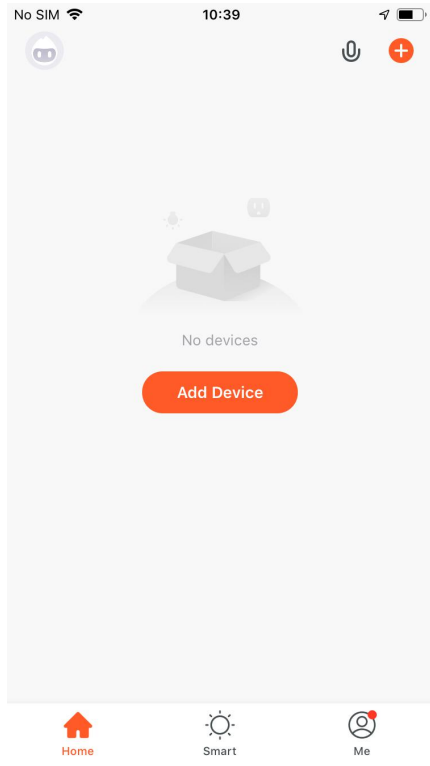
Run the APP, register and log in to the account.



Run the app

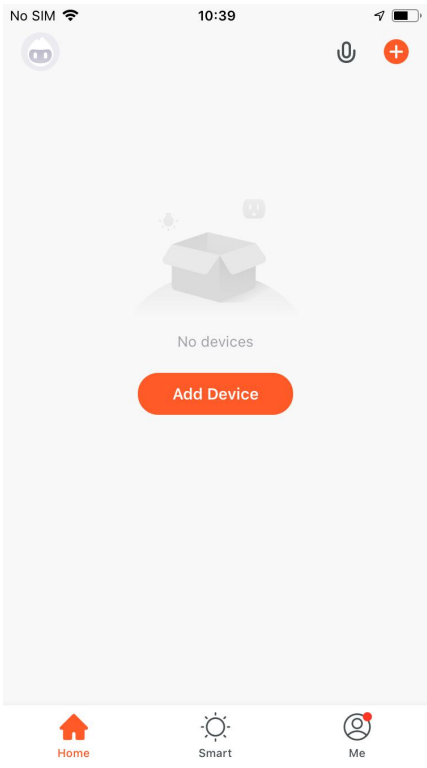


Register account

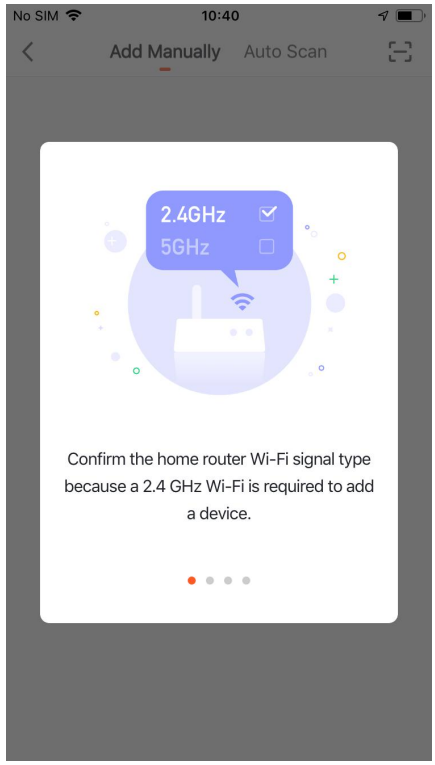


Login account

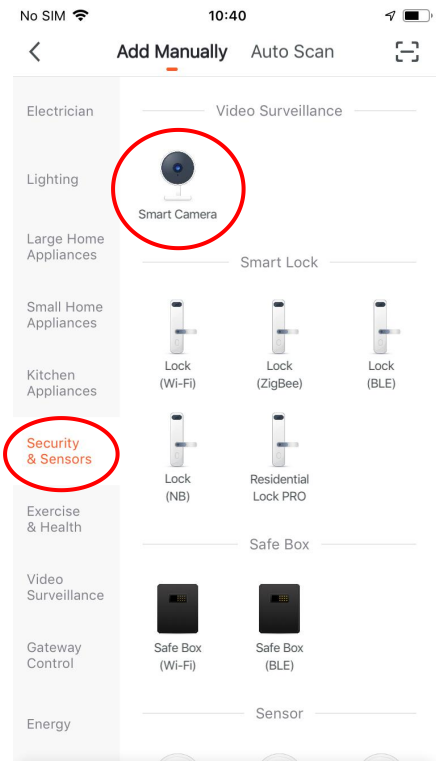
Then follow the steps below to add a camera.



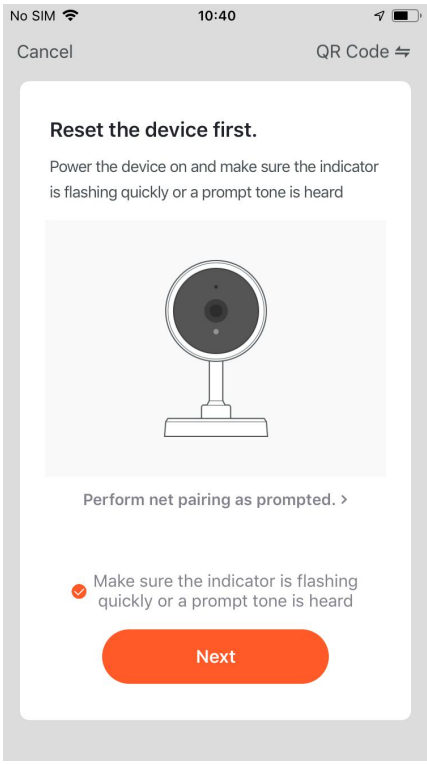
Click "Add Device"



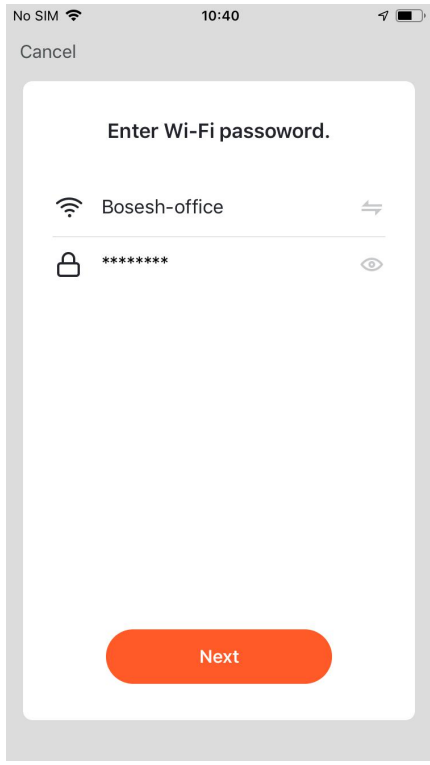
Some notes you need to know



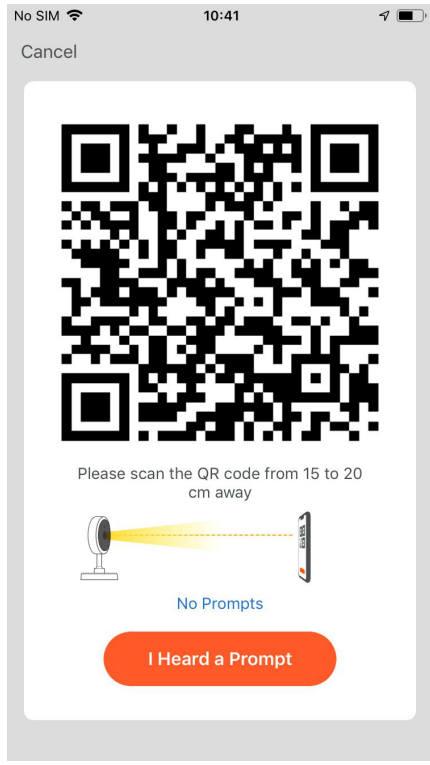
Go to the "Security&Sensors" page and click "Smart Camera"



Check the prompt and click "Next"

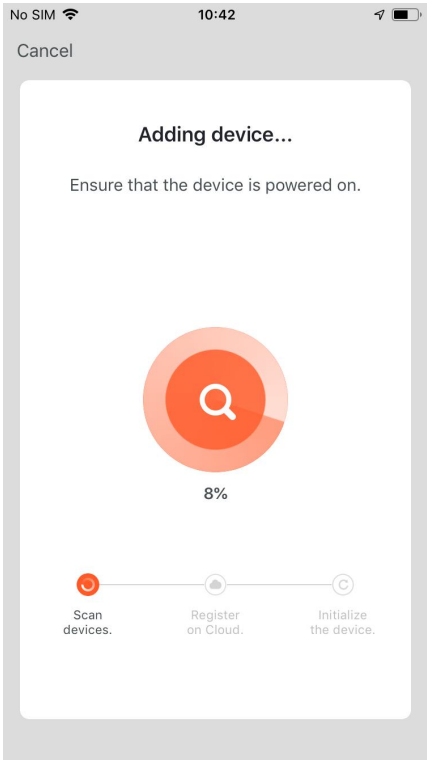


Choose your Wi-Fi and enter the password, then click "Next"

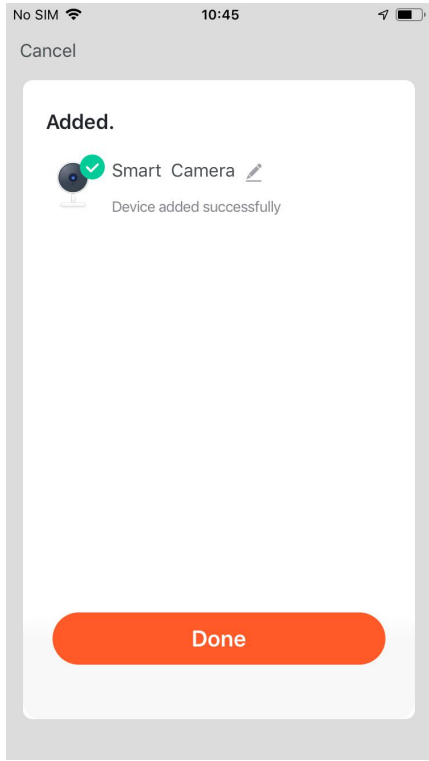


Please place the QR code 15cm in front of the camera, until you hear the voice prompt, then click "I Heard a Prompt"

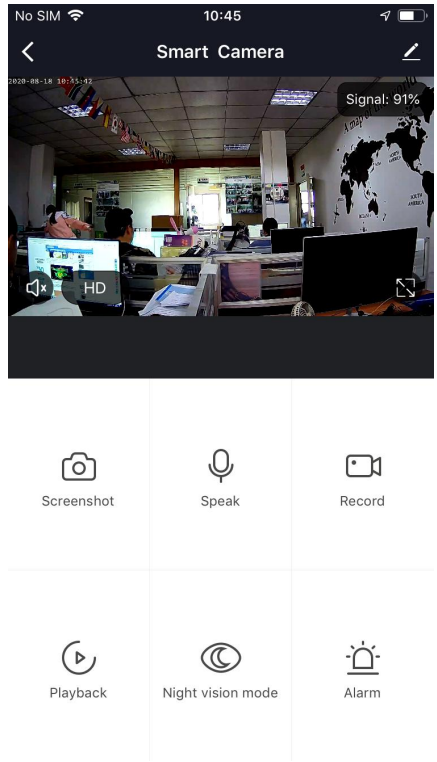
If the camera voice prompts that the Wi-Fi connection fails, please check your WIFI password, or check the antenna of camera, or Wi-Fi signal strength.



Wait for the camera to connect to Wi-Fi



The camera is added



Watch real-time video

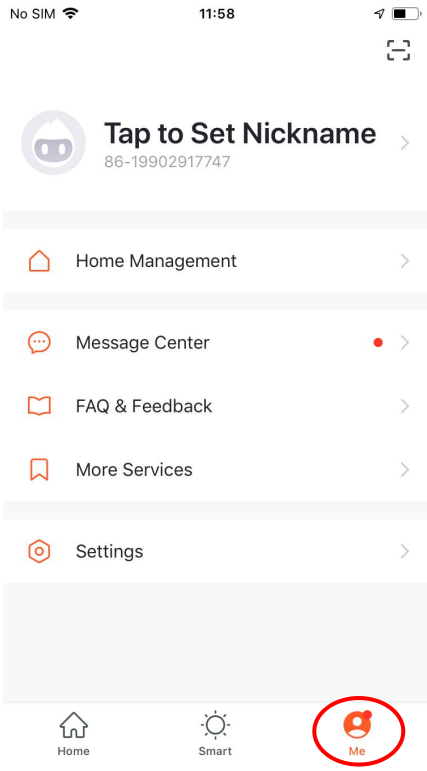
Please ensure that the Wi-Fi signal strength is greater than 70%, you can see the Wi-Fi signal strength in the upper right corner of the real-time video.

Record video and video playback

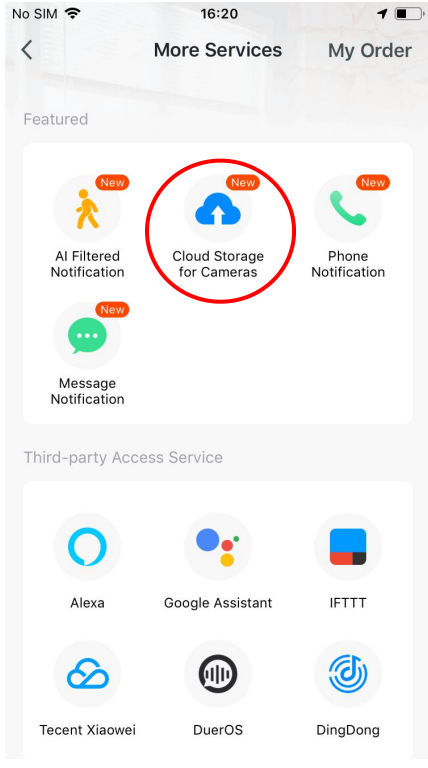
The camera can save the video in the SD card or upload it to the cloud storage server.

If you use SD card to save video, you must install SD card to the camera, please make sure your SD card have good quality, otherwise it will fail to record and even cause the camera to crash.

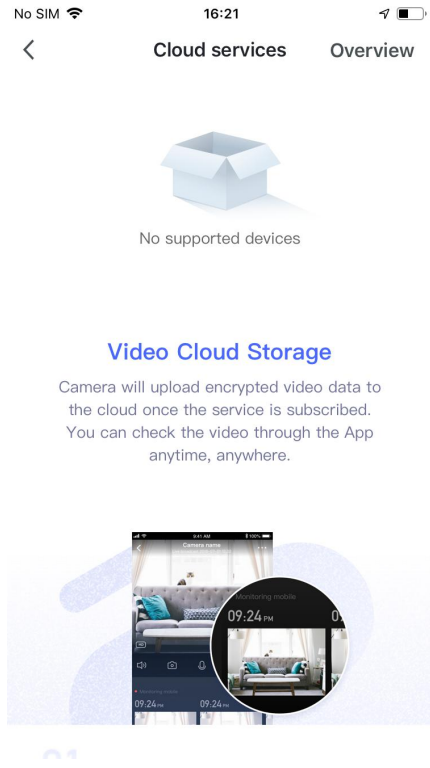
If you want to use cloud storage, you follow the steps below to subscribe cloud storage services:



Enter "Me" page

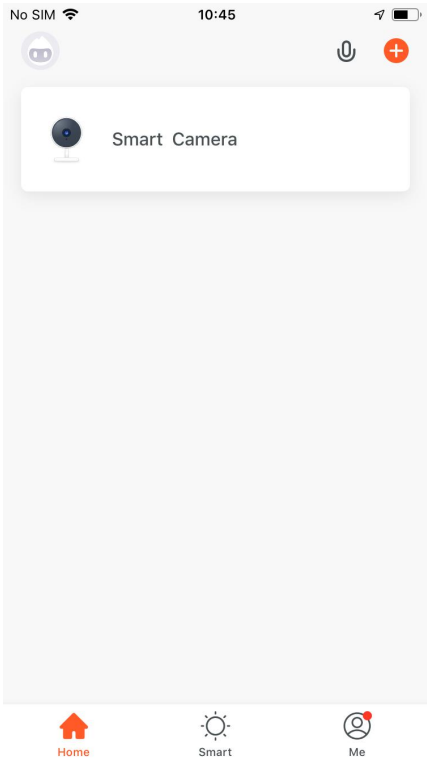


Click "Cloud Storage for Cameras"

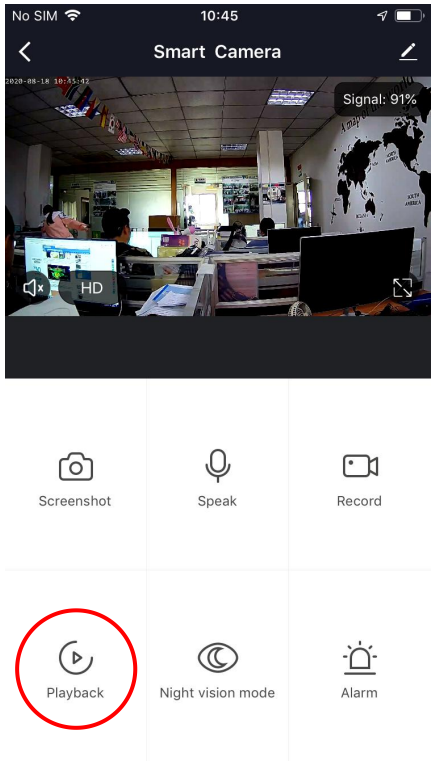


Subscribe to cloud services

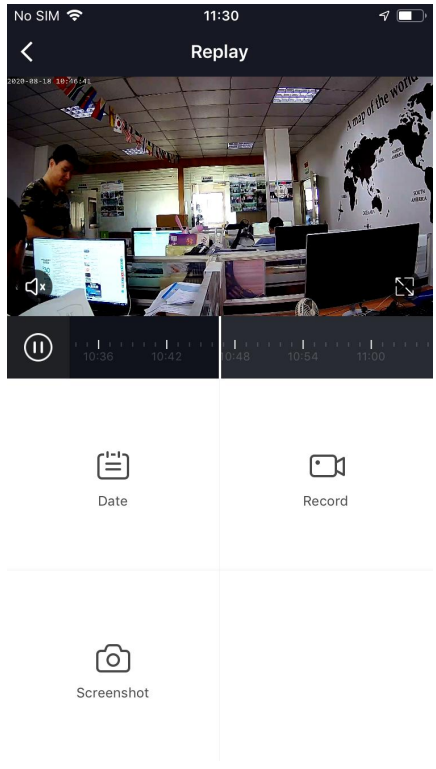
Then you can Then follow the steps below to playback the video:



Click online smart camera



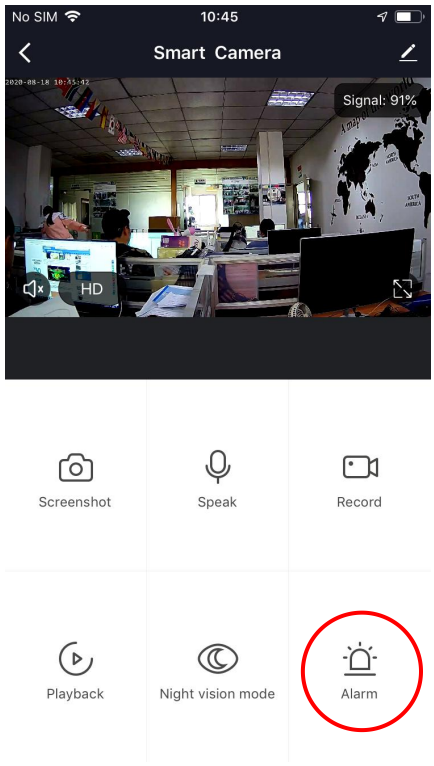
Click "Playback" button



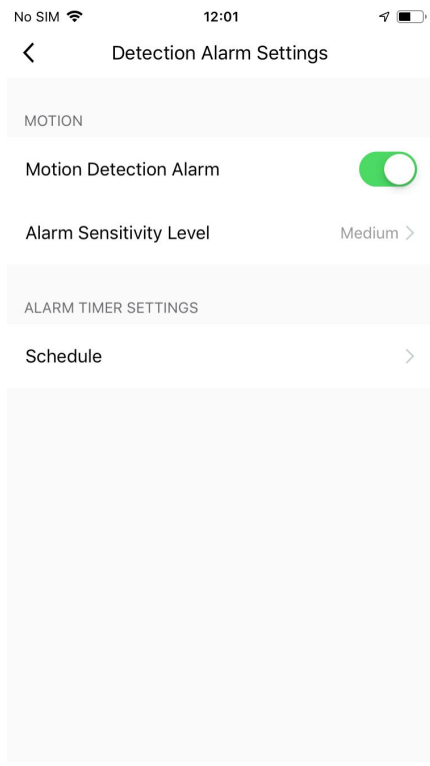
Playback the video

Alarm and notifications

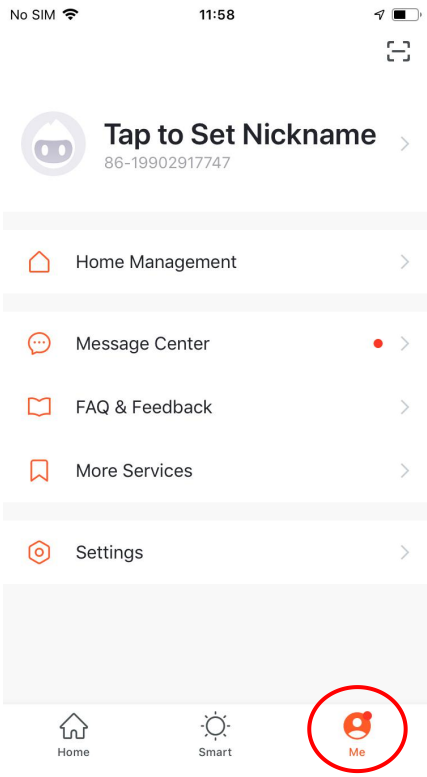
You can set motion detection on the camera, when the camera detects a moving object, the camera will send an alarm notifications



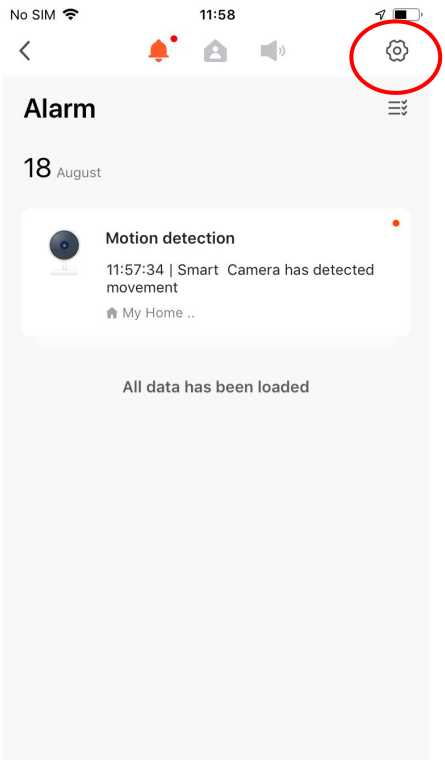
Click "Alarm" button



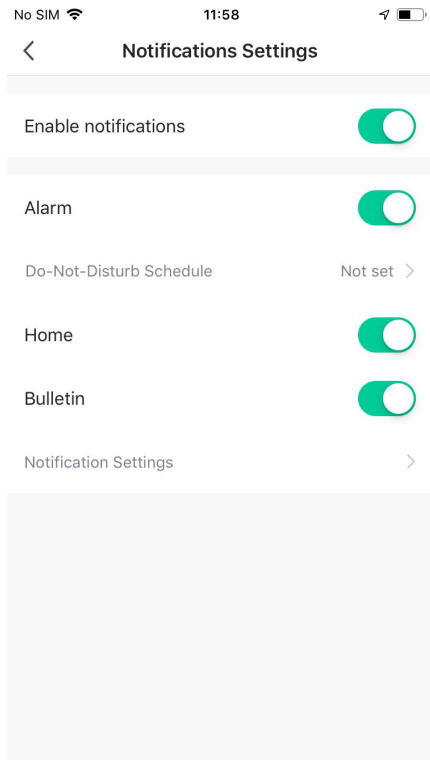
Open "Motion Detection Alarm"



Enter "Me" page



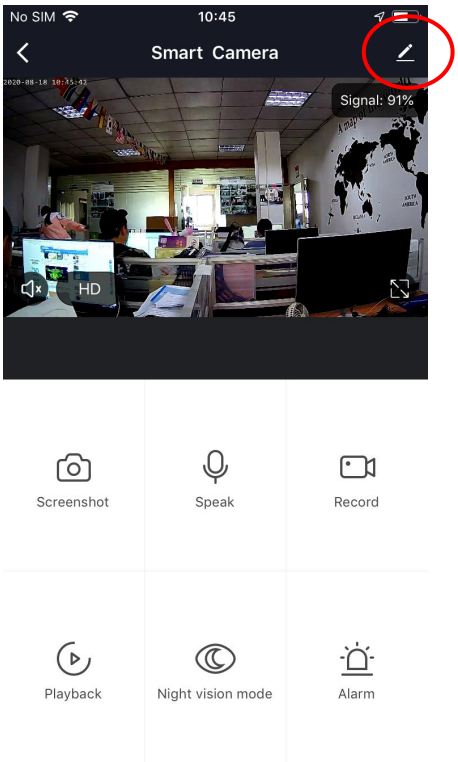
Click "notifications Setting" button



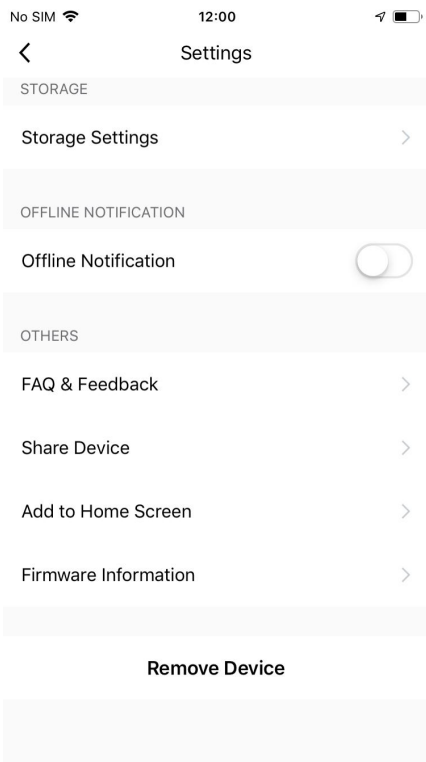
Open "Alarm"

Camera share

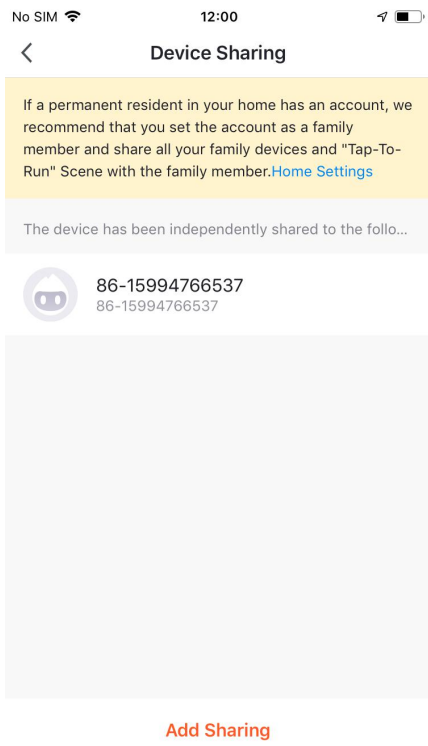
You can share the camera to other users, the person being shared needs to download the APP, register an account and log in to view.



Click "Setting" button



Click "share Device"



Share camera to other accounts

Q&A

Q: The password is incorrect or the password set after the last connection is forgotten?

A: The camera password may has been changed, please press the "Reset" button of the camera for 5 seconds. the camera voice prompts "Reset successful", then follow the steps above to re-add the camera.

Q: The device list is prompted the camera is offline?

A: Please check wireless network that camera is connected can connect to the Internet or the wireless password has not changed.

Q: What should I do if the mobile APP does not receive the push?

A: Please check if the push function is turned on (displayed as "Arm/Disarm" to open), whether there is open alarm push linkage (Setting - Motion Detection/Humanoid Tracking), whether the APP allows push permission on the mobile phone.

Q: When playback video can not find video files?

A: Please check if the SD card is damaged, whether there is an SD card installed, check the camera time, check whether the playback time is correct.

Q: The camera cannot connect to WIFI?

A: Please check whether the distance between the camera and the router is too far, whether the router have the DHCP function enabled, whether the connected WIFI is 2.4G (the camera does not support 5G), and whether the router opens the anti-mite network function, so that filtered device.