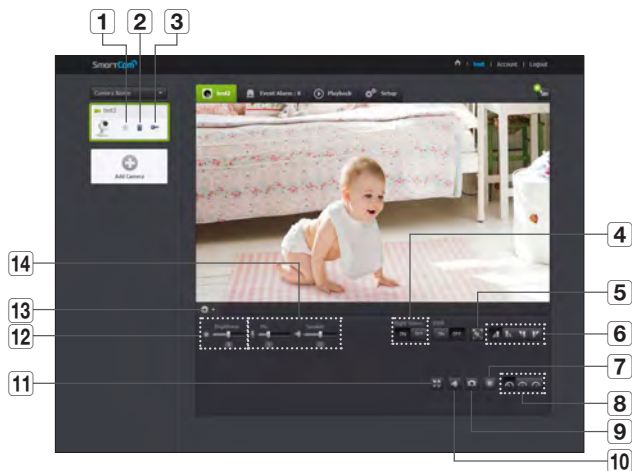


## Monitoring options



Item	Description
1 Default Camera	Set the default camera to monitor in the camera list.
2 Delete Camera	Delete the registered camera.
3 Cancel remembering camera password	Cancel remembering the camera password.
4 Night Vision	If Night Vision is set <ON>, it will automatically switch to black and white mode in the dark condition and then the IR lamp will automatically operate. If Night Vision is set <OFF>, it does not switch to night vision mode and it will operate in color mode.

Item	Description
5 Motion zone setting	It detects motion within the range set by a user.
6 Flip	You can flip over the video image.
7 Manual recording	A user can directly save videos in their SD card. <ul style="list-style-type: none"> <li>30 minute long video is saved.</li> <li>If there is an ongoing event now or overwrite to SD card is not checked, and there is storage space of 10% remaining, you cannot perform manual recording.</li> </ul>
8 Network Speed	Set the network speed (low/mid/high). <ul style="list-style-type: none"> <li>If the bandwidth provided by your internet service provider is smaller than the recommended value, then the video might get fuzzy or temporary disconnections or delays in the live video may be caused.</li> </ul>
9 Capture Image	Live video is saved as one image.
10 Sound	When enabled, you can hear what's happening around the camera. <ul style="list-style-type: none"> <li>Some internet service providers do not support audio outputs in relay mode.</li> </ul>
11 Full screen	The video is displayed on the full screen. <ul style="list-style-type: none"> <li>The system supports Internet Explorer only.</li> <li>If you double-click the screen, the full screen mode is terminated.</li> </ul>
12 Brightness	You can adjust the brightness of the screen image.
13 Hide/unhide detailed menu	Click on the [ + ] icon to unhide or hide detailed setting menu.
14 Audio	Adjust the volume of the built-in microphone and speaker of the camera as appropriate. If you set the mic setting to '0', you will not hear the live audio, and it will not be recorded in your SD card. Note that the Two-way audio transfer function is available only with the smart phone application.


## ❖ Network Speed

Profile Name	Resolution	Frame rate	Recommended bandwidth
Low Speed Network	VGA	20 fps	0.7Mbps
Mid Speed Network	HD(720P)	15 fps	1Mbps
High Speed Network	Full HD(1080P)	30 fps	2.8Mbps



- What is relay mode?  
If the network condition is unstable, the camera cannot make a normal connection (P2P), so it will set up a connection in relay mode. In this case, you will see the video for the first seven minutes only.
- Relay mode is added feature where the video from the camera is transmitted to Samsung server then retransmitted to the user's computer.
- If you have trouble connection to the camera, visit "<http://www.samsungsmartcam.com>", go to support page, and refer to "Troubleshooting" on it.
- It is recommended to use one browser at one time.
- The Night Vision video produces a different visibility according to the distance between camera and subject.

## ❖ Motion detection area setting

- 1) Click the  icon.
- 2) Drag it to the screen to set the detection area.



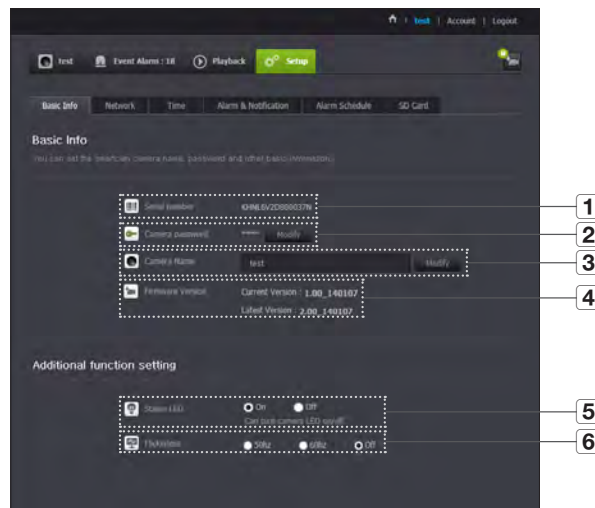
- 3) Click on <OK>.  
If you want to delete the set area, click on <Delete All>.



- The <Motion Detection> function needs to be activated in order to use the motion zone function.

# Setup

## Basic Info



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Item	Description
1 Serial number	You can confirm the serial number.
2 Camera password	Click the <Modify>, you can change the Camera password. Enter the current camera password, and type a new Camera password.
3 Camera Name	Click the <Modify>, you can change the camera name.
4 Firmware Version	You can check the current version and the latest version of your camera S/W.
5 Status LED	You can turn on/off the LED in your camera.
6 Flickerless	You can reduce the occurrence of screen shaking due to the frequency mismatches with the neighboring lighting.

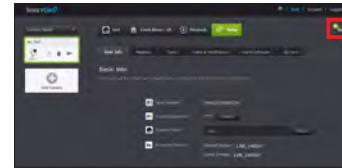


- If you change the camera password, you will be logged out and return to the camera password input page.
- Keep the camera password in a safe place as it is used for viewing the live screen of the camera or for changing the display settings.

#### ❖ Firmware update

If the currently used S/W is not of the latest version, update it.  
If you are using the latest version, then the firmware will not be activated.

- 1) Click <Firmware>.



- 2) Click the <Download> icon to update the firmware.



- 3) When the firmware update is finished, the camera will reboot.



- If you want to update the firmware, it is recommended to use a wired network connection.
- If the power goes off during updates, it may not operate properly.
- The duration of the firmware update depends on the size of the firmware file and the network connection speed.

## Network

### <Wired Network>



- If any of the manual settings is wrong, the network settings will not be applied.
- If you have both cable and wireless network connections simultaneously, the cable network connection is prioritized.
- If you switch from the current wireless connection to the cable connection, the network will switch to cable connection accordingly.
- For more information about the router or the wireless connection, refer to the documentation of the router or contact the router manufacturer.

Item	Description
1 Dynamic IP Address	If you select <Dynamic IP Address>, the IP address will be obtained automatically.
2 Static IP Address	You must manually provide the information of: IP address, subnet mask, gateway, DNS server address.

## <Wireless Network>

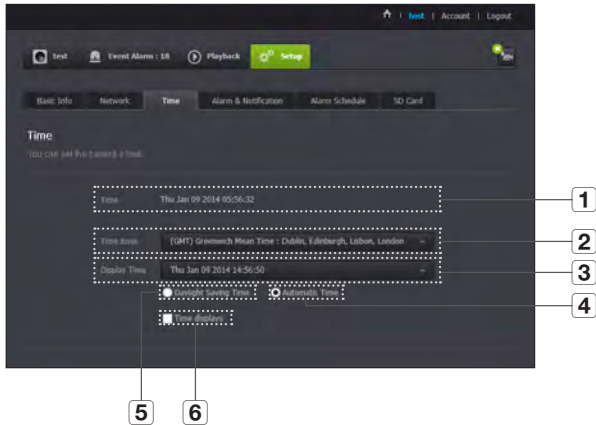


Item	Description
1	<b>Wireless On/ Wireless Off</b> You can select to activate or deactivate the wireless network connection.
2	<b>AP (Access Point) list</b> You will see a list of APs (Access Point) available. Select a desired one from the list of APs (Access Point).
3	<b>AP (Access Point) password</b> If you select a secured AP (Access Point), you must enter the password before you can access the network. For the password, contact your network administrator.
4	<b>Hidden SSID</b> If your SSID is hidden, select the type of security you have. Enter the name of the SSID and the password.



- If you select a non-secured AP (Access Point), you just can access the network without providing a specific password.
- If you entered a wrong password, you cannot access the network whatsoever.
- When the wireless network settings are completed, remove the LAN cable. If you do not remove the LAN cable, the wireless network will not be available.

## Time

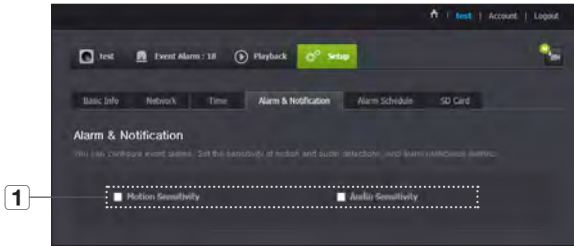


- The time will synchronize with the NTP(Network Time Protocol) server automatically.
- For this, Internet connection is required.
- You need to set the timezone correctly to obtain the exact time setting.
- The time displayed without Internet connection may not be accurate.

Item	Description
<b>1</b> Time	Confirm the camera's time.
<b>2</b> Time Zone	Select your region.
<b>3</b> Display Time	Select the time format displayed in time setting.
<b>4</b> Automatic Time	It sets camera's time automatically.
<b>5</b> Daylight Saving Time	Check this option if you live in a country or region where DST(Daylight Saving Time) is applied.
<b>6</b> Time to show	Live screen displays the time.

## Alarm & Notification

Camera has ability to send event notifications when motion or audio is detected.



Item	Description
1 Alarm notification	<p>You can set motion or audio alerts. Sensitivity level can also be set. The higher the sensitivity, the more accurate motion and audio events can be detected.</p> <ul style="list-style-type: none"> <li>When an event occurs, if you want to send alerts to Gmail, first log into your google account.</li> </ul>



- In the following case, it may fail to derive the proper results for basic events and motion detection.
  - The object color or brightness is similar to the background.
  - Multiple movements continue occurring at random due to a scene change or other reasons.
  - A fixed object continues moving in the same position.
  - An object hides other objects behind.
  - Two or more objects overlap or one object divides in multiple portions.
  - A moving object comes close to the camera.

## <Gmail> Notification

The event alarm is sent through Gmail.

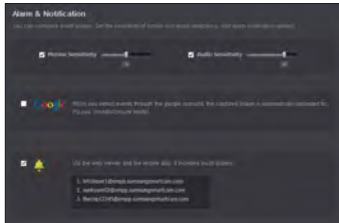
- Select the Google.
- Enter your Gmail address and password.
- Click <Save>.
- Select <Use> of "Send alarms".
- Enter your email address to receive the notification e-mail and click <Add>. Now, the receiver full email address will be shown in the List Box. If you want to register more than one email address, you can just repeat the same procedure.



- If your Google email ID/password are saved, only check "Send alarms".
- If the email address for the recipient entered is incorrect, event alerts will not be sent.
- Even if you entered a correct google account ID, if the ID/password confirmation pop up window appears, click on <Go to the google page.> and check the google account.

## Push alarm Notification

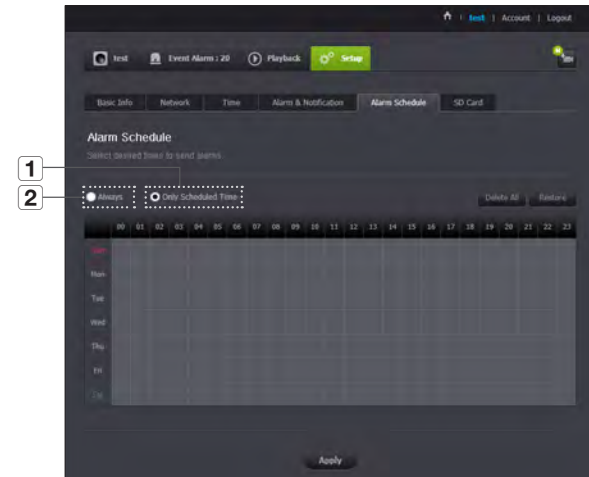
The push alarm is provided through the web viewer and mobile app in which the camera is registered.



- Push alert list shows the list of IDs of users who registered cameras. When an alarm occurs, the web site will send push alerts to each smart phone.

## Alarm Schedule

Alarms will only operate for the times selected by the user.

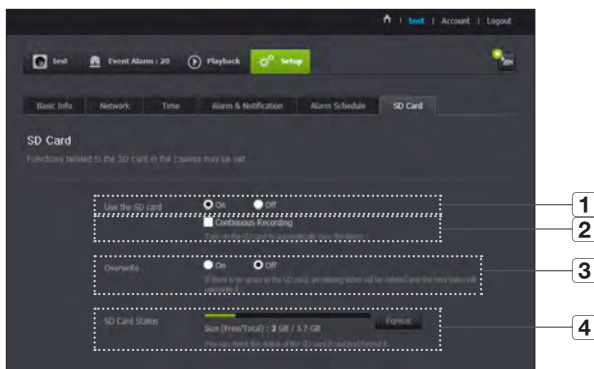


Item	Description
1 Only Scheduled Time	Alarm function will only operate for the time/day designated by the user.
2 Always	Alarm function always operates.



## SD card

When an event occurs, it is saved in an SD card.

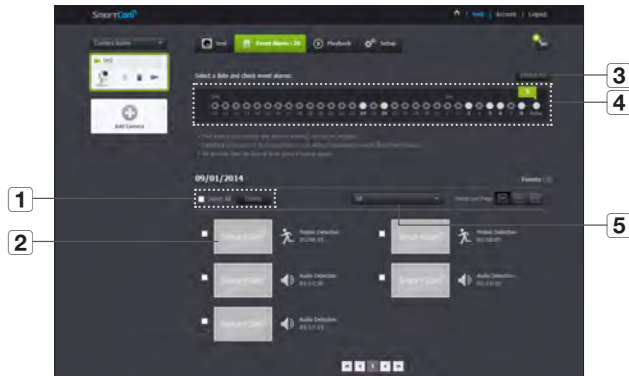


- Set to **<Off>** before removing the SD card. Otherwise, the SD card may be damaged.
- For this camera, you are recommended to use the following memory cards provided from the following makers.  
Micro SD/SDXC memory card : SanDisk, Transcend  
Recommended Capacity : 4GB ~ 64GB
- SD card of max 65GB is supported and a FAT32 file system is supported.

Item	Description
1 Use the SD card	If you set motion/audio, video will be automatically saved in your SD card.
2 Continuous Recording	Saves the video without being interrupted by events that may occur.
3 Overwrite	If the SD card capacity is insufficient, it will start overwriting the oldest data. <ul style="list-style-type: none"> <li>■ When there is storage capacity of 10% remaining, the top notification window will show an alarm.</li> </ul>
4 SD Card Status	Check the remaining capacity of your SD card and delete all the data.

# Event Alarm

You can check the event alarm that occurred.



Item	Description
1 Delete by dates	Delete all the event alarms on the date.
2 Image displays	Select and click on the desired event. You can view an image.
3 Delete All	Delete all the event alarms for thirty days.
4 Display Events	Displays the number of events occurred in the 30 day list.
5 Arrange by types	Arrange the event list by event types.

# Playback

You can play the video recorded in your SD card.

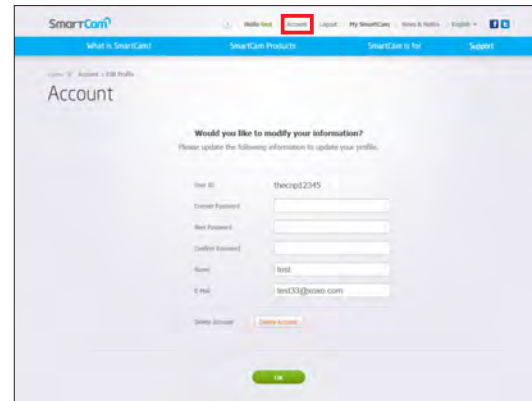


Item	Description
1 Type	Set the event type to search for during the search period.
2 Date	Set the search date for the data saved in your SD card.
3 Play/pause	Play and pause video.
4 Search	Perform event searches.
5 Refresh	Renew the events displayed in timeline.
6 Timeline	Use the timeline to play the video in the desired time.

# Information



## My Account



- If you want to change the member information, click on <Account>. Select the item (password, or email address) and enter your information.

## Support

You can download the Samsung SmartCam mobile app and user guide.

The screenshot shows the Samsung SmartCam support website. At the top, there is a navigation bar with links for 'Home', 'Account', 'Logout', 'My SmartCam', 'News & Notice', and 'English'. Below this is a secondary navigation bar with 'What is SmartCam?', 'SmartCam Products', 'SmartCam is for', and 'Support'. The main content area is titled 'Support' and features three camera models: SHN-P41200R, SHN-P4120, and SHN-P4120R. Below the camera images is an 'FAQ' section with a search bar and a list of common issues, each with a plus icon to expand the answer. To the right of the FAQ is an 'Easy guide' section for 'Camera Installation & Registration Guide' and a 'Mobile App' section for 'Samsung SmartCam' with a QR code and download links for Android and iOS. At the bottom right is a 'User Manual' section with links for 'Quick Guide', 'User Guide', 'Mobile Guide(Phone)', 'Mobile Guide(Android)', and 'Troubleshooting'.

# APPENDIX

# 04

## Specifications

Specifications  
Product Appearance

## Troubleshooting

# Specifications

## Specifications

Item	Description
OS	Linux
Resolution	1920x1080, 1280x720, 640x360
Max. Framerate	1080p@30fps
Video Compression Format	H.264, MJPEG
Streaming Capability	Multiple Streaming (Up to 5 Profiles)
Angular Field of View (D/V/H)	128°/ 62°/ 111°
Low Light Performance	0.3Lux(Color), 0Lux(Black/White)
WDR	N/A
Day & Night	True D/N Filter
Night vision	IR-LED, 5M
Digital Zoom	4X
Flip / Mirror	Support
Motion Detection	Support

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Item	Description
Audio Detection	Support
Audio I/O	N/A
Audio Compression Format	G.711, G726
Audio Communication	2-Way Audio (Built-in Microphone & Speaker), Half Duplex
Memory Slot	microSDHC (FAT), Up to 32GB
Recording & Playback	Event recording, Manual recording, Continuous recording, Remote playback
Ethernet	RJ-45 (10/100BASE-T)
Wireless	Wi-Fi 802.11 b/g/n (2.4G Single-band)
Wi-Fi Direct	Support (Push button)
Security	SSL (AES 256bit)
Max. User Access	5 users at Unicast Mode
Operating Temperature / Humidity	0°C ~ +40°C / Less than 90% RH
Ingress Protection	Indoor
Input Voltage / Current	9V DC / 1A
Power Consumption	Max. 9W
Indication	1 LED (Power, Status, Link)

Item	Description
Color	White
Dimension (WxHxD)	63.0 x 92.1 x 41.6
Weight	117g

Product Appearance

# Troubleshooting

If you encounter a problem with your system, see the table below to solve the problem as quickly and easily as possible. Please follow the instruction below:

Problem	Action
I forgot my user ID/ password.	<ul style="list-style-type: none"> <li>- Move to "Log-in page → Forgot your ID/Password?", and enter the registered e-mail address to which we will send you the user ID and/or a new password.</li> <li>- It can be spammed out depending on the policy of the email server.</li> <li>- After logged in, it is advisable to change the temporary password provided.</li> </ul>
Camera is not connected to the wireless hub.	<ul style="list-style-type: none"> <li>- If the camera's wireless internet indication LED goes off too often, then it means that the camera installation location is not optimal for the wireless internet environment, so in this case, locate the camera close to the wireless hub and try to connect again.</li> <li>- Check the password for the wireless hub and try again.</li> </ul>
After logged in, I failed to register the camera.	<ul style="list-style-type: none"> <li>- Check that the serial number entered matches the label on the back of the camera.</li> <li>- Enter the correct password for the camera registered again and try to register the camera again.</li> <li>- Check the camera LED to see if it is green. If not, then check the network connection.</li> <li>- If you are still unable to register the camera after this, then reset the camera to factory settings and begin again. (If you want to reset to factory settings, press and hold the initialize button on the back for 10 sec. Once initialized to factory settings, the camera will be restarted.)</li> </ul>
The video from the camera is temporarily lost.	<ul style="list-style-type: none"> <li>- The video from the camera can be delayed according to a network delay. Please check if the camera is installed in a place of proper wireless Internet communications.</li> </ul>
No sound is output from the video.	<ul style="list-style-type: none"> <li>- Click the Voice icon in the video playback page, or check if the voice is turned On in your smart phone app.</li> <li>- Some internet service providers do not support audio outputs in relay mode.</li> </ul>

Problem	Action
I forgot my Camera password.	<ul style="list-style-type: none"> <li>- You must create a new camera password.</li> <li>- Press the initialization button on the back of the product for more than 10 seconds to reset to factory settings.</li> <li>- After factory initialization, when you access the camera, you can reset the password for the camera.</li> </ul>
I want to change my password and/or email address.	<ul style="list-style-type: none"> <li>- After logging in, click on the &lt;Account&gt;. Select the item (password, or email address) and enter your information.</li> </ul>
Camera will be connected in a relay mode.	<ul style="list-style-type: none"> <li>- Check the UPnP setting of the router.</li> <li>- Using a network upload speed of 500Kbps or higher is recommended.</li> <li>- Depending on the policy of your service provider, you can access in relay mode.</li> </ul>





Samsung Techwin cares for the environment at all product manufacturing stages, and is taking measures to provide customers with more environmentally friendly products. The Eco mark represents Samsung Techwin's devotion to creating environmentally friendly products, and indicates that the product satisfies the EU RoHS Directive.



## Correct Disposal of This Product

(Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.



## **SALES NETWORK**

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### **SAMSUNG TECHWIN CO., LTD.**

Samsung Techwin R&D Center, 6, Pangyo-ro 319beon-gil, Bundang-gu, Songnam-si, Gyeonggi-do 463-400, Korea  
TEL : +82-70-7147-8740~60 FAX : +82-31-8018-3745

### **SAMSUNG TECHWIN AMERICA Inc.**

100 Challenger Rd. Suite 700 Ridgefield Park, NJ 07660  
Toll Free : 1-877-349-3149  
[www.samsungsv.com](http://www.samsungsv.com)

### **SAMSUNG TECHWIN EUROPE LTD.**

Samsung House, 1000 Hillswood Drive, Hillswood Business Park Chertsey,  
Surrey, UNITED KINGDOM KT16 OPS  
TEL : +44-1932-45-5300 FAX : +44-1932-45-5325

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