



FAQ

### Q1. What should I do when I failed to add the camera? A1. Try the following solutions:

 Here is a balance of the couter is connected to the internet successfully.
Ensure that the router is connected to the internet successfully.
The Security Pan/Tilt Camera 2K only supports 2.4 GHz Wi-Finetwork. When adding the Security Pan/Tilt Camera 2K, you need to connect the smartphone to a 2.4 GHz Wi-Finetwork.
Do not hide the Wi-Finetwork of the router when adding the Security Pan/Tilt Camera 2K (After adding the Security Pan/Tilt Camera 2K) is a support of the router when adding the Security Pan/Tilt Camera 2K (After adding the Security Pan/Tilt Camera 2K) is a support of the router when adding the Security Pan/Tilt Camera 2K (After adding the Security Pan/Tilt Camera 2K) is a support of the router when adding the security Pan/Tilt Camera 2K). adding the Wi-Fi network successfully, you can hide the Wi-Fi network). - Confirm whether the LED indicator of the camera blinks blue quickly. If not, please reset the camera

## Reset method: Hold down the Reset button for about 5 seconds and release it when the LED

indicator blinks blue quickly or you hear a prompt tone. The **Security Pan/Tilt Camera 2K** is reset Q2. What should I do when the video preview is not smooth?

## A2. Try the following solutions: — Check if the Wi-Fi network of the router is smooth.

- Move the router closer to the camera. - When previewing the video with cellular data, make sure that the internet connection of the
- Auto, Fluent, and HD are supported for video preview. By default, it is Auto. You can adjust the video

### clarity according to the internet status. Q3. How to store the video?

A3. Try the following solutions: Method 1: Install the Micro SD card to the camera. By default, the camera's recording mode is Alarm 

## CE CE Mark Warning

'his is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures. This equipment should be installed and operated with minimum distance 20cm between the device and your body. The mains plug is used as disconnect device, the disconnect device shall remain readily operable. NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

## Declaration of Conformity

Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD. declares that the radio equipment type CP6 is in Compliance with Directive 2014/53/EU. Hereby, SHENZHEN TENDA TECHNOLOGY CO., LTD declares that the radio equipment type CP3 is in compliance with Directive 2014/53/EU he full text of the EU declaration of conformity is available at the following internet address: http://www.tendacn.com/en/service/download-cata-101.html Operating Frequency:

2.4 GHz: US/2412-2462MHz(CH1-CH11),2422-2452MHz(CH3-CH9) Conducted Power (Max): 2.4 GHz: 15.74dBm Software Version: V1.0.X

Adapter Model: BN073-A09009U Manufacture: SHEINZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD. Input: 100-240V AC, 50/60Hz 0.4A Output: 9V DC, 1A

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## FCC Statement

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 ratio 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.
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. Radiation Exposure Statement This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also

### complies with Part 15 of the FCC RF Rules. This equipment should be installed and operated with minimum distance 20cm between the device and your

#### body. Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable. ¥.

## RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment. User has the choice to give his product to a competent recycling organization or to the retailer when he buys new electrical or electronic equipment. Operating Temperature: 0°C - 40°C

Operating Humidity: (10% - 95%) RH, non-condensing



## Technical Support

Shenzhen Tenda Technology Co., Ltd. 6-8 Floor, Tower E3, NO.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052 USA hotline: 1-800-570-5892 Toll Free: 7 x 24 hours Canada hotline: 1-888-998-8966 Toll Free: Mon - Fri 9 am - 6 pm PST Hong Kong hotline: 00852-81931998 Global hotline: +86 755-2765 7180 (China Time Zone) Website: www.tendacn.com E-mail: support@tenda.com.cn

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Operating frequency: 2412-2462MHz