Tenda

User Manual

Model:C50sV4.0

Copyright Statement

Contents

Chapter 1 Product overview

1.1 Package list

Please check carefully if all listed items are included in the package as below:

➢ IP-Camera

➢ Quick Installation Guide

➢ Power Adapter

Please strictly follow the input voltage power of the adapter required, or it will damage the device and this situation does not belong to the range of warranty. After purchase, if any accessories mentioned above is missing or damaged, contact the place of purchase immediately.

1.2 System Requirement

1. CPU: 2.0GHz or above (recommend 3.0GHz)

2. RAM: 256MB or above (recommend 1.0GB)

3. Graphic card: 64MHz or above

4. OS: Windows 7/8, Vista, XP, Mac OS,

5. Internet Explorer6.0 or above, or compatible browser, Firefox etc.

6. Android 2.3 or above

7. IOS 6.1 or above

1.3 Introduction

Tenda C50s V4.0 HD IP Camera provides a professional home or small business surveillance Solution. Through our mobile phone APP allows you to view , configure, and control your Tenda IP camera by using your mobile device .

1.4 Features

1.720P HD plus IRCUT： 720p HD Video Quality to ensure that you can get rich detail and crisp image quality. With IRCUT to ensure that the images are real color.

2．PTZ： You can PTZ control, move to the area you want to see, cover wider areas. (PTZ camera)

3. Plug and Play: Based on P2P cloud Technology, no need to configure the wireless Router and DDNS, then you can view immediately easily.

4. Remote Viewing： With P2P technology (**TendaViewer** APP, **TendaViewer** for PC Software) ,you can view live video remotely through the iPhone, Android phone, PC.

5. H.264 Video Compression ： H.264 video compression technology, need the minimum bandwidth network traffic while high image quality, more suitable for smartphone viewing.

6. Night Vision: This device can work well during the day, with infrared LED, it can also work at night, round-the-clock surveillance.

7. Wi-Fi Connect: Using WiFi, camera easily connects to a wireless Router. You can easily get rid of the trouble of deployment the Ethernet cable.

8. Micro SD/TF storage： You can store image and video on your Micro SD/TF card.

9. Motion detection and alarm： If you need to monitor a certain area, when an exception occurs in the region, trigger an alarm automatically, send alarm information by e-mail, FTP.

10. Two-way audio： Not just screen monitor, you can also voice intercom. When you find the abnormal situation, you can be reminded by voice intercom, to ensure safety.
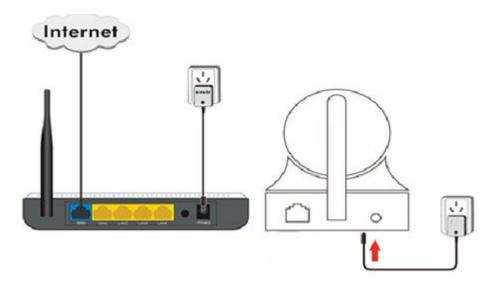
1.5 Hardware overview

C50s V4.0

1. IR LED

2. Lens

3. Indicator LED: Light up when starting, and extinguish when normal work

4. Focus ring：If camera image is not clear, you can rotate the white circle to improve.

5. MIC

6. Speaker

7. RJ45

8. TF/Micro SD card interface

9. Antenna

10. Reset

11. Power interface

Chapter 2 Installation

2.1 Desktop Installation

There are two ways to connect the camera to network:

1. Wireless connection:

   a)   A wireless Router that can connect to Internet is Ready.

   ⚠ *Note*

   Please ensure the DHCP function of your Router is enable.

   b)   Put the camera in the area that wireless signal can cover .

   c)   Connect the included power adapter to the camera.

   More details about setting information ,please reference *C50s V4.0Quick Installation Guide*

2. Cable connection :

   a)A Router that connect to Internet is Ready. Please ensure the DHCP function of your Router is enable.

   b) Connect the camera to the LAN port of the Router directly with ethernet cable . Please ensure the DHCP function of your Router is enable.
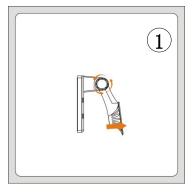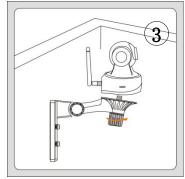
c) Connect the included power adapter to the camera. More details about setting information, please reference *C50s V4.0Quick Installation Guide* .

2.2 Wall Installation

According to your needs, refer to the figure to install.

❶ Turn the collar on the bracket to loosen it then move the camera to the position you want.

❷ Turn the collar on the bracket to tighten it, then fix the bracket to the wall using screws.

❸ Connect camera to bracket , turn the collar on the bracket clockwise to tighten it

Note: the bracket is optional fitting, if need, please purchase additionally.

Chapter 3 Smartphone Setting

and Viewing

3.1 Download and install APP by Smart phone

Scan the QR code of APP below to download and install **TendaViewer** APP.

iOS device: Search **TendaViewer** at App Store directly ,download and install the App .

Android device: Search **TendaViewer** at Google play directly ,download and install the App .

Visit Tenda official website **www.tendacn.com** directly, input your model at top right corner to search ,

3.2 Smartphone Setting and Viewing
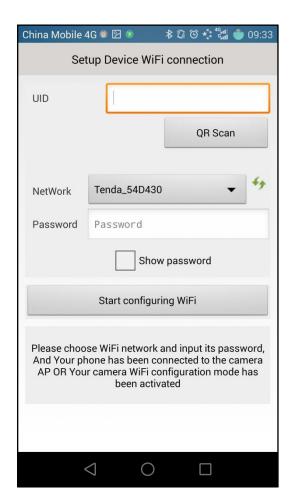
Step 1：Connect power adapter to the camera.

Step 2：Add new device

Run **TendaViewer** APP , click **"+"** first ,you can see page shows as below :
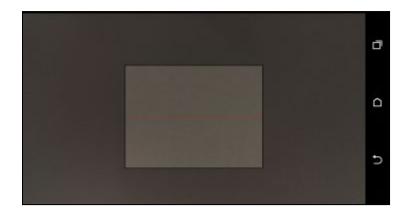
then click "Setup Device WiFi connection ",you can see page shows as below :

click "QR Scan" button ,you can see page shows as below :

After scan the QR Code of the UID. In **Password** field input the Router's wireless password.Click **Start configuring WiFi** , After the success of the configuration automatically to finishing adding camera.
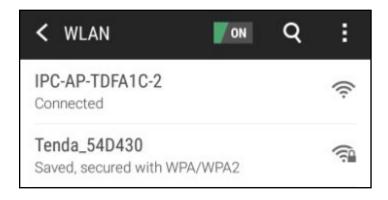

⚠ *Note*

*If you want to change the camera's WiFi connection , you need to keep pressing the **RESET** button of the*

*camera about 5 seconds or till to hear the voice of "di" .Wait about 40 seconds .When the light flashes ,you can redo the camera's **WiFi smartconfig** .*

If **Setup Device WiFi connection** setting dose not succeed , you can try another way to set the camera's WiFi connection as follow.

First Step:

Press the **RESET** button of the camera about two seconds ,then open the WiFi setting page of your smart phone, search and connect to the access point of the camera .The name of access point is "**IPC-AP-xxx** ". Also if the camera with LAN port , you can connect the camera to Router with cable directly. Meanwhile the smartphone WiFi connect to Router.

⚠ *Note*

1. *Short press the RESET button for 2 seconds, the device will reboot, after reboot, you can also hear*

the sound of the IRCUT switch.

*2. In the access point **"IPC-AP-xxx"**, "**xxx**" means the top eight numbers of the camera UID .If there is no*

*access point of the camera when searchin , please keep pressing the **RESET** button of the camera about 5 seconds or till to hear the voice of "di" .Wait about 40 seconds .When the light*
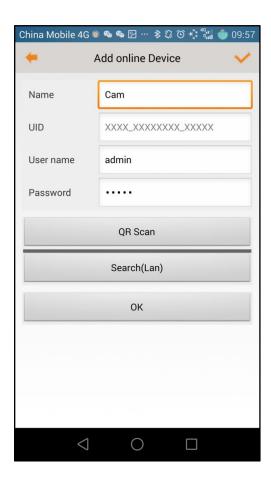
*flashes ,press the **RESET** button again about two seconds .Then search again .*

Second Step:

Run **TendaViewer** APP , click **"+"** first ,you can see page shows as below :

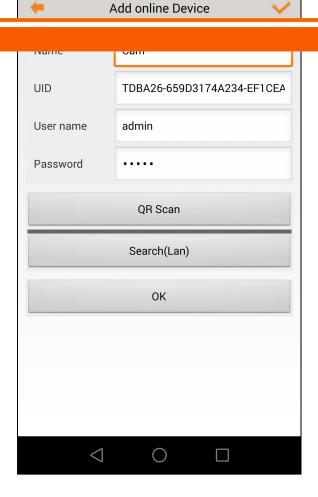Click **Add online Device** ,you can see page shows as below :

Click **Search(Lan)** button,you can see page shows as below :

Click the Camera in **Search LAN** interface,you can see page shows as below :
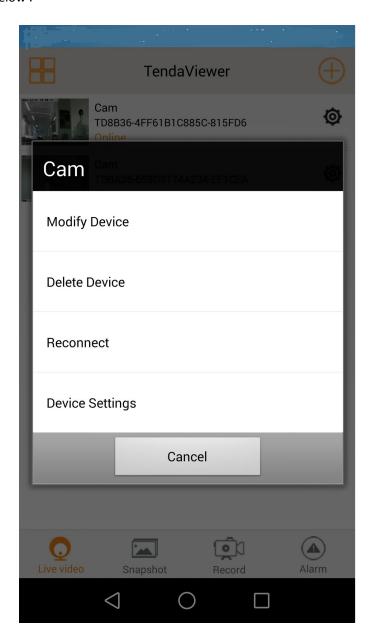

Click **OK** to finish adding camera at last.

Third Step:

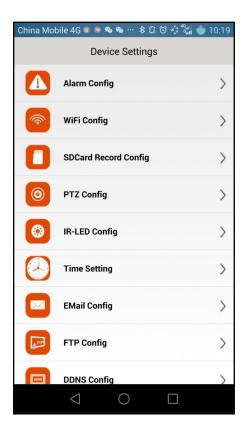Click **Live video** icon first , then click the right side icon "   ",you can see page shows as
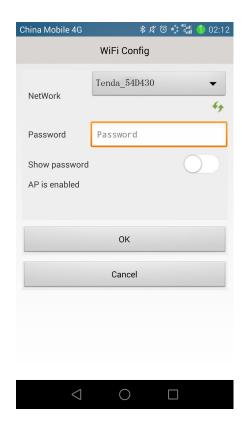
below :

Click **Device Settings**,you can see page shows as below :
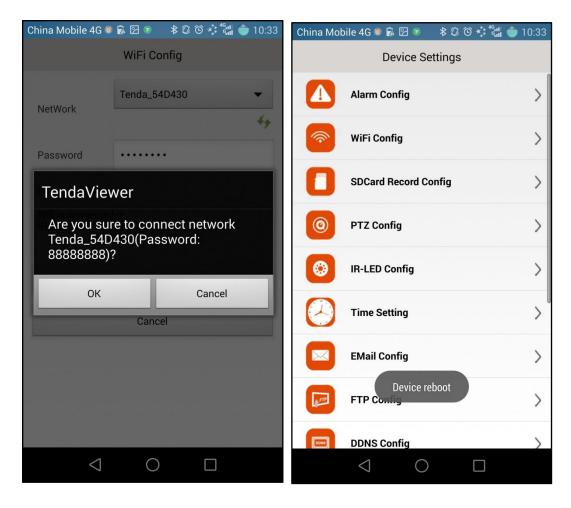
Click **WiFi Config**,you can see page shows as below：

Choose a network what you want to connect, and enter the WiFi password.Then click **OK**,you can see page shows as below .Click the "OK" button at the prompt dialog box, the

equipment can be reset automatically. After waiting for equipment to restart, hear "di" twice, which means the wireless set successfully.

⚠️ *Note*

When the camera connects to the Router's wireless successfully ,the access point of the camera will

disappear .The smart phone and camera will reconnect to the Router's WiFi automatically .

3.3 Viewing by Smartphone

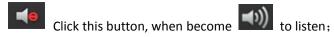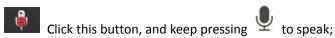After setting the camera's WiFi connection successfully , you can view live video from the camera and use the functions of listening ,speaking and so on .
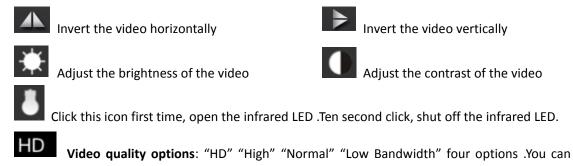

 Click this button, when become   to listen；

 Click this button, and keep pressing   to speak;

 Recording: smartphone recording .About replaying the recording ,please reference section **3.4.2.1 View photo saved in smartphone**

 Photograph by smartphone. about viewing the Photograph, please reference section **3.4.2.2 View video saved in smartphone**

 Invert the video horizontally   Invert the video vertically

 Adjust the brightness of the video   Adjust the contrast of the video

 Click this icon first time, open the infrared LED .Ten second click, shut off the infrared LED.

 Video quality options: "HD" "High" "Normal" "Low Bandwidth" four options .You can choose one of them to view the video depend on the network bandwidth;
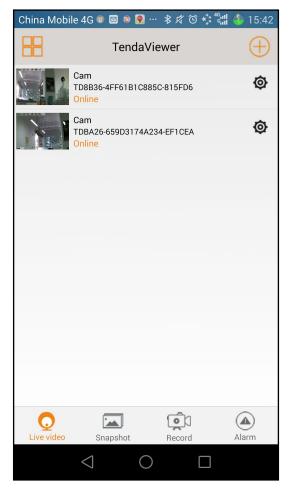
 Auto Pan: When click the icon,the camera does horizontal cruise . The default value is **1 .**

 Auto Tilt: When click the icon,the camera does vertical cruise. The default value is **1 .**
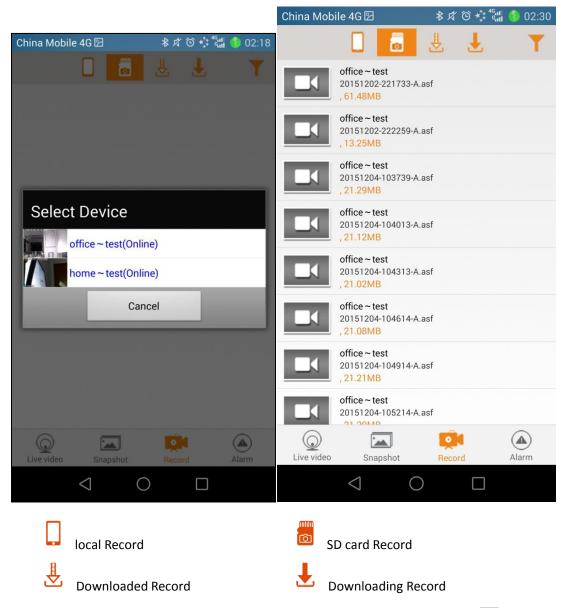
3.4 Setting and management of camera

（Figure：　Main page of smartphone App ）

After finishing adding camera, click the right side icon " " to set and manage the camera .

3.4.1 Replay recording video in micro SD card

Run **TendaViewer**,click **Record**.you can see page shows as below . Then click " ".
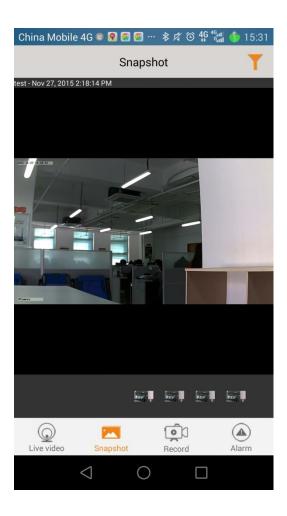

 local Record   SD card Record

 Downloaded Record   Downloading Record

If you want to see other video recording video in micro SD card,you can click " " .

3.4.2 View photo /video saved in smartphone

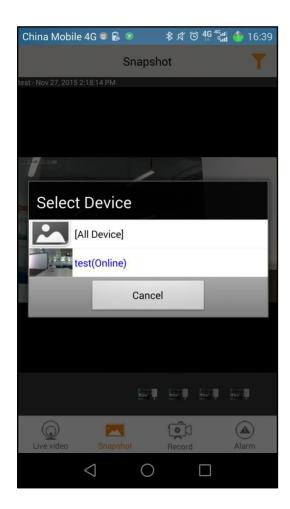### 3.4.2.1 View photo saved in smartphone

Run **TendaViewer**,click **Snapshot**,you can see page shows as below .If you keep pressing the picture,you can make more operations,such as:**Delete Snapshot**,**Delete All Snapshot** and **Open Snapshot**.
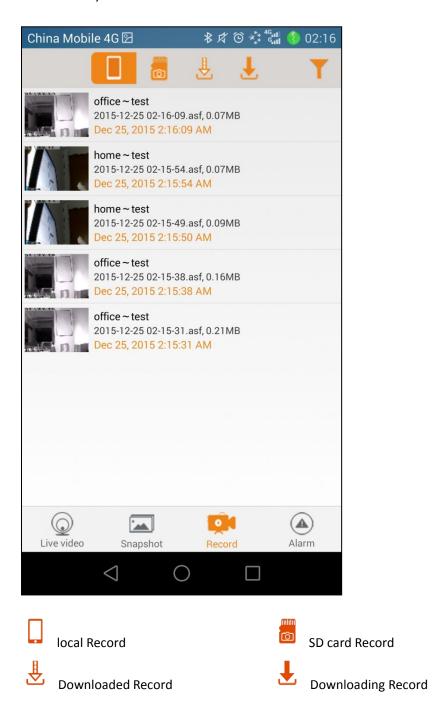
Then click " ",you can see page shows as below :

Choose the camera in the **Select Device** page .and you can view photo saved in smartphone.
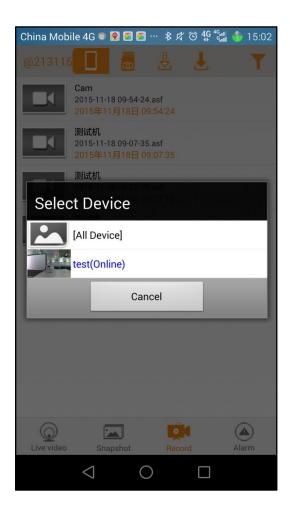
3.4.2.2 View video saved in smartphone

Run **TendaViewer**,click **Record**.you can see page shows as below , then click "   ",you can

view video saved in smartphone. If you need to play the video files on the PC , it is recommended

to use the VLC Player.

    local Record   SD card Record

    Downloaded Record   Downloading Record

Then click "![funnel icon]",you can see page shows as below :

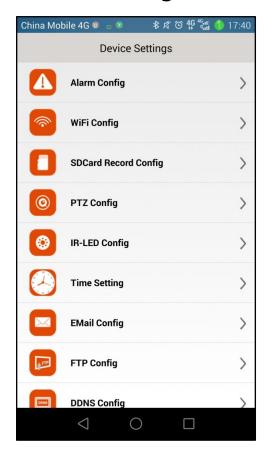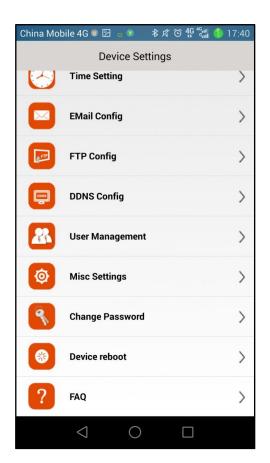Choose the camera in the **Select Device** page .and click " [icon] ",you can view video saved in smartphone.
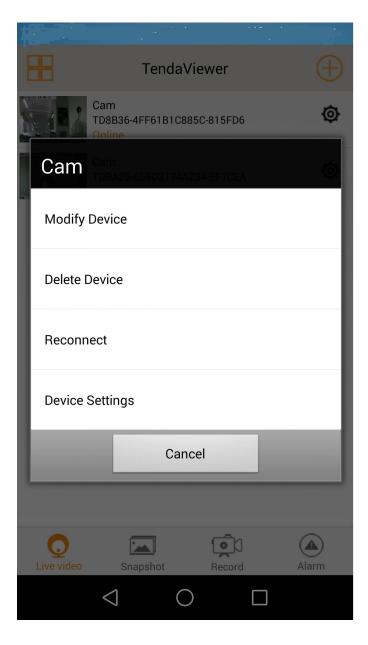
3.5 Device settings

（**Device settings page**）

3.5.1 Change device name
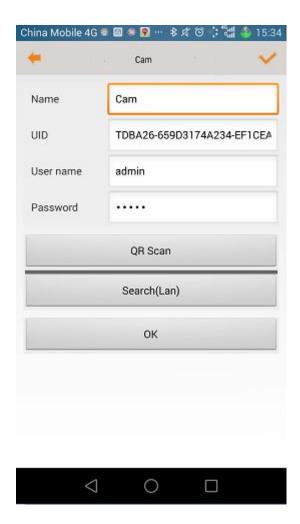
Run **TendaViewer**,click " ⚙ ".you can see page shows as below :

Click **Modify Device**.you can see page shows as below：
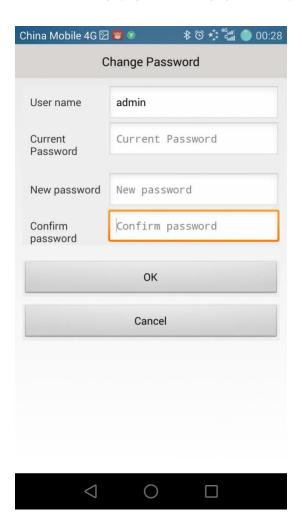
Input the new name of the camera in **Name** filed.Then clock **OK** to save.

3.5.2 Change device password

In **Device Settings** page,click **Change password**. you can see page shows as below :

Input the **Current password** and **New password**,then click **OK** to save.

⚠ *Note*
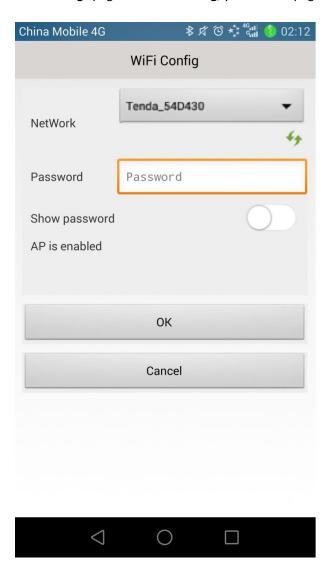
If you forget the password of the camera,you can reset the camera.the password will become

"admin",which is the default password of the camera.

3.5.3 Set and change the device WiFi
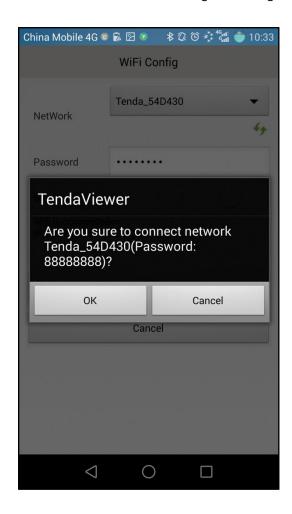
In **Device Settings** page.click **WiFi Config**, you can see page shows as below :

In **Network** filed,choose your Router's SSID to connect, and then enter WiFi password of the Router.Click **OK** to finishing connecting at last.

The camera automatically reboot after you click **OK**. and you can see the hints: Device Reset, like page
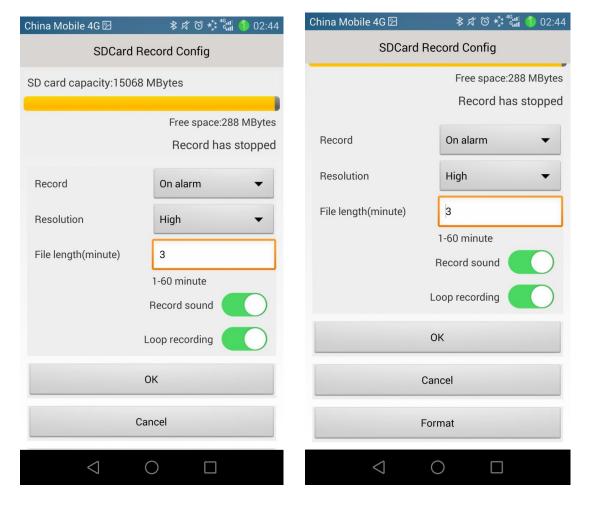
shows as below.When you hear the voice of di,that means the WiFi Setting is successful.

3.5.4 SDCard Recording Setting

In **Device Settings** page.Click **SDCard Record Config**. you can see page shows as below :

Record: Which includes **Close,On alarm** and **All day ,**the default value is **On alarm** .If choose **All day** , that

means recording twenty-four hours. If choose **On alarm** ,that means when the camera is triggered monition detection, the camera will record(It needs to plug Micro SD Card first).

Resolution: Which includes **HD, High** and **Normal**, the default states is **High**.

File length: The video length range is 30-300 seconds, the default time is 30 seconds.

Record sound: If you open this function, then will bring together voice recording in the video.

Loop recording: If you open this function, while the rest of the TF card don't have enough

space, the camera

automatically overwrites the oldest video, and then continue to video.

3.5.4.1 Setting alarm recording

In **Device Settings** page.Click **SDCard Record Config**.,In **Record** filed choose **on alarm**,then

click **OK** to
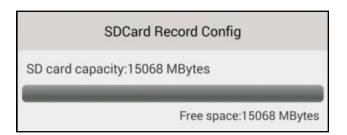
save.

3.5.4.2 Setting full time recording

In **Device Settings** page.Click **SDCard Record Config**.In **Record** filed choose **All day,**and then

set up **Resolution** and **File length**.Cick **OK** to save.

3.5.4.3 Format Micro SD Card
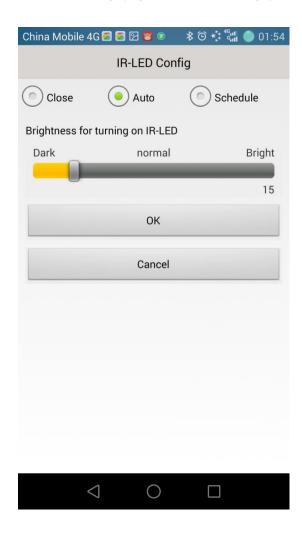
In **Device Settings** page. Click **SDCard Record Config**.Click **Format**.If formatting is successful,

then the Free space is equal to the capacity of SD card .

3.5.5 Setting IR-LED

In **Device Settings** page.Click **IR-LED Config**. you can see page shows as below :
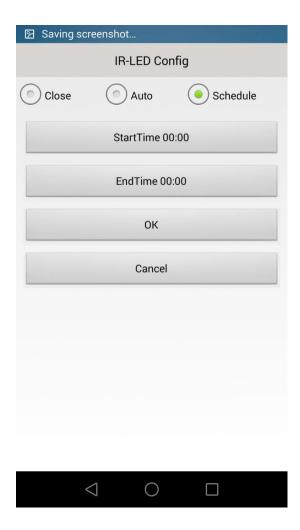
IR-LED's State: The default value is **Auto**.There are **Close**, **Auto** and **Schedule** three options. And you

can use the scroll bar to adjust the **Brightness for turning on IR-LED** .Finally click **OK** to save.

If you click **Schedule**, you can see page shows as below :
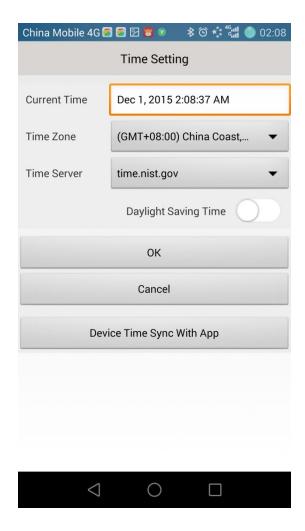
You must set **Start Time** and **End Time**,and then click **OK** to save.

3.5.6 Setting device time zone

In **Device Settings** page.Click **Time Setting**. you can see page shows as below：

The default time zone is GMT+8.You can choose the local time zone.

If the device connect to the Internet ,it will obtain the network time and upgrade the device automatically.

If the device didn't connect to the Internet , you can select **Device Time Sync With App** to get time from you smartphone.
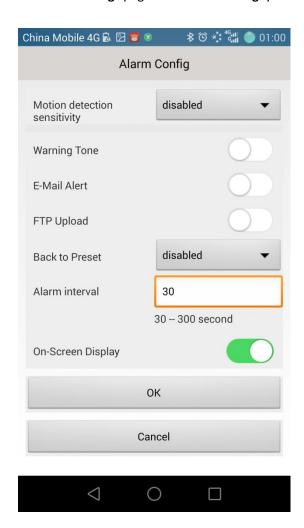
3.5.7   Email alarm

According to the following two-step setting, it can realize the Email alarm .When detects alarming , it can send email to your appointed email box, but you need to set email service parameters correctly.

Step 1:

In **Device Settings** page.Click **Alarm Config**. you can see page shows as below :

Select a **Motion detection sensitivity** level. Click **E-Mali Alert** to open this function.

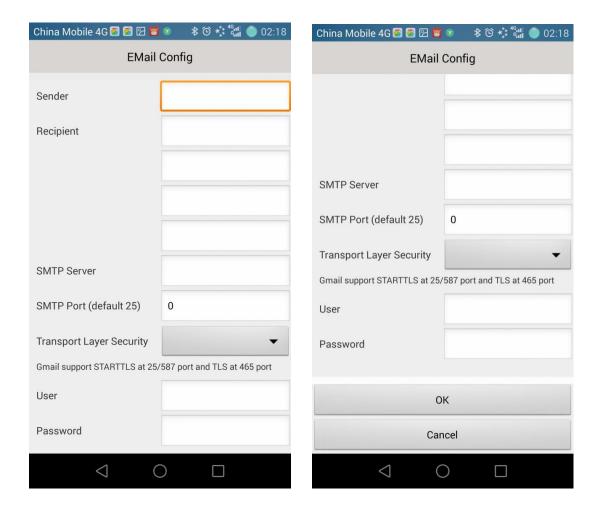**Step 2:**

In **Device Settings** page.Click **Email Config**. you can see page shows as below：

Sender: Send email address from **SMTP Server**. Since common email providers have a better service experience and the built-in email provider SMTP servers are easier to set up, you are strongly advised to use Gmail, Yahoo and other common email services as the sender email.

⚠ *Note*

Check the sender mailbox SMTP service is turned on (refer mailbox user manual)

Recipient: Recipient is the email to accept the email alerts and we suggest that you make it a different email from the sender email.

SMTP Server: The SMTP (short for Simple Mail Transfer Protocol) works like a post assistant, handling the sending of emails from the camera to an email server. SMTP Server receives outgoing mail messages from users to the mail recipients they are intended for.

Some common mailbox has built-in configuration, this does not need to fill.

If your sender email provider is a public server, you can search the IP address of the email provider's SMTP

server or DDNS from Google.

If your sender email provider is a private one, you can consult with the email provider's customer service.

SMTP Port: Service port of SMTP server which you can get with the above procedure. Some common

mailbox has built-in configuration, this does not need to fill.

Transport Layer Security: Encryption protocol of SMTP Server and you can also get it from the above

Procedure. Some common mailbox has built-in configuration, this does not need to fill.

User: The account you use to login to the SMTP server which is also the sender email address

P**assword:** The password you use to login to the SMTP server which is also the sender email password

When the Email setting is successful, you can see the hints: **Operation Successful**!. Like page shows as below:

At the same time, before you set the mailbox can receive motion detecting images.
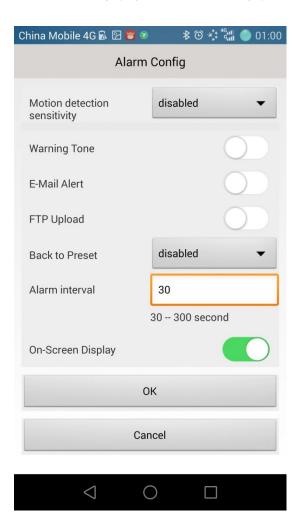
3.5.8 FTP Setting

The device will snap live pictures and send them to FTP server when alarming and FTP can store video,but

need to set the FTP setting correctly.

Step 1:

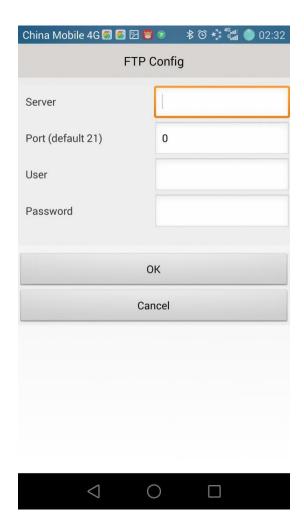In **Device Settings** page.Click Alarm Config. you can see page shows as below :

Click **FTP Upload** to open this function. Select a **Motion detection sensitivity** level.

Step 2:

In **Device Settings** page.Click **FTP Config**. you can see page shows as below :

Server: FTP server's IP address and DNS which could be required from FTP server provider.

Port: Communication port of FTP server and the default port is 21.

User: Username for you to sign in FTP server which could be required from FTP server provider.

Password: Password for you to login FTP server which could be required from FTP server provider.

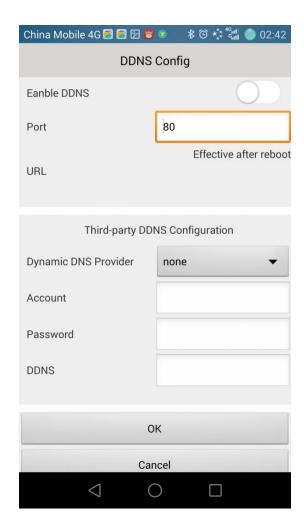At the same time, You can find pictures in the path set before.

3.5.9 DDNS Setting

User can use third party DDNS, such as www.dynddns.org, just need to log in to the website to apply for a free domain name, fill in the Settings box, and save the settings. Do the port mapping, then you can remote access your IP camera.

⚠ *Note*

IP camera default to obtain the IP address automatically, if you need to remote access via DDNS, the IP address should be fixed IP address manually, or it can't port mapping.
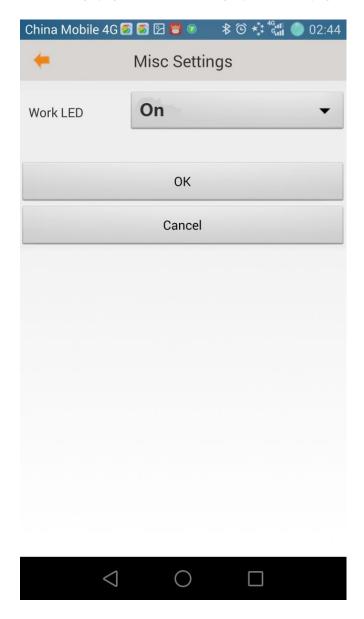

⚠ *Note*

When use third party domain name, if the port number is not 80, you need to add a colon behind the domain name and plus the port number, such as: http://chen.dynddns.org:8081.

1) Problem of setting remote access, please refer to Addendum1

*2) Please click **Apply** after modified parameter.*

3.5.10 Indicator LED Setting

In **Device Settings** page.Click **Misc Settings**. you can see page shows as below :

In Misc Settings's page,you can set the state of the LED.Which includes **On** and **Off**,the default value is **On**.
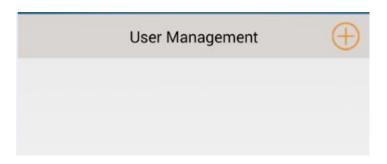
When selecting "On", the indicator work logic is that when camera wired connection
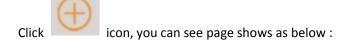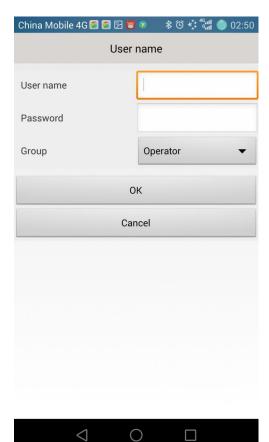
indicator off, when camera wireless connection indicator light, the wireless configuration process

indicator flashes. When you select "Off", indicator off always . click "OK" to save.

3.5.11   User Management

In **Device Settings** page.Click **User Management**. you can see page shows as below :

Click   icon, you can see page shows as below :

User name:New User's name

Password: New User's password

Group:Which includes **Admin**,**Operator** and **Guest.**If you choose **Admin** ，New users can left any operation for cameras.If you choose **Operator or Guest** ,you can only view live video from the camera .The detail is below.
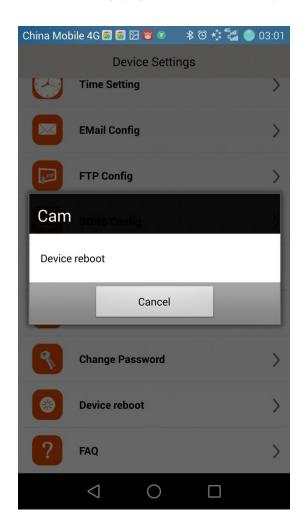
	Live video	Record	Snapshot	Video adjustment	Voice to Camera	Speak to Camera	Pan/Tilt Operation	Settings
Admin	√	√	√	√	√	√	√	√
Operator	√	√	√	√	√	√	√	
Guest	√	√	√	√	√	√		

When all the parameters set up click OK to save it.

3.5.12 Device reboot

In **Device Settings** page.Click **Device reboot**. you can see page shows as below :

Click Device reboot,and you can see the hints:**Operation Successful**.Like page shows as below:

3.5.13　FAQ

In **Device Settings** page.Click **FAQ**. It will jump to the official website "Service " section ,in the search field, enter the product model to search, in the result list you can find FAQ.

Chapter 4 PC Viewing

Visit Tenda official website: **www.tendacn.com**, on the top right corner ,in the search field, enter the product model to search, in the result list you can find **TendaViewerForPC Software** and **TendaViewerForPC Software User Manual** ,downloads the **TendaViewerForPC Software**, install **TendaViewerForPC** after decompressed.

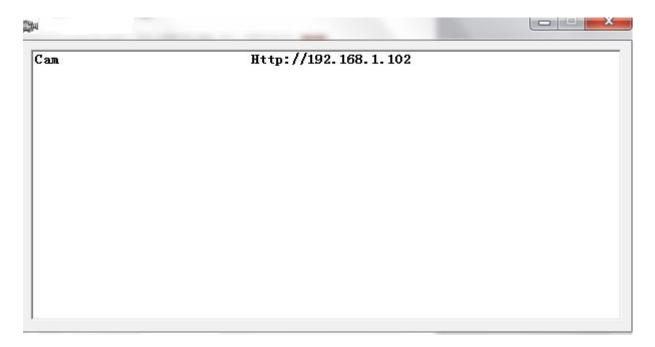More details please reference **TendaViewerForPC Software User Manual**

Chapter 5 Web Viewing and Setting

5.1 How to login Web

You can log in the Web through the following two ways:

Way 1: Run IPCameraSearch.exe to enter Web.

Login Tengda official website www.tendacn.com, in the top right input product model "C5 +", and then search for and find "IPCameraSearchSoftware" in the list and download, after decompress IPCameraSearchSoftware.rar, double-click the "IPCameraSearch.exe", run the search tool , you can see page shows as below :
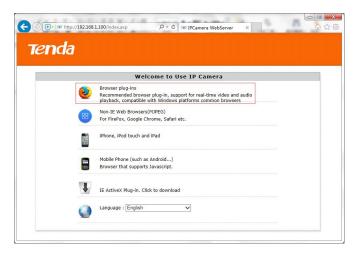
Double click equipment in the **Device List**, you can see page shows as below :

3. Input **admin** in both user name and password on the appearing login window, and then click

    LOGIN to enter the Web UI. you can see page shows as below ,select Browser Plug-ins.
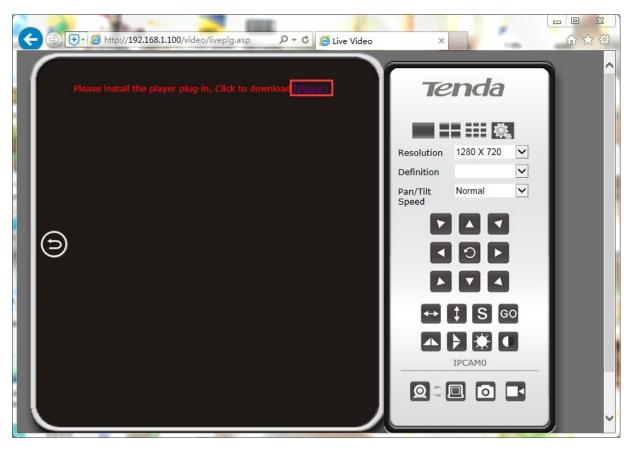
4. The web browser will show a message **Please upgrade the plug-in**!
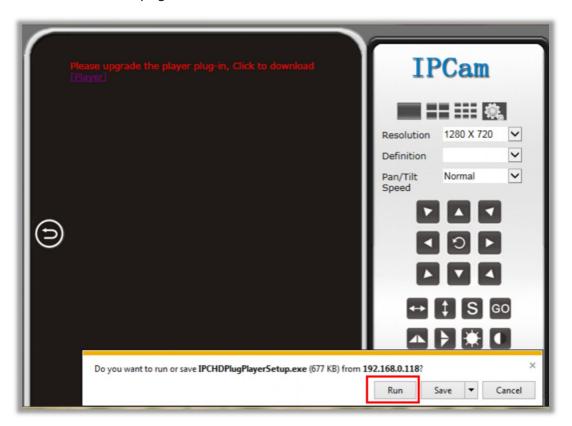

5. Click **OK** and **Player** to download the web browser plug-in running
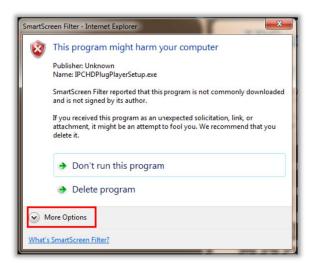
6. Click **Run** to install the plug-in.

7. The web browser will show a warning message, please ignore it. Click Actions.

8. Click More options and click Run anyway to install the web browser plug-in.

9. Then you will see the live video and control panel

		Return to the welcome page
		Single camera view mode. For show back to single camera mode from 4 camera view mode or 9 camera view mode.
		4 camera view mode. After set up multiple camera settings, you could view up to 4 cameras by this mode
		9 camera view mode. After set up multiple camera settings, you could view up to 9 cameras by this mode
		Click this button for camera settings. Refer to 3.5 Device settings
	Resolution	Changed the resolution of the video, there are 3 options: 640x480, 320x240 and 160x120.
	Definition	Change the video's quailty
	Pan/Tilt Speed	Change the speed of the pan/tilt of the camera. There are 5 options: Fastest, Fast, Normal, Slower and Slowest. (only available for the camera with Pan/Tilt)

	There are 8 direction keys and the center button is rotation center. (only available for the camera with Pan/Tilt)
	The horizontal cruise will pan automatically (only available for the camera with Pan/Tilt)
	The vertical cruise will tilt automatically (only available for the camera with Pan/Tilt)
	Set preset position; this camera supports 6 preset positions. What is a preset position? See tips below. (only available for the camera with Pan/Tilt)
	Go a specific preset position you have set (only available for the camera with Pan/Tilt)
	Take snapshot with the camera
	Record video to PC, you can change the path in the settings menu

Way 2: Use **TendaViewer** APP in smartphone ,search camera and find IP address, then input the IP address in brwser to enter the Web.

Run "Tenda Viewer", click "+" button on the top right corner , click "Add new online device", click on "Search(LAN)", In the device list information appears as "192.168.XX" which represents the IP address of the device. Then open a Web browser, in the address bar directly enter the IP address of the camera and press Enter, the pop-up Web login window, enter the user name: admin and password: admin, and then click "OK" to enter the Web configuration interface.

6.Official Website download

How to get the related software ,files and FAQ answer of Tenda IP camera ?

1. Visit tenda official website:www.tendacn.com.

2. Search your camera model in top right corner.

3. The related software, files and FAQ answer will be listed in the searching results .