# Catalogue

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Setup</td>
<td>4</td>
</tr>
<tr>
<td>Hardware Installation</td>
<td>4</td>
</tr>
<tr>
<td>For Windows</td>
<td>4</td>
</tr>
<tr>
<td>Search the camera</td>
<td>4</td>
</tr>
<tr>
<td>For Internet Explorer</td>
<td>5</td>
</tr>
<tr>
<td>Set up IP address automatically</td>
<td>8</td>
</tr>
<tr>
<td>Set up IP address manually</td>
<td>10</td>
</tr>
<tr>
<td>For MAC OS X</td>
<td>13</td>
</tr>
<tr>
<td>Search the camera</td>
<td>13</td>
</tr>
<tr>
<td>For Other Non-IE Web Browsers</td>
<td>14</td>
</tr>
<tr>
<td>Set up IP address automatically</td>
<td>14</td>
</tr>
<tr>
<td>Camera Settings</td>
<td>15</td>
</tr>
<tr>
<td>System</td>
<td>15</td>
</tr>
<tr>
<td>About</td>
<td>15</td>
</tr>
<tr>
<td>System User</td>
<td>16</td>
</tr>
<tr>
<td>Network</td>
<td>17</td>
</tr>
<tr>
<td>IP Config</td>
<td>17</td>
</tr>
<tr>
<td>UPnp</td>
<td>17</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>18</td>
</tr>
<tr>
<td>DDNS</td>
<td>18</td>
</tr>
<tr>
<td>Alarm Setting</td>
<td>19</td>
</tr>
<tr>
<td>Alarm Setting</td>
<td>19</td>
</tr>
<tr>
<td>Email Setting</td>
<td>19</td>
</tr>
<tr>
<td>FTP Setting</td>
<td>22</td>
</tr>
<tr>
<td>Multi-Camera</td>
<td>24</td>
</tr>
<tr>
<td>Multi-Camera</td>
<td>24</td>
</tr>
<tr>
<td>Advanced</td>
<td>25</td>
</tr>
<tr>
<td>NTP Setting</td>
<td>25</td>
</tr>
<tr>
<td>Firmware Update</td>
<td>26</td>
</tr>
<tr>
<td>Recording Path</td>
<td>26</td>
</tr>
<tr>
<td>Other Setting</td>
<td>27</td>
</tr>
<tr>
<td>Wireless Settings</td>
<td>28</td>
</tr>
<tr>
<td>Attached List</td>
<td>28</td>
</tr>
<tr>
<td>Port Forwarding of Common Routers</td>
<td>28</td>
</tr>
<tr>
<td>For 2wireRouter</td>
<td>29</td>
</tr>
<tr>
<td>For Actiontec Routers</td>
<td>31</td>
</tr>
<tr>
<td>For Apple Airport Extreme or Time Capsule</td>
<td>32</td>
</tr>
<tr>
<td>For BT BHomeHub Routers</td>
<td>34</td>
</tr>
<tr>
<td>For D-link Routers</td>
<td>36</td>
</tr>
<tr>
<td>For FRITZ!! Routers</td>
<td>37</td>
</tr>
<tr>
<td>For Huawei Routers</td>
<td>37</td>
</tr>
<tr>
<td>For Linksys W Series Routers</td>
<td>38</td>
</tr>
</tbody>
</table>
For Movistar Routers ................................................................. 39
For Netgear Routers 1 ................................................................. 39
For Netgear Routers 2 ............................................................... 42
For Netgear Routers 3 ............................................................... 44
For O2/ Thomson routers .......................................................... 45
For Sky/Sagmen Routers ........................................................... 46
For Speedport Routers 1 ............................................................ 48
For Speedport (Deutsch) Routers 2 ............................................ 49
For TP-Link Routers 1 ............................................................... 52
For TP-Link / Binatone Routers ................................................ 53
For Virgin Routers 1 ............................................................... 54
For Virgin Routers 2 ............................................................... 55
For Webtell Routers ............................................................... 56
For Zyxel Routers .................................................................. 59

Notice: Certain functions mentioned in this manual may vary according to camera's model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.
Basic Setup

This section will focus on connecting your IP camera, software installation and basic network configuration. Other settings and operation will be explained in later chapters.

Notice:
For your security, please update the camera’s default password once you finish the following procedure and you can turn to camera settings for reference.

Hardware Installation

Open the package. Connect the camera to your router by a network cable and plug it in with the provided AC adapter.

For Windows

Search the camera

1. Install TENVIS Search Tool.exe in CD.

2. Run TENVIS Search Tool from desktop.
3. Click Search. Double click the camera searched in the list to open the camera in web browser.
For Internet Explorer

After inputting the camera’s LAN or Internet access URL in IE browser, the camera’s username and password will be required. The default username and password are admin.

1. Select Click to download web browser plug-in and refresh page to get live video to download the IE plug-in and follow the procedure to install.
2. Click **Allow** to allow the web browser plug-in running in IE.

4. Then you will see the live video and control panel
### Instructions of the buttons of main panel

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Single camera view mode" /></td>
<td>Single camera view mode. For show back to single camera mode from 4 camera view mode or 9 camera view mode.</td>
</tr>
<tr>
<td><img src="image" alt="4 camera view mode" /></td>
<td>4 camera view mode. After set up multiple camera settings, you could view up to 4 cameras by this mode</td>
</tr>
<tr>
<td><img src="image" alt="9 camera view mode" /></td>
<td>9 camera view mode. After set up multiple camera settings, you could view up to 9 cameras by this mode</td>
</tr>
<tr>
<td><img src="image" alt="Settings" /></td>
<td>Click this button for camera settings</td>
</tr>
</tbody>
</table>

#### Resolution

- Changed the resolution of the video, there are 3 options: 640x480 and 320x240.

#### Frame Rate

- Change the FPS of video, it means frames per second. The bigger the number, the smoother the video is. Higher FPS depends on high speed network.

#### Power Frequency

- The frequency of your power line, such as 50Hz or 60Hz

---

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)

Set and go preset position; this camera supports 8 preset positions. What is a preset position? See tips below. (only available for the camera with Pan/Tilt)

IR-LED
Turn off the IR-LED or turn on it automatically when it is night

Invert the video horizontally or vertically

Adjust the brightness and of the video

Receive audio from the camera (only available for the camera with 2-way audio)

Send audio to the camera (only available for the camera with 2-way audio)

Take snapshot with the camera

Record video to PC, you can change the path in the settings menu

---

**Tips:**

**What are preset positions?**

Preset positions are IP camera’s memorized P/T positions. Once you set a preset position, you do not need to pan the camera to your preferred position. You simply press the preset button that corresponds to the preset you want to see and the camera will move to that position automatically.

**Set up IP address automatically**

If you want to set the camera’s IP address to static IP address, please follow the steps below to set up IP address manually.

1. Run **TENVIS Search Tool** from desktop.
2. Click **Search.** Select the camera searched in LAN.
3. Click **Configure camera’s network settings**.

4. Click **Auto adjust**, then the application will get the correct IP address to the camera.
5. Enter the camera’s Username and Password and click **Apply**.

---

**Set up IP address manually.**

1. Click on **Start**, and then click on **Control Panel**.
2. Click **Network and Sharing Center**. The above is in **Small icons** view. If your screen looks
different, change by selecting **Small icons** from the View by drop-down menu in the top right hand corner.

3. Find the connection connected to Internet and click the link.

4. Click Details
5. Find your PC's IP address, Subnet Mask, Gateway and DNS.

Here are the details in the snapshot:
- IP: 192.168.2.165
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.2.2

6. Set up IP manually by the details above.

Copy the first 3 parts of IP address to camera's IP and left the 4th part with its own.
Copy Subnet Mask and Gateway to IP camera's Sub Mask and Gateway.
For MAC OS X

Search the camera

1. Run H264 Search Tool.dmg for Mac in CD
2. Drag TENVIS Camera Search Tool into Applications to install the search tool in MAC.

3. Click Search. Double click the camera searched in the list to open the camera in web browser.
For Other Non-IE Web Browsers

Here are the details of the difference of the functions.

<table>
<thead>
<tr>
<th></th>
<th>IE</th>
<th>Non-IE web browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multiple Cameras Mode</td>
<td>√</td>
<td>×</td>
</tr>
<tr>
<td>2-way audio</td>
<td>√</td>
<td>×</td>
</tr>
<tr>
<td>Record to PC</td>
<td>√</td>
<td>×</td>
</tr>
<tr>
<td>Time Stamp</td>
<td>√</td>
<td>×</td>
</tr>
</tbody>
</table>

Set up IP address automatically

1. Run TENVIS Search Tool
2. Click Search. Select the camera searched in LAN.
3. **Click Same as the computer** to set the camera’s IP address correctly according to the computer’s settings. Enter camera’s password or admin and click **Apply**.

### Camera Settings

Click this **Settings** button for camera Settings.

Notice: Certain functions mentioned in this manual may vary according to camera’s model. For example, pan and tilt function are for Pan/Tilt enabled cameras only.

#### System

#### About

Basic Device Information & Customer Service Information.
<table>
<thead>
<tr>
<th><strong>Alias</strong></th>
<th>Camera’s name</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Device SN</strong></td>
<td>Camera’s serial number</td>
</tr>
<tr>
<td><strong>Device firmware Version</strong></td>
<td>Camera’s software version</td>
</tr>
<tr>
<td><strong>Device Web UI Version</strong></td>
<td>Camera’s web interface version</td>
</tr>
<tr>
<td><strong>UPnP Status</strong></td>
<td>Camera’s UPnP status</td>
</tr>
<tr>
<td><strong>LAN MAC Address</strong></td>
<td>LAN MAC address</td>
</tr>
<tr>
<td><strong>Wi-Fi MAC Address</strong></td>
<td>Wi-Fi MAC address</td>
</tr>
<tr>
<td><strong>Wi-Fi Status</strong></td>
<td>Wi-Fi Status</td>
</tr>
<tr>
<td><strong>Customer Service</strong></td>
<td>Consulting with TENVIS customer service if you have any question about TENVIS IP camera.</td>
</tr>
</tbody>
</table>

⚠️ **Notice:**

Customer Service information will be updated on the official website.

**System User**

Adding and updating user accounts

<table>
<thead>
<tr>
<th><strong>Username</strong></th>
<th><strong>Password</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>admin</td>
</tr>
<tr>
<td>Operator</td>
<td></td>
</tr>
<tr>
<td>Guest</td>
<td></td>
</tr>
</tbody>
</table>

Defined user contains three different user levels.

Different access is granted to different user levels as specified in the following sheet.

<table>
<thead>
<tr>
<th>Live Video</th>
<th>Record</th>
<th>Snapshots</th>
<th>Video adjustment</th>
<th>Sound</th>
<th>Talkback</th>
<th>PT operation</th>
<th>Settings</th>
</tr>
</thead>
</table>

16
Network

IP Config

The Camera’s Basic Network Settings

Obtain IP address from DHCP server

<table>
<thead>
<tr>
<th>Admin</th>
<th>Operator</th>
<th>Guest</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>✓</td>
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</tr>
<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

Enable or disable obtaining IP address from DHCP server automatically. If it is enabled, IP address and other items cannot be changed manually.

IP Address

Camera’s local network IP address, which is used to view the camera in the same local area network. Specify a unique IP address for your network camera.

Net Mask

Specify the mask for the subnet the network camera is located on.

Default Gateway

Specify the IP address of the default gateway (router) used for connecting devices attached to different networks and network segments.

DNS Server1/2

DNS (Domain Name Service) provides the translation of host names to IP addresses of your network.

Web Port

Camera’s communications port which is set to send video and audio data.

UPnP

Universal Plug and Play (UPnP) is an architecture for peer-to-peer network connectivity and it will connect to the IP camera from Internet more seamlessly.

Notice:

As UPnP is also easily affected by router or firewall, sometimes it may show failed status. If
this happens, please forward the camera’s port on your router manually. Whether UPnP succeeds or not, it will not affect the camera’s remote access.

**Wi-Fi**

Configuring Wi-Fi connection

<table>
<thead>
<tr>
<th>Connection Status</th>
<th>Connection Status</th>
<th>Check and change wireless network status</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSID</td>
<td>SSID</td>
<td>All the nearby wireless signals visible to the camera</td>
</tr>
<tr>
<td>Wi-Fi Password</td>
<td>Wi-Fi Password</td>
<td>The password or key of wireless network</td>
</tr>
</tbody>
</table>

For Set-up procedure please refer to **Wireless Setup**

**DDNS**

Configuring the camera’s DDNS for remote view

<table>
<thead>
<tr>
<th>Built-in DDNS</th>
<th>Built-in DDNS</th>
<th>Enable Built-in DDNS</th>
<th><a href="http://bsd2292.mytenvis.org">http://bsd2292.mytenvis.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Status</td>
<td>Connecting ...</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Third-Party DDNS</th>
<th>Third-Party DDNS</th>
<th>&lt;Select-&gt;</th>
<th>Connecting ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Status</td>
<td>Failed: The Host Does Not Exist</td>
<td></td>
</tr>
</tbody>
</table>

**Tips:**

1. **What is DDNS?**

DDNS (Dynamic DNS) is a service that maps Internet domain names to IP addresses. Thus we
do not need to know the changing IP address in order to view the camera through the relevant DDNS server.

**Alarm Setting**

**Alarm Setting**

<table>
<thead>
<tr>
<th>Enable Alarm</th>
<th>Enable or disable the motion detection alarm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensitivity</td>
<td>The sensitivity of the motion detection alarm.</td>
</tr>
<tr>
<td>Email Alert</td>
<td>Sending alarm pictures to the specified email when the camera detects the movements</td>
</tr>
<tr>
<td>Upload Snapshots to FTP Server</td>
<td>Sending alarm pictures to FTP server set in advance when the camera detects movement.</td>
</tr>
<tr>
<td>Back to Preset</td>
<td>Moves camera to a preset position once the camera detects moving objects (this is only available for Pan/tilt IP camera).</td>
</tr>
<tr>
<td>Upload Interval (Seconds)</td>
<td>Upload interval for uploading snapshots to FTP server</td>
</tr>
<tr>
<td>Schedule</td>
<td>Specified motion detection period with 15 minutes a unit and one week per cycle.</td>
</tr>
<tr>
<td>Select all</td>
<td>Select all the time in schedule.</td>
</tr>
</tbody>
</table>

**Notice:**

1. If no schedule has been set, the camera will not alarm anytime.

**Email Setting**

Once the motion detection alarm is enabled, camera will send snapshots to the specified
email when it detects the moving objects.

Sender (xxx@xxx.xxx)  | Email address for sending the alarm email
Receiver1 (xxx@xxx.xxx) | 1st email address for receiving the alarm email
Receiver 2 | 2nd email address for receiving the alarm email
Receiver 3 | 3rd email address for receiving the alarm email
Receiver 4 | 4th email address for receiving the alarm email
SMTP Server | Sending emails provider’s SMTP server address
SMTP Port | Service port of SMTP server
Transport Layer Security | Encryption protocol of SMTP Server
Need Authentication | Need to authenticate sender’s right
SMTP Username | Sender email’s login username
SMTP Password | Sender email’s login password

E-mail Alarm Configuration

Sender (xxx@xxx.xxx)  | your_email@gmail.com
SMTP Server | smtp.gmail.com @gmail.com
SMTP Port | 465
Need Authentication | ☑️
Transport Layer Security | TLS
SMTP Username | your_email@gmail.com
SMTP Password | ************
Receiver1 (xxx@xxx.xxx) | your_another@gmail.com
Receiver 2 | 
Receiver 3 | 
Receiver 4 | 

*Sender* is your own email address. 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.
Receiver 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.

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

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

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

SMTP Password: The password you use to login to the SMTP server which is also the sender email password

Go back to alarm settings and enable E-Mail Alert to finish the whole e-mail alert settings.

Notice:
1. Please try again if it shows “Can not connect to SMTP server!”
2. Please check the basic network settings of the camera if it failed the test.
3. There might be some delay for motion detection alarm since it is related to the network condition and the service quality of the sender email’s provider. Thus it is beyond the control of IP camera.
4. If you still can not receive any email alert after getting the test email, please check your spam box and add your sender email address in the trust list of the recipient email once you find it in spam.

Tips:
The email alert is sent via sender email’s provider server which is an SMTP server. Once the camera signs in to the SMTP server, the email alert will be delivered to the recipient email after getting SMTP server’s authentication. Therefore, the sender email, recipient email and the SMTP server are all required.

FTP Setting
FTP, short for File Transfer Protocol, is used to transfer files between computers on a network. You can upload camera’s alarm snapshots to your FTP storage. Thus, there is no need to keep the computer on when the motion detection alarm is triggered.

```
<table>
<thead>
<tr>
<th>FTP Server</th>
<th>FTP server’s address</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTP Port (default 21)</td>
<td>FTP server’s port</td>
</tr>
<tr>
<td>FTP User</td>
<td>FTP server’s username</td>
</tr>
<tr>
<td>FTP Password</td>
<td>FTP server’s password</td>
</tr>
<tr>
<td>Upload pictures all the time</td>
<td>Upload snapshots to FTP server all the time, no matter whether you have enabled motion detection alarm</td>
</tr>
</tbody>
</table>
```

FTP Alarm Configuration
FTP Server: FTP server’s IP address and DNS which could be required from FTP server provider.
FTP Port: Communication port of FTP server and the default port is 21.
FTP User: Username for you to sign in FTP server which could be required from FTP server provider.
FTP Password: Password for you to login FTP server which could be required from FTP server provider.
Then click Save and Test. Once it says “Succeed” that means the camera has set FTP settings successfully.

Go back to alarm settings and enable **Upload Snapshots to FTP Server** to finnish the whole FTP alert settings.
Notice:
1. Please check the basic network settings of the camera if failed in test.
2. FTP server is offered by FTP provider. TENVIS does not provide FTP service. Web Hosting usually supports FTP.
3. Please make sure the camera is authorized to upload alarm pictures. For detailed information, please consult with the FTP server provider.

Multi-Camera

Multi-Camera

<table>
<thead>
<tr>
<th>Camera 1</th>
<th>[local camera]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camera 2</td>
<td></td>
</tr>
<tr>
<td>Local Search:</td>
<td>IPCAM44(192.168.2.94)</td>
</tr>
<tr>
<td>IP Address:</td>
<td>192.168.2.94</td>
</tr>
<tr>
<td>Web Port</td>
<td>81</td>
</tr>
<tr>
<td>Username:</td>
<td>admin</td>
</tr>
<tr>
<td>Password:</td>
<td>*****</td>
</tr>
<tr>
<td>Camera 3</td>
<td></td>
</tr>
<tr>
<td>Camera 4</td>
<td></td>
</tr>
<tr>
<td>Camera 5</td>
<td></td>
</tr>
<tr>
<td>Camera 6</td>
<td></td>
</tr>
<tr>
<td>Camera 7</td>
<td></td>
</tr>
<tr>
<td>Camera 8</td>
<td></td>
</tr>
<tr>
<td>Camera 9</td>
<td></td>
</tr>
</tbody>
</table>

Local Search | All MJPEG IP camera in your local network
IP Address: Port | Camera’s IP address or you can fill in DDNS instead.
Port | Camera’s port
Username | Camera’s username
Password | Camera’s password

If you want to view multiple cameras from Internet by DDNS, you could add the camera with DDNS.
Notice:
This configuration is only available for IE browser.

Advanced

NTP Setting

Camera's time setting

<table>
<thead>
<tr>
<th>Current Time</th>
<th>Camera's time and you can click Sync With PC to match it to your computer’s time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time Zone</td>
<td>Time zone of the place that the camera is located</td>
</tr>
<tr>
<td>Obtain time setting from NTP server</td>
<td>The camera could get current time from NTP server</td>
</tr>
<tr>
<td>NTP Server</td>
<td>Time server of the network which is connected with the camera</td>
</tr>
</tbody>
</table>

Tips:

1. Since the camera has no built in battery, the time saved in its memory may be lost when the camera reboots and reset to default.
2. What is NTP server?
NTP server is a server computer that reads the actual time from a reference clock and distributes this information to its clients using network. Your camera will get the exact time through an NTP server by offering the time zone of its location.

**Firmware Update**

Update the device to the latest firmware version which can be found on our official website.

<table>
<thead>
<tr>
<th>Restore to factory default</th>
<th>Restore the camera’s settings to factory default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reboot</td>
<td>Reboot the camera</td>
</tr>
<tr>
<td>Update Device Firmware</td>
<td>Update camera’s firmware</td>
</tr>
<tr>
<td>Update Device Web UI</td>
<td>Update camera’s web interface</td>
</tr>
</tbody>
</table>

**Notice:**
1. Please choose the appropriate firmware package based on your camera model.
2. Please ensure the camera is hard wired to your router via a ethernet cable.
3. Firmware updating... Please do not disconnect power supply or network connection while updating!
4. The entire update process takes about 1 minute. The camera will reboot once update complete
5. Please conduct firmware upgrade under professional guidance.

**Recording Path**

Recording is only available for IE browser.
Recording Path | Camera’s destination folder to record to
---|---
Record file size(MB) | The size of record file.
Record time(Minute) | The time limit of record file
Reserved disk space(MB) | Reserved disk space
Overwrite record file | Whether the camera overwrite record file if there is no free disk space

⚠️ Notice:
If it does not work, please run IE as administrator. Right click IE browser and pick Run as Administrator

Other Setting

| On Screen Display | Show camera’s information on video |
| Power indicator LED | Control camera’s front green LED |
| Pan/Tilt speed | Set up camera’s Pan/Tilt speed |
| Cruise Laps | Set up laps for patrol |
| Enable Preset Position | Enable or disable preset position function |
| Go preset position on booting | Enable or disable go preset position on booting |

⚠️ Tips:

What are preset positions?
Preset positions are IP camera’s memorized P/T positions. Once you set a preset position, you do not need to pan the camera to your preferred position. You simply press the preset
button that corresponds to the preset you want to see and the camera will move to that position automatically.

**Wireless Settings**

1. Go to Wi-Fi setting page.

   ![Connection Status](image1)
   
   **SSID**
   
   - ChinaNet-eYSd
   - TP-Tenvis
   - TENVIS-2.4
   
   **Wi-Fi Password**
   
   - Password
   
   Camera will auto-reboot after saving settings

2. Click ![Rescan](image2) Rescan in Wireless Network and pick your preferred WI-FI SSID. Fill in the wireless network password. Click Save and wait for camera reboot.

   ![Connection Status](image3)
   
   **SSID**
   
   - ChinaNet-eYSd
   - TP-Tenvis
   - TENVIS-2.4
   
   Camera will auto-reboot after saving settings

3. After reboot, if Connection Status shows the SSID that means the camera has connected to the wireless network successfully.

   ![Connection Status](image4)
   
   **SSID**
   
   - ChinaNet-eYSd
   - TP-Tenvis
   - TENVIS-2.4
   
   Camera will auto-reboot after saving settings

   **Tips:**

   For security concern, please set your Wi-Fi network as WEP encryption or OPEN.

**Attached List**

**Port Forwarding of Common Routers**

Before you set up port forwarding manually, please check 2 things before you do it.

1. Make sure you know the router’s brand, access URL, username and password. If you do not know them, please get help from the provider of the router, such as your ISP.

2. Find your camera’s IP address and port. You can find them in your network configuration.
The IP and port of the camera is very important for port forwarding.

For 2wireRouter

1. Open a web browser like Internet Explorer, Chrome, Firefox & etc. Enter the internal IP address of your router in the address bar of your browser. The default URL is http://192.168.1.1
2. Click the **Firewall Settings** button, and then click **Add a new user-defined application**.
3. Add a new user-defined application.
Application Name: It is just a name whatever you want for port forwarding,
Protocol: TCP
Port for range: port of the camera
Protocol timeout: 86400
Click Add.
4. Sign the application for the IP Camera
Select Computer
Select the IP camera in the list. You could choose the IP address or input the camera’s IP address; it depends on the router’s model.
Select allow individual application
Select User-defined
Find your application you just added.
Click Add

For Actiontec Routers
1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser. For these routers, in general, it is http://192.168.0.1
2. Click Advanced Port Forwarding
IP Port Range: The camera’s port.
Protocol: TCP
IP Address: The camera’s IP address.
Click Apply

For Apple Airport Extreme or Time Capsule
1. Go to your finder and type in Airport in the search bar and find your Airport Utility program.
2. Find the Advanced Tab at the top and select it
3. Choose the Port Mapping option.
Add a service for IP camera.

**Service:** Choose a service

**Public UDP Ports:** the camera’s port

**Public TCP ports:** the camera’s port

**Private IP Address:** the camera’s IP address

**Private UDP ports:** the camera’s port

**Private TCP ports:** the camera’s port

**Tips:**

Be sure to click on the Update button after making these changes to upload them to your Airport.
For BT BTHomeHub Routers

1. Open a web browser like Internet Explorer, Chrome, Firefox & etc. Enter the internal IP address of your router in the address bar of your browser. For BT routers, in general, it is http://192.168.1.254

2. Click Advanced Settings and Continue to Advanced Settings

3. Click Supported Applications and Add new game or application
Game/Application name: It is just a name whatever you want for port forwarding,
Protocol: Any or TCP
Port Range: The port of the camera
4. Click Configuration; Select the application you just added in Game or Application List.
   Select User Defended IP Address in the Device List.
   Enter the camera's IP address into Device IP Address.
For D-link Routers

1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser. For D-link routers, in general, it is http://192.168.0.1

2. Click Advanced - Virtual Server

**Name**: It is just a name whatever you want for port forwarding,

**Public**: the camera’s port

**Private**: the camera's port

**Protocol**: TCP

**Schedule**: Always
Inbound Filter: Allow All
Click Save Settings

For FRITZ!! Routers
1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser to login your camera. By default the IP address should be set to http://192.168.178.1
2. Click the Internet link and then click Portfreigabe. In the portfreigabe, click Neue Portfreigabe.

3. Do port forwarding

Select Andere Anwendungen from the Portfreigabe aktiv fur drop down box.
Bezeichnung: A name, whatever you want
Protokoll: TCP
von Port: The camera’s port
bis Port: The camera’s port
an Computer: manuelle Eingabe der IP-Adresse
an IP-Adresse: The camera’s IP address
an Port: The camera’s port

For Huawei Routers
1. Enter the internal IP address of your router in the address bar of web browser. For these
routers, in general, it is http://192.168.1.1

2. Click **Advanced - NAT**, and click **Port Mapping**

![Port Mapping](image1.png)

**Name:** Whatever you want, it is just a name, e.g. TENVIS IP Camera  
**Public:** the camera’s http port, e.g. 81  
**Private:** the camera’s http port, e.g. 81  
**Protocol:** TCP  
**Schedule:** Always  
**Inbound Filter:** Allow All  
Click **Save Settings**

For Linksys W Series Routers

1. Enter the internal IP address of your router in the address bar of web browser. For these Series routers, in general, it is http://192.168.1.1  
2. Click **Application & Gaming** and click **Single Port Forwarding**

![Application & Gaming](image2.png)

**Application Game:** It is just a name whatever you want for port forwarding,  
**External Port:** the camera’s port
**Internal Port**: the camera’s port  
**Protocol**: TCP  
**To IP address**: the camera’s IP address  
**Enabled**: Enable

**For Movistar Routers**

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.1  
2. Click **Firewall - Port Forwarding**

![Port Forwarding Screen](image)

**Comment**: It is just a name whatever you want for port forwarding,  
**Public Port**: the camera’s port  
**Local Port**: the camera’s port  
**Remote IP Address**: N/A  
**Local IP Address**: the camera’s IP address  
Click **Add**

**For Netgear Routers**

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.254  
2. Click **Port Forwarding/Port Triggering** or **Port Forwarding**. Select **Port Forwarding** and select **Add Custom Service**
3. Do port forwarding

Or
**Service Name:** It is just a name whatever you want for port forwarding,

**Starting Port:** port of the camera

**Ending Port:** port of the camera

**Service IP Address:** IP of the camera

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**For Netgear Routers 2**

1. Enter the internal IP address of your router in the address bar of your browser. For these routers, in general, it is http://192.168.1.254
2. Click the **Services** link and Click **Add Custom Service** button.
3. Add an IP camera service
Name: Whatever you want  
Type: TCP  
Start Port: The camera’s port  
End Port: The camera’s port

4. Click the Firewall Rules link; and then click the Inbound Services Add button.

5. Add the user-defined IP Service in Inbound Services.

Service: Select the service you added in Service settings
Action: Allow always
Send to LAN Server: The IP of the IP Camera
Wan User: Any
Log: Always or None

For Netgear Routers 3

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.254

2. Click the Port Forwarding / Port Triggering link and Click Add Custom Service button.

3. Add a customer service for the camera

Name: It is just a name, whatever you want for port forwarding,
Type: TCP
Start Port: The camera’s port
End Port: The camera’s port
Server IP Address: The camera’s IP address

For O2/ Thomson routers

1. Open http://192.168.1.254 in a web browser. If you are prompted for a login, the username is "Administrator" and the password is the serial number of your router (printed on its underside, excluding the bit in brackets).
2. Click Toolbox > Game & Application Sharing > Create a new game or application.

3. Enter the name of your application, e.g. IP Camera, click "Manual Entry of Port Maps", and then click Next.

4. Select the protocol of your application from the drop down list under Protocol option. Enter port number of your camera in the two text boxes under Port Range option, and then click Add. Repeat this step for all the ports you need to forward.
5. Click **Assign a game or application to a local network device**.

6. Select your newly created application in "Game or Application", e.g. "IP Camera" select your device in Device or select User Define and input the camera’s IP address, e.g. "192.168.1.239", then click Add.

For Sky/Sagmen Routers

1. Enter the internal IP address of your router in the address bar of web browser. For Sky/Sagmen routers, in general, it is http://192.168.0.1
2. Click **SECURITY - SERVICE**, and click **ADD CUSTOM SERVICE**

3. Add a Custom Service
Name: It is just a name whatever you want for port forwarding,
Start Port: the camera's port
Finish Port: the camera’s port
Type: TCP
Click APPLY
4. Click SECURITY - FIREWALL RULES - INBOUND SERVICE, add the service to the camera

Service: Select the service you just added.
Action: ALLOW always
Send to LAN Server: The camera's IP address
WAN Users: Any
Log: Never
Click APPLY

For Speedport Routers 1

1. Login your router. Click Netzwerk and NAT & Portregeln.

2. Click Neue Regel anlegen

3. Set port forwarding.
Bezeichnung: A name for port forwarding
IP-Adresse: The camera’s IP address
Protokoll: TCP
Ports: The camera’s port
Ports: The camera’s port

4. Then the camera has been forwarded to Internet.

For Speedport (Deutsch) Routers 2

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.1
2. Click Netzwerk - Nat & Portregeln, and click ADD CUSTOM SERVICE
3. Click **PCs übernehmen & freigeben**

4. Find your IP camera here and Add PC-Name to the camera

5. Click **SECURITY - FIREWALLRULES**, add the service to the camera
6. Select **Neue Regel definieren**

7. Set port forwarding
Bezeichnung: It is just a name whatever you want for port forwarding
Gültig für PC: Select the camera you just added
TCP: The camera’s port

For TP-Link Routers 1

1. Enter the internal IP address of your router in the address bar of your browser. For TP-link routers, in general, it is http://192.168.1.1
2. Click Forwarding - Virtual Servers

3. Set port forwarding
Service Port: the camera’s port  
Internal Port: the camera’s port  
IP Address: the camera’s IP address  
Protocol: ALL or TCP  
Status: Enabled  
Click Save

For TP-Link / Binatone Routers

1. Open a web browser like Internet Explorer or Chrome. Enter the internal IP address of your router in the address bar of your browser. For these routers, in general, it is http://192.168.1.1  
2. Click Advanced Setup - Virtual Servers

3. Set port forwarding
**Application:** A name for port forwarding, e.g. TENVIS

**Protocol:** ALL or TCP

**Start Port Number:** the camera’s http port, e.g. 81

**End Port Number:** the camera’s http port, e.g. 81

**Local IP Address:** the camera’s IP address, e.g. 192.168.1.239

Click **Save**

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**For Virgin Routers 1**

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.0.1 or http://192.168.0.254

2. Click **Advanced - Port Forwarding**
Name: A name whatever you want for port forwarding
Start Port: the camera’s port
End Port: the camera’s port
Local IP Address: the camera’s IP address
Click Add

For Virgin Routers 2
1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.0.1
2. Click Advanced Settings

3. Select Port Forwarding

4. Set Port Forwarding
**Name:** A name whatever you want for port forwarding  
**Start Port:** the camera’s port  
**End Port:** the camera’s port  
**Protocol:** TCP  
**IP Address:** the camera’s IP address  
Click **Add Rule**

**For Webtell Routers**

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.200.1  
2. Click **Security - Service - Port Forwarding**  
3. Click **new custom service**
4. Add a new custom service

Service Name: A name whatever you want for port forwarding
Select the service you just added.
5. And click static NAT
6. Enter the IP address of the camera, click **Enable**.
For Zyxel Routers

1. Enter the internal IP address of your router in the address bar of web browser. For these routers, in general, it is http://192.168.1.254
2. Click Network - NAT, and click Port Forwarding

3. Add a new rule

Service Name: It is just a name whatever you want for port forwarding
Start Port: the camera’s port
End Port: the camera’s port
IP Address: The camera’s IP address
Click Apply