Tenda

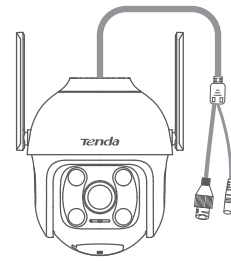## Quick Installation Guide

Outdoor Wi-Fi Pan/Tilt Camera

CH3-WCA/RH3-WCA/CH7-WCA/RH7-WCA
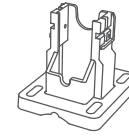
Please read this guide before you start with the quick setup upon the first use.
This guide applies to Tenda Outdoor Wi-Fi Pan/Tilt Camera. CH7-WCA is used for illustrations here unless otherwise specified. The actual product prevails.
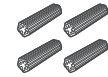
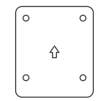## Package Contents

Camera ×1
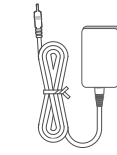
Power adapter ×1

Bracket ×1

Screw ×2
(Thread diameter: 2.6 mm, Length: 10mm, Head diameter: 4.2mm)

Expansion bolt ×4
(Length:26.4 mm)

Screw ×4
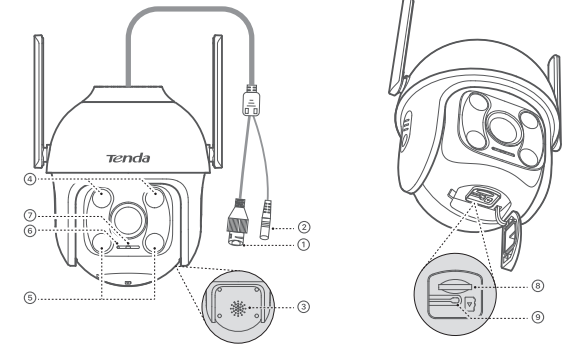(Thread diameter: 3.0 mm, Length: 25 mm, Head diameter: 6.0 mm)

Installation template ×1

Waterproof kit ×1

Quick installation guide

Appearance

| ①	**Ethernet port**. 10/100 Mbps auto-negotiation Ethernet port, used for connecting such devices as the router and switch.
②	**Power jack**. Used to connect to the included power adapter.
③	**Speaker**
④⑤	**Fill Light**
⑥	**LED indicator** **Solid red**: Initializing and starting. **Blinking red slowly**: Disconnected from the network. **Blinking red quickly**: Connecting to the network. **Solid blue**: Connected to the network. **Blinking blue slowly**: Upgrading. **Blinking blue quickly**: Waiting to connect to the network.
⑦	**Microphone**
⑧	Micro SD card slot (Behind the cover) Insert the Micro SD card to store the monitoring videos.
⑨	Reset button (Behind the cover) Hold down the reset button for about 5 seconds and release it after the LED indicator blinks blue quickly or you hear a prompt tone. The camera is reset to factory settings successfully.

Add the Camera to TDSEE App

💡 Tips

Before adding your camera, ensure that the router is connected to the internet successfully and the filter function is disabled.

1. Power on the camera.

The LED indicator lights solid red after the camera is powered on. When the LED indicator blinks blue quickly, the camera is waiting to connect to a 2.4 GHz Wi-Fi network.

Internet

Router
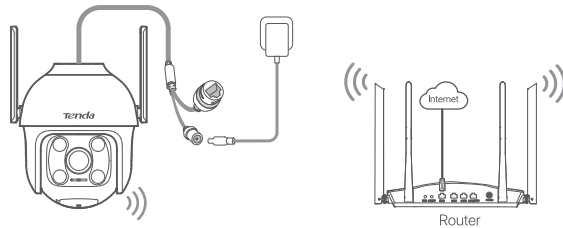
2. Download the **TDSEE** App onto your mobile device by scanning the **QR** code or searching for **TDSEE** in the **Google Play** or **App Store**.

GET IT ON Google Play

Or

Download on the App Store

QR code

3. Run the **TDSEE** App and follow the instructions to complete user registration. Enter the home page, and tap **Add a device** or ➕ in the upper-right corner of the home page.

4. Scan the **QR** code on the top of the camera, and follow the instructions in the App.

After the settings are completed, you can see that the added camera is online on the home page of the TDSEE App, and the camera has been managed by the TDSEE App.

Install the Camera

Installation Method

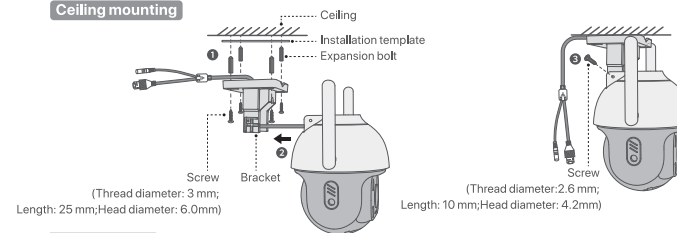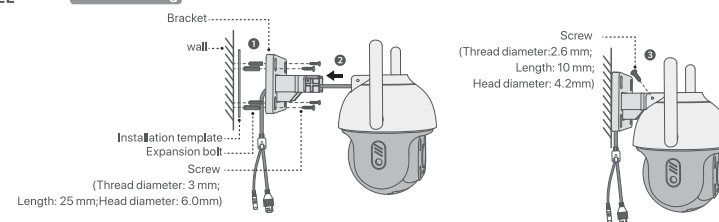The camera supports wall, ceiling and pole mounting.

💡 Tips

- Make sure the ceiling is strong enough to withstand three times the weight of the camera.
- You may need a hammer drill, a drill bit (Diameter: 6 mm), a screwdriver, and a ladder for the installation.
- You are recommended to drill a hole of 28 mm to 32 mm using a drill bit.
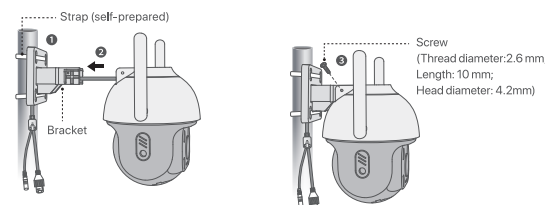
Ceiling/Wall Mounting

Ceiling mounting

Ceiling
Installation template
Expansion bolt

Screw
(Thread diameter: 3 mm; Length: 25 mm;Head diameter: 6.0mm)

Bracket

Screw
(Thread diameter:2.6 mm; Length: 10 mm;Head diameter: 4.2mm)

Wall mounting

Bracket

wall

Installation template
Expansion bolt
Screw
(Thread diameter: 3 mm; Length: 25 mm;Head diameter: 6.0mm)

Screw
(Thread diameter:2.6 mm; Length: 10 mm; Head diameter: 4.2mm)

Pole Mounting

Strap (self-prepared)

Screw
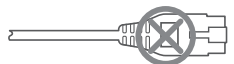(Thread diameter:2.6 mm; Length: 10 mm; Head diameter: 4.2mm)

Bracket

Install the Waterproof Kit

Install the waterproof kit for the Ethernet port if the camera is installed outdoors.

💡 Tips

The included waterproof kit is not suitable for the Ethernet cable with protection cover on the crystal head. See the example on the right.

When the Ethernet port of the camera is connected to an Ethernet cable, the installation steps of the waterproof kit are as follows. If not, you are also recommended to install the kit and wrap the end with waterproof tape.

1. Put the O-ring on the Ethernet port of the camera.

2. Pass the Ethernet cable through the fixed nut, the waterproof ring and the waterproof jacket in sequence.

3. Rotate to fix the waterproof jacket to the Ethernet port of the camera, insert the waterproof ring into the waterproof jacket and fasten the fixed nut.

Clockwise rotation

Fixed nut

Waterproof jacket

Ethernet port

Ethernet cable

Waterproof ring

O-ring
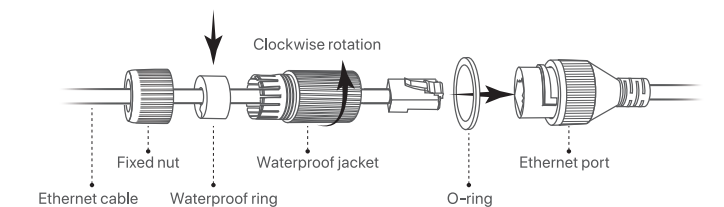
Power on the Camera

Power on the camera after the camera is mounted. When the camera completes startup, it will automatically connect to the configured Wi-Fi network. When the LED indicator of the camera is solid blue, you can use the camera normally.
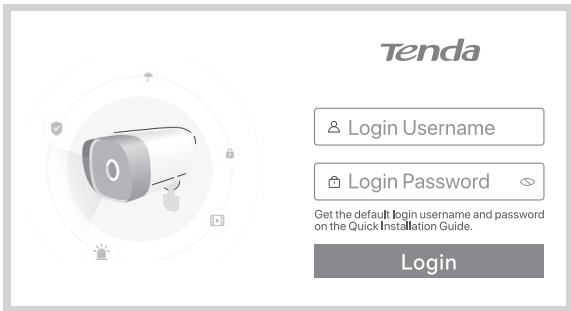
Log in to the Web UI of the Camera

After the camera works properly, you can manage the camera through TDSEE App or web UI (Some models of cameras support). (Please scan the QR code of **Get Support and Services** in this guide to obtain the related user guide.)

To log in to the web UI:

1. Connect the computer to the router that is connected to the camera.

2. Set the IP address of the computer to an unused one belonging to the same network segment as the IP address of the camera but different from the IP address of the camera.
   By default, the login IP address of the camera is **192.168.1.203**, and the DHCP function is enabled. If there is a DHCP server in the network, the IP address of the camera may be changed. Please refer to the actual IP address assigned to the camera by the DHCP server.

3. Start a browser and enter the IP address of the camera in the address bar to access the login page.
   Enter the **Login Username** (default: admin) and **Login Password** (see the label of the camera's body), then click **Login**.

💡 Tips

For network security, after you log in to the web UI, please modify your username and password in time.

Tenda

👤 Login Username

🔒 Login Password 👁

Get the default login username and password on the Quick Installation Guide.

Login

After successful login, you can start to configure the camera as required.

FAQ

Q1. What should I do if I failed to add the camera?
A1. Try the following solutions:
- Ensure that the router is connected to the internet successfully.
- The camera only supports 2.4 GHz Wi-Fi network. When adding the camera, you need to connect the smartphone to a 2.4 GHz Wi-Fi network.
- Do not hide the Wi-Fi network of the router when adding the camera (After adding the camera successfully, you can hide the Wi-Fi network).
- Confirm whether the LED indicator of the camera blinks blue quickly. If not, reset the camera and configure it again.
  Reset method: Hold the Reset button down for about 5 seconds and release it after the LED indicator blinks blue quickly or you hear a prompt tone. The camera is reset successfully.

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.
- Take the router closer to the camera and adjust the antenna angle of the camera to be vertical.
- When previewing the video with cellular mobile data, make sure that the internet connection of the smartphone is smooth.
- **Fluent** and **HD** are supported for video preview. You can adjust the video clarity according to the internet status.

Q3. How to store the videos?
A3. Try the following methods:

Method 1: Install the Micro SD card on the camera. The recording mode of the Micro SD card supports **Alarm Recording** and **All Day Recording**. By default, the recording mode is **Alarm Recording**. You can modify the recording mode according to the actual conditions.
Procedure: Run the **TDSEE** App, choose the camera on the home page, then tap **Settings**(⚙ in the upper right corner) > **SD Card Recording Settings**, and choose the corresponding mode.

Method 2: Subscribe to the **Cloud Storage Service** on TDSEE App.
Procedure: Run the **TDSEE** App, choose the camera on the home page, and then tap **Cloud Storage** in the lower left corner. You can enjoy free cloud storage service (7-day loop detection recording) for 3 months upon the first activation.

Method 3: Connect the camera to the NVR. The camera supports the ONVIF protocol and can be added to the NVR either wired or wireless method for recording storage. The default user name of the camera is **admin**, and the default password can be found on the label of the camera's body. The specific configuration method of the NVR is subject to the manufacturer's instructions.

Q4. How to view the videos stored in the Micro SD card of the camera on the computer?
A4. If you remove the Micro SD card installed in the camera and view the videos from your computer, it is recommended to use VLC media player or Potplayer to play the videos.

Safety Precautions

Before operating, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.
- For ceiling/wall/pole mounting, the camera is suitable for mounting at heights >2m.
- The camera is used outdoors. The power adapter is used indoors.
- Do not use the device in a place where wireless devices are not allowed.
- Please use the included power adapter.
- Mains plug is used as the disconnect device, and shall remain readily operable.
- The power socket shall be installed near the device and easily accessible.
- Device operating environment: Temperature: -30℃ - +60℃; Humidity: (10% - 95%) RH, non-condensing; Power adapter operating environment: Temperature: 0℃ - 40℃; Humidity: (5% - 95%) RH, non-condensing.
- Keep the device away from fire, high electric field, high magnetic field, and inflammable and explosive items.
- Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
- Do not use the power adapter if its plug or cord is damaged.
- If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
- Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.
For the latest safety precautions, see **Safety and Regulatory Information** on **www.tendacom.cn**.

Get Support and Services

For technical specifications, user guides and more information, please visit the product page or service page on **www.tendacn.com**. Multiple languages are available.
You can see the product name and model on the product label.

https://www.tendacn.com/service/default.html

Technical Support

Shenzhen Tenda Technology Co., Ltd.
Floor 6-8, Tower E3, No.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052
Website: www.tendacn.com
E-mail:
tendasecurity@tenda.cn
support.us@tenda.cn (North America)
support.uk@tenda.cn (United Kingdom)