

# User Guide

Pan/Tilt Home Security Wi-Fi Camera

# Contents

About This Guide .....	3
Appearance .....	4
Set Up Your Camera .....	5
Install a microSD Card .....	6
Mount Your Camera .....	7
Reset Your Camera .....	8
Authentication .....	9

# About This Guide

This guide provides a brief introduction to the Pan/Tilt Home Security Wi-Fi Camera and regulatory information.

Note: Features available in MERCUSYS may vary by model and software version. MERCUSYS availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual MERCUSYS Camera experience.

## Conventions

In this guide, the following conventions are used:

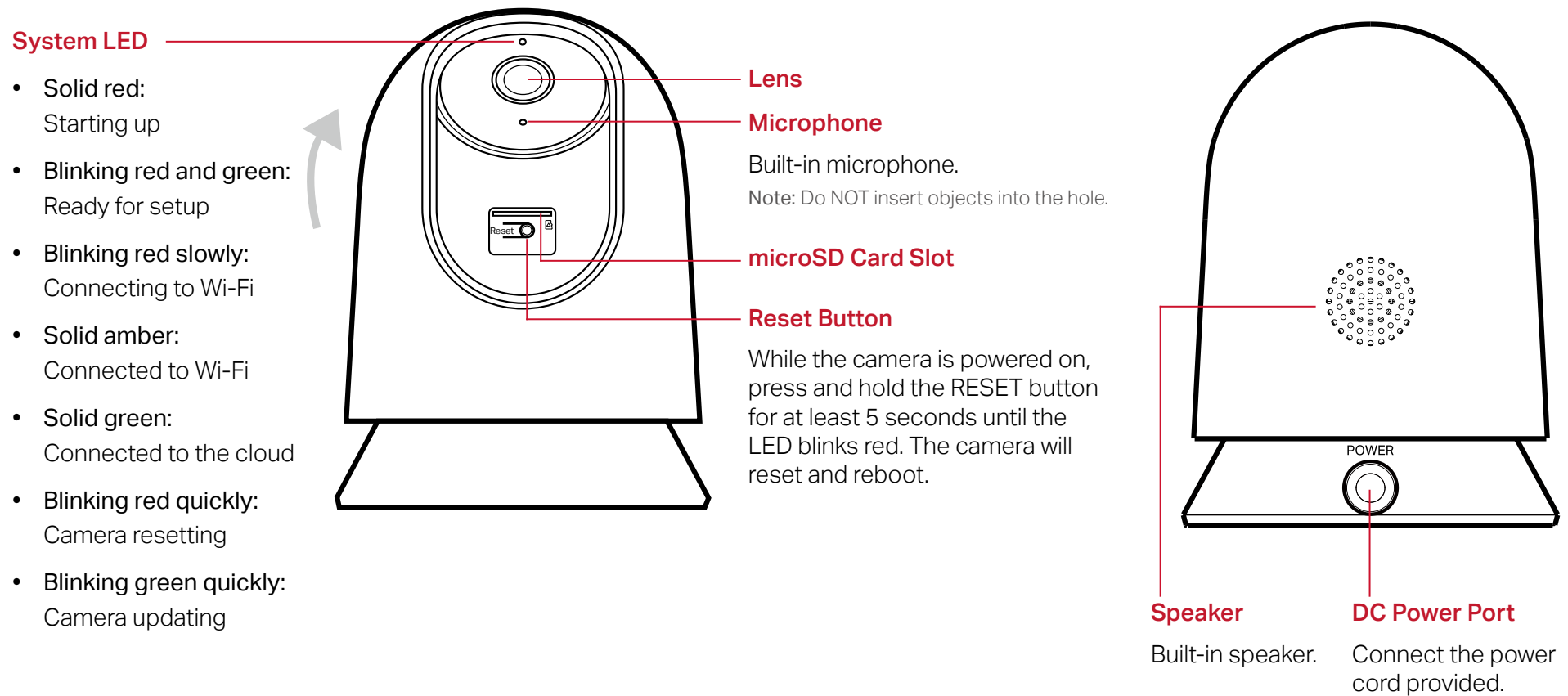
Convention	Description
<u>Underline</u>	Hyperlinks are in red and underlined. You can click to redirect to a website or a specific section.
Red	Key information appears in red, including management page text such as menus, items, buttons and so on.
Note:	Ignoring this type of note might result in a malfunction or damage to the device.

## More Info

- Specific product information can be found on the product page at <https://www.mercusys.com>.
- Our Technical Support and troubleshooting information can be found at <https://www.mercusys.com/support>.

# Appearance

The Pan/Tilt Home Security Wi-Fi Camera has a system LED that changes color according to its status, a lens, microphone, speaker, DC power port, RESET button and a microSD card slot. Please refer below for details.



# Set Up Your Camera

Follow the steps below to get started with your new camera.

## 1. Download and install the MERCUSYS app

Scan the QR code below or go to Google Play or the Apple App Store to download the **MERCUSYS** app.

Install the app on your phone or tablet.



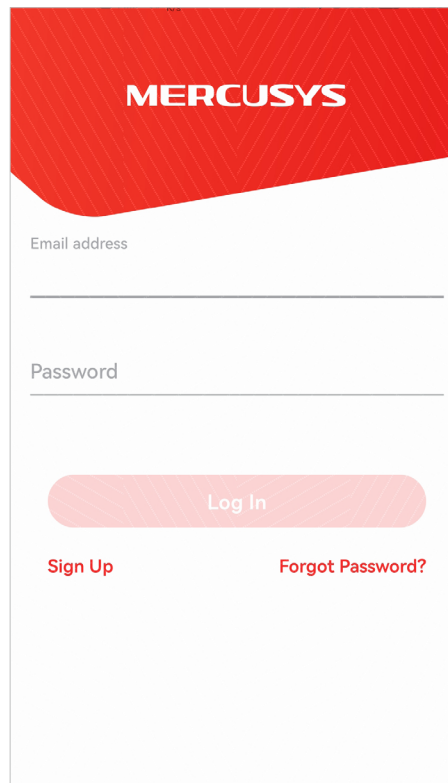
OR



## 2. Log in or sign up with Mercusys ID

Open the app. Use your Mercusys ID to log in.

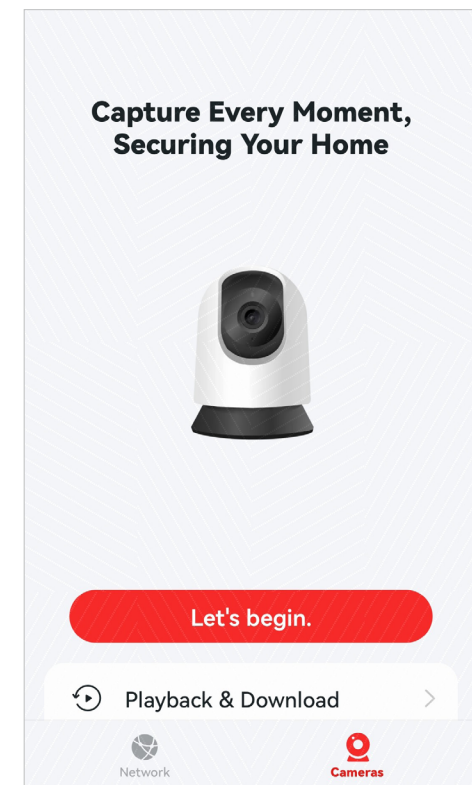
Note: If you don't have a Mercusys ID, tap Sign Up. The app will guide you through the rest.



The login screen features a red header with the 'MERCUSYS' logo. Below the header, there are two input fields: 'Email address' and 'Password'. A red 'Log In' button is positioned below the password field. At the bottom, there are two links: 'Sign Up' and 'Forgot Password?'.

## 3. Connect and configure Camera Device

Tap **"Camera"**, then tap **"LET'S BEGIN"** and follow the step-by-step instructions to connect and configure your camera.

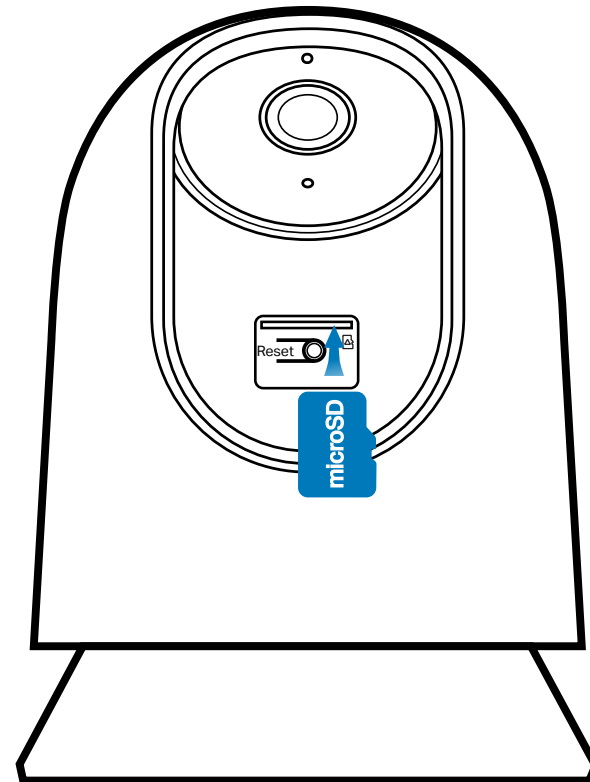
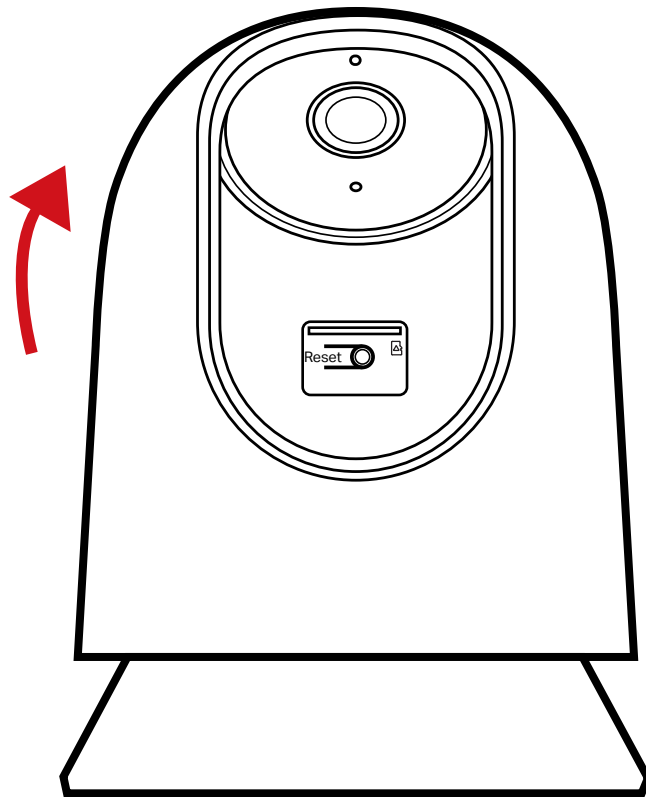


# Install a microSD Card

Follow the steps below to install the microSD card for local recording. You can go to [Device Settings > Storage & Recording > microSD Card](#) in the Tapo app to check the card status or format your card.

Note: Please initialize the microSD card in the MERCUSYS app first after inserting it.

1. Tilt the camera lens up and find the microSD card slot.
2. Identify the direction of the microSD card and carefully insert the card into the slot. Push in the card until you hear a clicking sound.

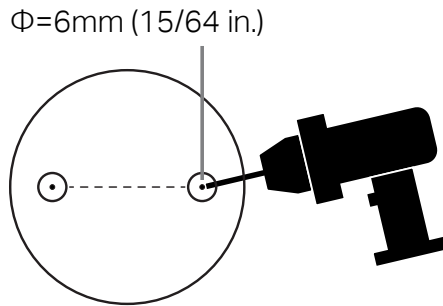


# Mount Your Camera

When you finish adding your camera in the MERCUSYS app, you can set it on a flat surface such as a table or shelf. You can also mount it on a ceiling with the provided mounting template and screws. Follow the steps below to mount your new camera.

## 1. Mark Position

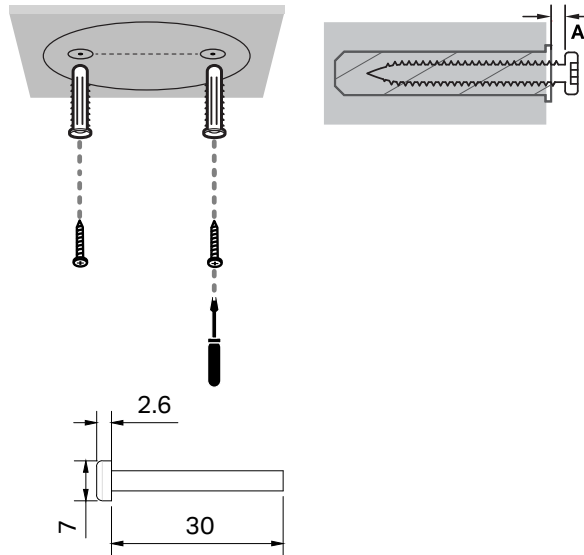
Attach the mounting template sticker to the desired mounting place. Drill two screw holes according to the sticker.



## 2. Affix Screws

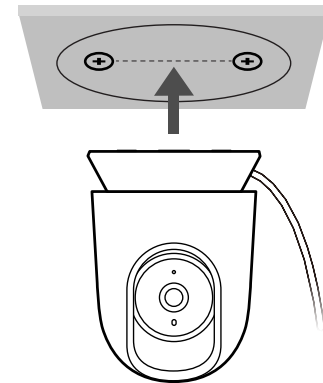
Insert two mounting anchors into the holes, then screw the screws into the anchors.

Note: To securely attach the camera, ensure equidistant gaps ( $2\text{ mm} < A < 3\text{ mm}$ ) between the two anchors and screws.



## 3. Secure Camera

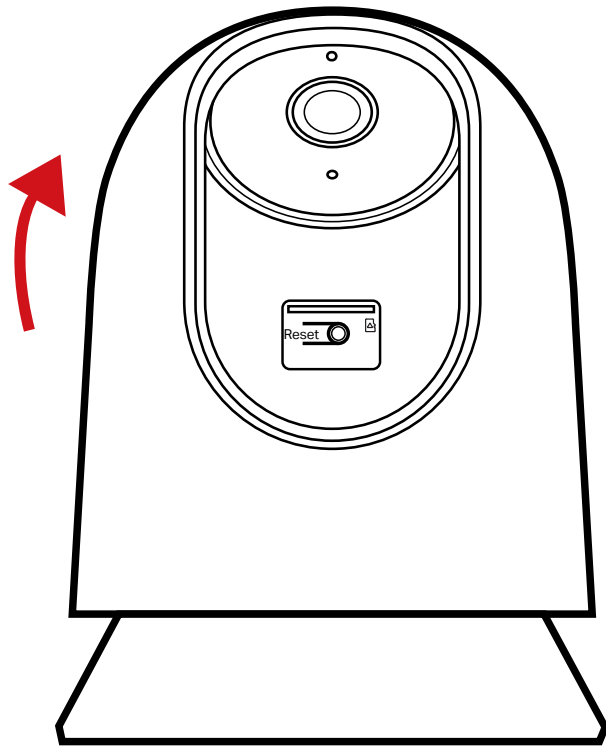
Hang the camera securely on the two screws. Ensure the camera is firmly attached. If not, adjust the distance between the anchors and screws until it is stable.



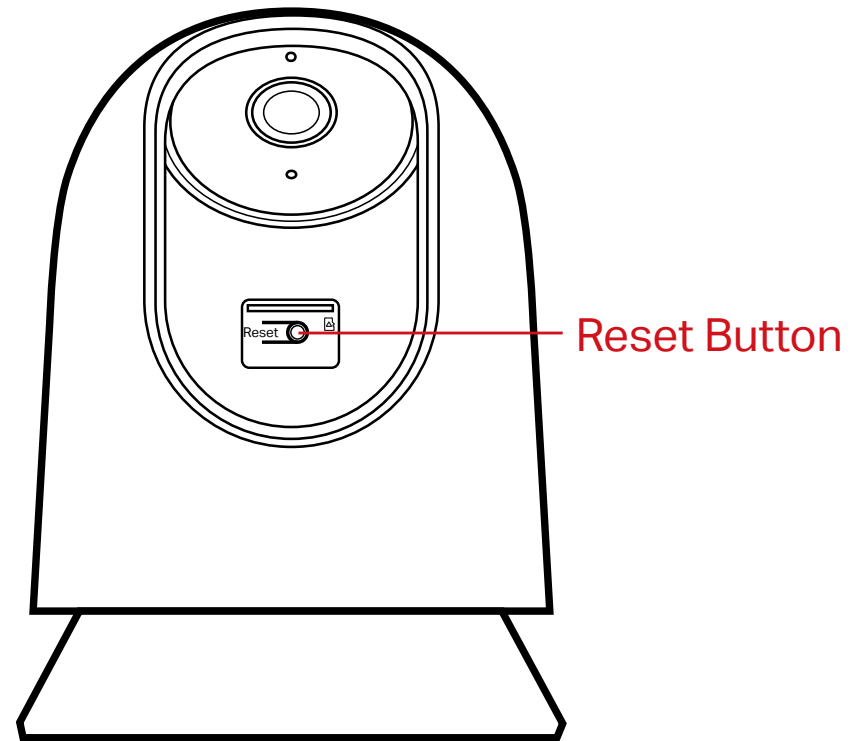
# Reset Your Camera

Follow the steps below to reset your camera via the Reset button. You can also go to [Device Settings](#) in the MERCUSYS app and tap [Remove Camera](#) at the bottom to factory reset your camera.

1. Manually rotate the camera downwards to find the Reset button.



2. Press and hold the RESET button for at least 5 seconds until the LED blinks red quickly to reset the camera.





# Authentication

## CE Mark Warning



This 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.

## OPERATING FREQUENCY (the maximum transmitted power)

2412MHz—2472MHz (20dBm)

## EU Declaration of Conformity

Mercusys hereby declares that the pan/tilt home security wi-fi camera is in compliance with the essential requirements and other relevant provisions of directives 2014/53/EU, 2009/125/EC, 2011/65/EU and (EU) 2015/863.

The original EU declaration of conformity may be found at <https://www.mercusys.com/en/ce/>.

## RF Exposure Information

This device meets the EU requirements (2014/53/EU Article 3.1a) on the limitation of exposure of the general public to electromagnetic fields by way of health protection.

The device complies with RF specifications when the device used at 20 cm from your body.

Restricted to indoor use.

## UKCA Mark



## UK Declaration of Conformity

Mercusys hereby declares that the pan/tilt home security wi-fi camera is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Regulations 2017.

The original UK declaration of conformity may be found at <https://www.mercusys.com/support/ukca/>.

## Korea Warning Statements:

당해 무선설비는 운용중 전파혼신 가능성이 있음 .



Продукт сертифіковано згідно з правилами системи УкрСЕПРО на відповідність вимогам нормативних документів та вимогам, що передбачені чинними законодавчими актами України.



## Safety Information













- Keep the device away from water, fire, humidity or hot environments.
- Do not use damaged charger or USB cable to charge the device.
- Do not use any other chargers than those recommended.
- Do not use the device where wireless devices are not allowed.
- Adapter shall be installed near the equipment and shall be easily accessible.
- Use only power supplies which are provided by manufacturer and in the original packing of this product. If you have any questions, please don't hesitate to contact us.
- For indoor use only.
- Do not disassemble, repair or modify the product.












- Do not use the product if the casing has been broken. Danger of electric shock.
- Never touch the product with wet hands.
- Do not expose to heavy rain or any type of moisture.
- Do not place near automatically controlled devices such as fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Observe restrictions on using wireless products in fuel depots, chemical plants or when blasting operations are in progress.
- Do not use liquid to clean the product. Only use a dry cloth.
- Never put metal objects inside the product. If a metal object enters the product turn off the circuit breaker and contact an authorised electrician.
- This product is not intended to be used when providing medical care. Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids to determine if they are adequately shielded from external RF (radio frequency) energy.
- Do not use this product in health care facilities. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.
- Do not use this product near water for example near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- The product should be kept free from excessive smoke, dust or high temperature and vibration.
- This product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long time unplug the product from the power outlet.
- This product may interfere with other electronic products such as TV, radios, personal computers, phones or other wireless devices.
- Operating Temperature: 0 °C ~ 40 °C (32 °F ~ 104 °F).

Please read and follow the above safety information when operating the device. We cannot guarantee that no accidents or damage will occur due to improper use of the device. Please use this product with care and operate at your own risk.

## Explanation of the symbols on the product label

Note: The product label is on the bottom of the product and its power supply. Symbols may vary from products.

Symbol	Explanation
	Class II equipment
	Class II equipment with functional earthing
	Alternating current
	DC voltage
	Polarity of output terminals
	Indoor use only
	Dangerous voltage
	Caution, risk of electric shock
	Energy efficiency Marking
	Protective earth
	Earth
	Frame or chassis

Symbol	Explanation
	Functional earthing
	Caution, hot surface
	Caution
	Operator's manual
	Stand-by
	"ON"/"OFF" (push-push)
	Fuse
	Fuse is used in neutral N
	<p>RECYCLING</p> <p>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.</p> <p>User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.</p>
	Caution, avoid listening at high volume levels for long periods
	Disconnection, all power plugs

Symbol	Explanation
m	Switch of mini-gap construction
$\mu$	Switch of micro-gap construction (for US version) Switch of micro-gap / micro-disconnection construction (for other versions except US)
$\varepsilon$	Switch without contact gap (Semiconductor switching device)