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SAMSUNG TECHWIN

# SAMSUNG SMARTCAM

## User Manual

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SNH-1011N



CE 0678



# Samsung SmartCam

## User Manual

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### SPECIFY SERVICE INSTRUCTIONS AND WARRANTY TERMS

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC NOTE:

THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT.

SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

### Operational Description

The operational description shall fulfil the requirements of Rule Part 2.1033(b)(4). The rule part requires, "A brief description of the circuit functions of the device along with a statement describing how the device operates. This statement should contain a description of the ground system and antenna, if any, used with the device".

The above requirement has been further interpreted by the FCC to mean that the description shall:

- a. be an operational or technical description of how the device operates, is modulated and meets requirements;
- b. describe the EUT completely. What is it (in plain English as well as technical terms)? Give a clear, concise functional description of device operation.
- c. always describe the signal, such as modulation type, pulse repetition rate, signal type and information being sent. Describe all modulation types and all data rates.

### Instructions & Warranty

The manufacturer is not responsible for any loss or radio/TV interference caused by unauthorized modification of the product.

Such modification will void the warranty of the product as well as the user's right of use.

### WARNING

- The product must be assembled and installed by an adult.
- Before using, read all instructions on this manual thoroughly and follow operational instructions, warnings on this manual and printed on the product.
- To avoid entangled power cord, do not place it around the baby bed or other infant furniture. Keep this product and its power cord out of children's reach.

- Especially, the power cord should be installed carefully while keeping it out of children's reach.
- Never use the product near bath tub, sink, washing machine and in wet basement to avoid moisture.
- The product is designed for indoor use.
- The product is not designed for medical monitoring, and requires a grown-up's protective supervision on its use.
- To avoid overheating of the product, do not expose the product to direct sunlight; do not install or use near a heat source such as heater, radiator, cooking devices (ex: electric stove or oven) and other warming devices (ex: audio amplifier, TV, etc.).
- Make sure to keep ventilated while using the product.  
Avoid pillar or furniture that may block ventilation, when installing the product.
- Make sure to use the power adaptor provided. If used with unidentified adaptor, it may damage the product. The power adaptor must be used with regular household electric supply.
- Avoid sharp, pointed objects around the adaptor's cable, not to damage the cable.
- Be warned and never hold the cable's stripped part when connecting / disconnecting the adaptor to/from the wall outlet.
- To avoid entangled cable lines, avoid using cable extension for adaptor's power cord.
- The product's servicing is allowed only to authorized Samsung Techwin's service personnel.
- When using the product for children's care, be careful to keep the product out of children's reach.
- The product partially contains component which might cause respiration difficulty. Accessories and small parts of the product should be stored keeping out of children's reach.
- The product is not designed to replace responsibility of human supervision on children.
- The product is not equipped with device of immediate notification to adult with accidental/sudden children's move; it requires periodic checks and human supervision.
- This appliance and its antenna must not be collocated or operation in conjunction with any other antenna or transmitter. A minimum separation distance of 20 cm must be maintained between the antenna and the person for this appliance to satisfy the RF exposure requirements.

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# GETTING STARTED

01

## Features

## What's Included

## Getting to know your Monitoring system

Power Supply  
Network connection

## Features

- **Easy to install**
  - With the help of WPS (Wi-Fi Protected Setup), wireless sharing and easy connection are enabled.
  - Simply visit the home page ([www.samsungsmartcam.com](http://www.samsungsmartcam.com)) and download and install the program without a separate installer program.
- **Remote monitoring**
  - Whenever and wherever if you are in the Internet enabled environment, remote monitoring is ready for you.
  - PC, laptop or smart phone can be used for monitoring.
- **Real-time alarm**
  - Detect motion and sound before outputting the alarm in real time via Google Talk Messenger or with smart phone.
- **Cloud Storage**
  - Upload the event video and images to the user's YouTube (video) or Picasa (images) account automatically.
  - Anytime anywhere you can enjoy the video and images stored in the cloud storage.
- **Two-way Audio**
  - With the built-in speakers and microphone, you can make Two-way communications.  
However, it is available only with the smart phone. (Not applicable to the PC or laptop computer.)
- **SNS (Social Networking Service) Alarm supported**
  - Provide the event alarm (message, video, image) via YouTube, Picasa or Twitter.
  - Share special video footage and images with your friends.
- **IR LED**
  - In a low contrast scene, you can use IR LED for the monitoring purpose.

# What's Included

Check for components when opening the product package.



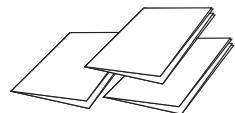
Camera & Bracket body



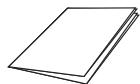
Power Adaptor



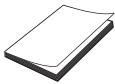
Network Cable



Quick Guide



Warranty Card



GPL Licence



Double Sided Tape



Tapping screw

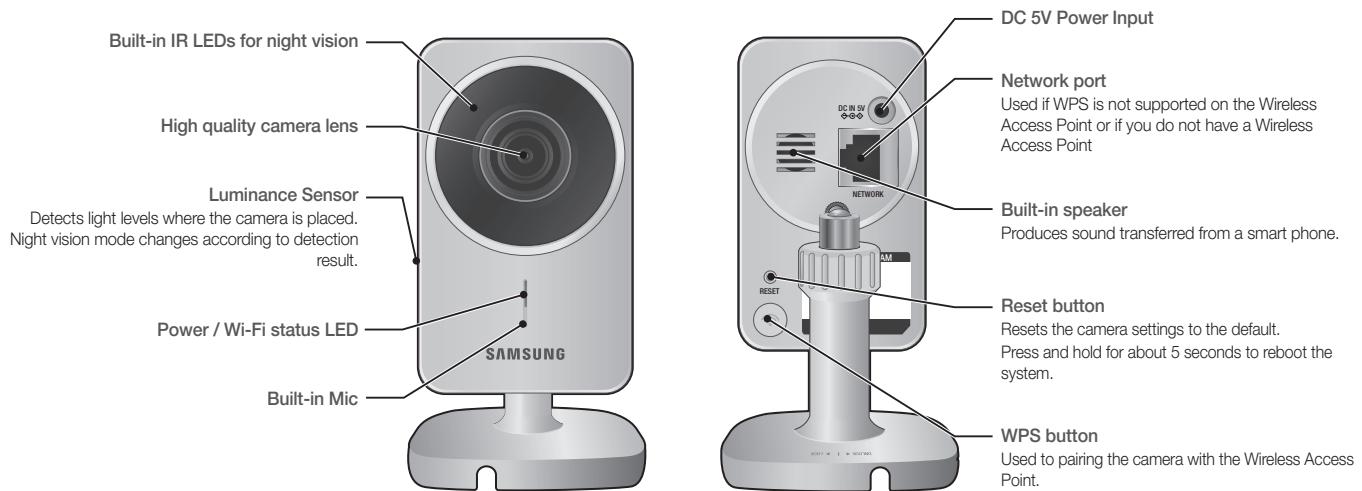


Plastic anchor



- Please save the packaging. You will need the serial number later to register the camera.

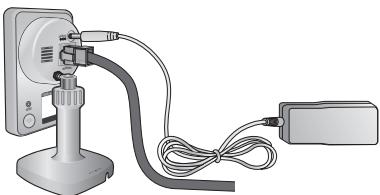
# Getting to know your Monitoring system



## Power Supply

Plug-in the camera power adapter to the wall outlet and connect the camera as shown.

- Make sure to use the provided power adaptor. Otherwise, the product may not operate properly.
- It will take about 1min for the camera to boot-up completely.
- When the boot-up is complete, the power LED color will change from red to blue.



## Network connection

Connect the provided network cable to the camera's network terminal.

For further details on network configuration, refer to "Network Connection and Settings". (Page 13)

## LED status

LED indicator shows operational status with colors.

Refer to table below for detailed meaning of the LED indicator.

Color	Status
Red	Booting up
Red Blinking	Booting completed / Establishing network connection
Green	Connection to server completed / Normal operation
Blue Blinking	Pairing WPS (0.5 seconds) / In Network Setting (1 second)
Blue	Local connection established
Magenta	Updating firmware

# INSTALLATION & NETWORK CONNECTION

## Installation

### Precautions

1. Install the camera in a place where the Wi-Fi signal can be reached and without interference.
2. Keep it away from humidity such as around the humidifier.
3. Keep it away from direct sunlight, strong light or dust; install it in a place with clear view.
4. Do not install it in a place where there are a lot of obstacles.
5. Keep the lens clean at all times.  
Wipe off the dust with a soft cloth.
6. Switching between day and night time is done according to detection result of the luminance sensor on the left side.

### Installation

8

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Wall Mounting Using Double-sided adhesive tape	9
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### Network Connection and Settings

13

Precautions	13
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Connecting via Wi-Fi without WPS feature	14
Conneting using Wi-Fi WPS feature	14

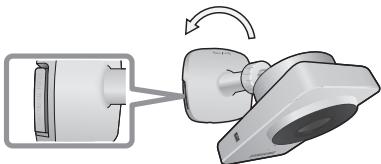
## Wall Mounting Using Double-sided adhesive tape

### Separating the wall-mount bracket

1. Press and hold [PUSH TO RELEASE] on the left side of bracket and turn the bracket counterclockwise to separate it.



- You may turn the bracket body counterclockwise without pressing the [PUSH TO RELEASE].



### Assembling

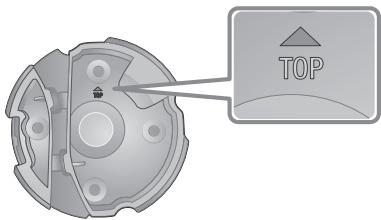
1. Take out tape for wall mounting from the zipper bag.
2. Remove the rectangular protective film from the adhesive tape and attach it to the bottom of the wall-mount bracket.



3. Hold the adhesive tape's holder and remove the protective film, and attach it to the desired spot of the wall-mount bracket while making the [▲ TOP] marker point upwards (direction of 12 o'clock).



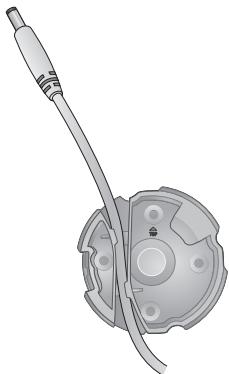
- The tape will lose adhesiveness if used once, do not re-use.
- Before attaching tape, clean dust / water / oil off the wall-mount bracket's adhesive spot for better result.



4. Run the provided adaptor wire through the groove prepared on the wall-mount bracket.



- Match adaptor's plug part to the direction of 12 o'clock.

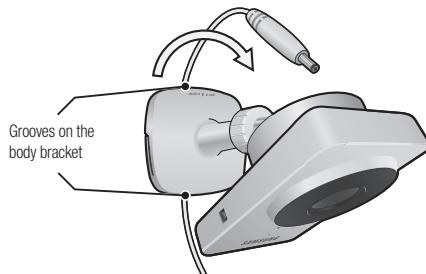


5. Arrange the wire by using two grooves on the body bracket.



- Make both body bracket's [UNLOCK LOCK] and wall-mount bracket's [▲ TOP] marks face the same direction.

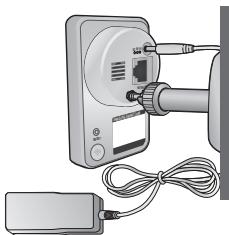
6. Fix the body bracket by turning it clockwise until it clicks.



7. Connect the adaptor's plug to the power terminal on the camera's rear side.



- When done, remove the protective film from the lens.

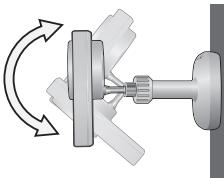


## Adjusting the Angle

1. Adjust the camera's shooting angle as appropriate.



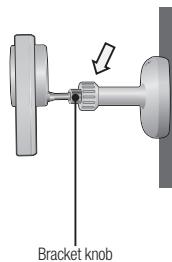
- Do not put excessive force. Otherwise, it may cause damage to the camera.



2. Turn the part shown in the figure clockwise to lock the bracket's ball hinge and fix the shooting angle.
3. Turn it counterclockwise to unlock the ball hinge and adjust the shooting angle.



- Turning the camera counterclockwise while the bracket body is locked may turn the bracket knob too, and fail to fix it. In such cases, turn the bracket knob clockwise.



## Wall Mounting with Screws

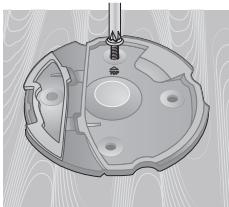


- For more information about step of Separating the wall-mount bracket, refer to "Wall Mounting Using Double-sided adhesive tape".

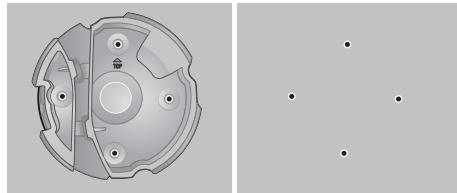
## Assembling

1. Take out screws (M3xL20) and Anchor (Φ5x25) from the zipper bag.

2. On a wooden wall, use screws to fix the wall-mount bracket as shown in the figure. Place the wall-mount bracket on the desired spot while setting its [▲ TOP] mark towards direction of 12 o'clock and fasten screws through the 4 holes using screwdriver.



3. If fixing on a concrete wall, use screws and anchors to fix wall-mount bracket. First, mark on the wall as shown in the figure below.



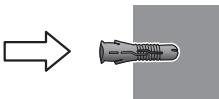
4. Use drill bit of 5mm diameter and drill on the marked positions, drill to have 3 cm depth holes. Clean the holes after drilling.



- Be careful not to get injured while drilling.



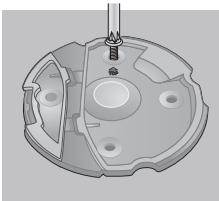
5. Insert an anchor for each hole. Fully insert anchors by hammering lightly the anchor head with a hammer/rubber hammer.



6. Place the wall-mount bracket on the desired spot while setting its **[▲ TOP]** mark towards direction of 12 o'clock and fasten screws through the 4 holes using screwdriver.



- For further steps, refer to the instructions for "Wall Mounting Using Double-sided adhesive tape".



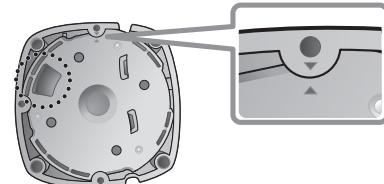
## Desktop mounting



- For more information about step of Separating the wall-mount bracket, refer to "Wall Mounting Using Double-sided adhesive tape".

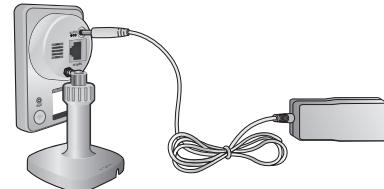
## Assembling

1. Assemble body bracket and wall-mount bracket while matching the **[▼]** and **[▲]** marks.



2. Turn the body bracket clockwise until it clicks, use the groove on the body bracket.

3. Connect the adaptor's plug to the power terminal on the camera's rear side.



# Network Connection and Settings

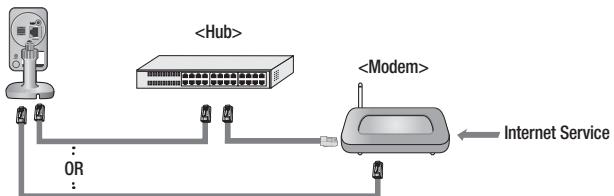
## Precautions

- The wireless network access may fail, depending on the communications environment.
- For details about the network settings and password, contact your network administrator or service provider.
- For a specific Internet service requiring user authentication, you may not access the service. If this is the case, contact the service provider.
- Do not access the unauthorized network.
- The farther the distance from the Wireless Access Point, the longer time the network connection may take.
- If you fail to access the selected wireless network, try a different Wireless Access Point to make access.
- For more information about the router or the wireless connection, refer to the documentation of the router or contact the router manufacturer.
- If the camera is connected to a multiple-Wireless Access Point network environment, some video packets may be lost, depending on the network traffic load.
- According to the network policy (blocking UDP) of the service provider, the video transmission can be limited to 3 minutes and prompt you to extend another 60 seconds up to three times.
- In addition to the above two situations, you may encounter a network delay or interruption due to the network conditions.
- This product has gone through the compatibility test with worldwide top ranking routers in the market but you may still have a problem in compatibility with some conventional routers or other routers manufactured by other than the industry leading companies.

## Connecting via network cable

If you do not have a Wireless Access Point, you must connect the camera using LAN cable directly to your home router.

1. Connect the network cable to the camera and to the home router as shown below.

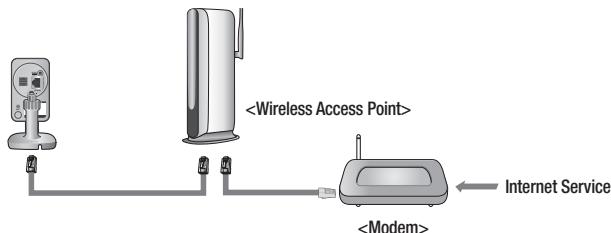


- It is recommended to set the router to DHCP(Dynamic Host Configuration Protocol) server.  
If you want to use static IP address, please refer to <Wired Network> on page 26.

## Connecting via Wi-Fi without WPS feature

If you want to connect the camera using a non-WPS Wireless Access Point, change the network setting to Wire and try the wireless network.

1. Use the network cable (LAN cable) to connect the LAN port of the unit to the LAN port of the Wireless Access Point.



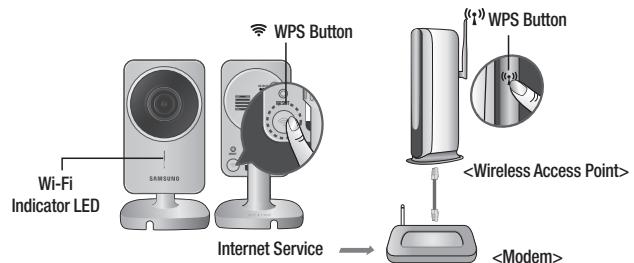
2. Register and select the camera according to guide of 03. Monitoring.
3. Set your wireless network environment using the guideline <Wireless Network> on page 26.
  - When the wireless network settings are completed, remove the LAN cable.
  - If you fail to connect to the Internet service, contact the service provider for details.

## Conneting using Wi-Fi WPS feature

What is WPS?

WPS enables to make connection between the camera and the Wireless Access Point with a simple click of the button.

1. When you apply the power, the power status LED is lit red, and it will change to red blinking when the booting is completed.
2. Press the WPS button on the camera for 1sec.  
Press the WPS button on the Wireless Access Point within 2min.



3. The Wi-Fi status LED will become steady blue once the camera is connected to the Wireless Access Point. (may take up to 30sec).  
If the Wi-Fi status LED (blue) is not lit, repeat steps 2 through the end and check it again.
4. The Wi-Fi status LED will became steady green once the camera is connected to server.



- If the Wireless Access Point do not support WPS or you do not have wireless router, please go to Wired Connection.
- If no WPS button is displayed or visible on the display, see the Wireless Access Point's manual or contact the manufacturer of your Wireless Access Point for technical assistance.
- On some routers, you may need to log in to the web interface and click on an on-screen button to activate the WPS feature.
- If you fail to connect to the Internet service, contact the service provider for details.

# MONITORING

# 03

## Registration

Account Setup and Adding Camera

Live Video

Alarm Settings

## Setup

General Setting

Network Setting

Time Setting

## Admin Setup

Private Key

Update Firmware

## Information

My Account

Support

# Registration

## Account Setup and Adding Camera

Once you register the product with the site, you can monitor the camera video on the PC or laptop computer.

### Web browser requirements

Windows	Mac
<ul style="list-style-type: none"><li>- Windows 7, XP supported</li><li>- Internet Explorer 7 or 8 (The 64-bit Internet Explorer 8 is not supported.)</li><li>- Firefox</li><li>- Chrome</li></ul>	<ul style="list-style-type: none"><li>- Safari</li><li>- Firefox</li></ul>

1. Enter [www.samsungsmartcam.com](http://www.samsungsmartcam.com) on the web browser's address field.



2. Select <**Sign Up**> to register.

After reading the terms of use, check on "I agree with", and click <**Next**>.

3. Enter the requested information, and click <**Sign Up**>.

- ID : Enter the user ID and perform the duplicate check. Fill in the user ID in 8 ~ 14 alphanumeric characters and '.'.
- Password : For security reason, provide the user password in 8 ~ 14 alphanumeric characters except '-' and ','.
- Confirm Password : Please enter the password again for confirmation.
- Name : Enter the user name.
- E-mail : Enter the correct email address as it is used for reference in case you forgot the user ID or password.
- Nation : Please select your country.

4. Enter the <**Serial No**> and click the check.

- Serial number can be found the label on the side of the packaging or on the rear of the product. Show the side of the packaging.

5. Create a <**Private key**>.

- Private Key is like a password for the camera to prevent unauthorized access to the camera. You should create the same private key for all the cameras so you will not forget them.
- You can use one to eight length strings of letters, numbers, and characters except '-' and ','.

6. Create a <Camera Name>.

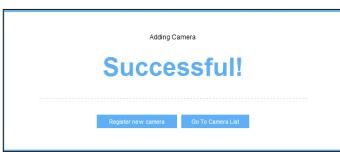


Serial No  
Private Key  
Camera Name  
Add Cancel

- Camera Name : Camera name is used to easily identify the camera when you have more than one. i.e., Living room, Kitchen, Bedroom.

 ■ You can use one to fifteen length string of letters, numbers, and characters  
'~!@#\$%^&\*()\_-![]',.?'

7. When done, click <Add>.



Adding Camera  
Successful!  
Register New Camera Go To Camera List

 ■ If you want to change the private Key, please refer to <Private Key> on page 27.

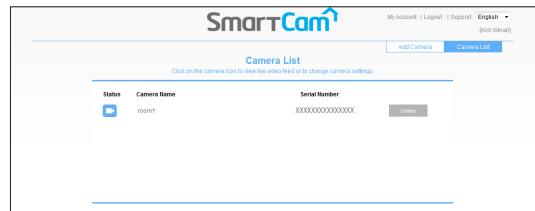
8. Once the camera is successfully registered, you can check the camera in the <Camera List>.



SmartCam  
My Account | Logout | Support | English (Join Us)  
Camera List  
Click on the camera icon to view live video feed or to change camera settings.  
Status Camera Name Serial Number  
room1 00000000000000000000000000000000  
Add Camera Camera List  
Delete

Live Video

1. From the <Camera List>, select the camera to monitor and click <>.



SmartCam  
My Account | Logout | Support | English (Join Us)  
Camera List  
Click on the camera icon to view live video feed or to change camera settings.  
Status Camera Name Serial Number  
room1 00000000000000000000000000000000  
Delete

 ■ The <> icon indicates the camera is inactive so you cannot monitor it right now.

2. Enter the Private Key and select preferred language.



SmartCam  
To access the camera, enter the private key for the camera you selected.  
Camera Name : room1  
Private Key :  
Language : English  
OK Cancel

3. When done, click <OK>.

### ❖ Web Viewer Plugin-uninstalled PC

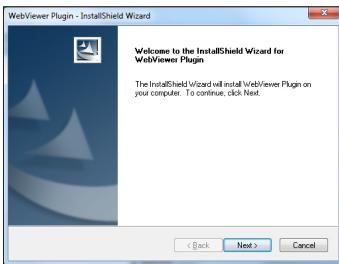
To view the video stream, you need the SmartCam web viewer plug-in.  
Please install the web viewer plug-in.

- 1) Click <Download Plugin>, run the setup file.

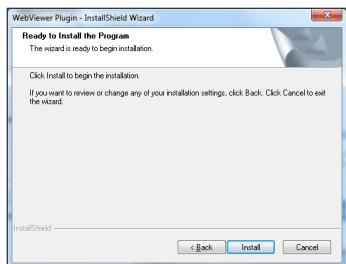


### For Windows

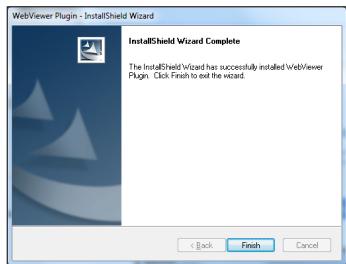
- 2) Click <Next>.



- 3) Click <Install> to begin the installation.

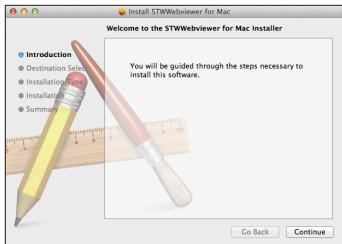


- 4) Installation has completed.

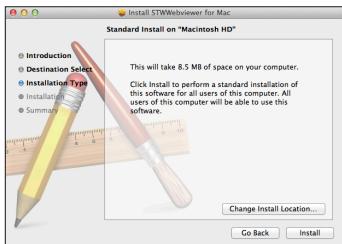


## For Mac

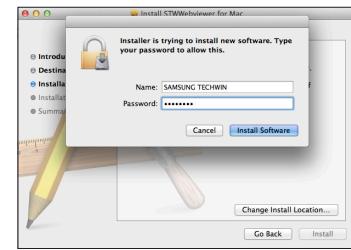
2) Click <Continue>.



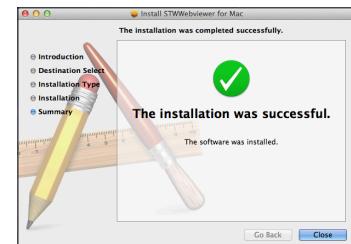
3) Click <Install>.



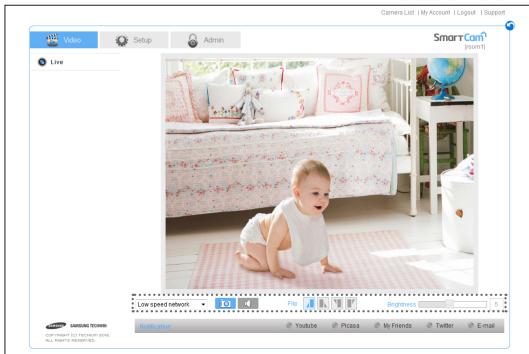
4) Enter password, and click <Install Software>.



5) Installation has completed.



4. Select <Video> → <Live> to display the live feed from the selected camera.



- <Low speed network> : Select frame rate based on your network speed.

Profile Name	Resolution	Frame rate	Recommended bandwidth
Low Speed Network	VGA	5 fps	768Kbps
Mid Speed Network	VGA	10 fps	1Mbps
High Speed Network	VGA	30 fps	2Mbps

 If the bandwidth provided by the cable service provider is lower than recommended, you may encounter a blurry image or a temporary loss of video signal.

- <> : Takes a picture of current live image you are viewing.
- <> : When enabled, you can hear what's happening around the camera.



- Depending on the policy of the Internet service provider, the sound output may not be supported. (in either UDP or Relay mode)

- Flip : You can flip over the video image.
- <> : Disable the screen rotation.
- <> : Horizontally mirrors the video image against the vertical axis.
- <> : Vertically flips over the video image against the horizontal axis.
- <> : Rotate the screen by 180°
- Brightness : You can adjust the brightness of the screen image.



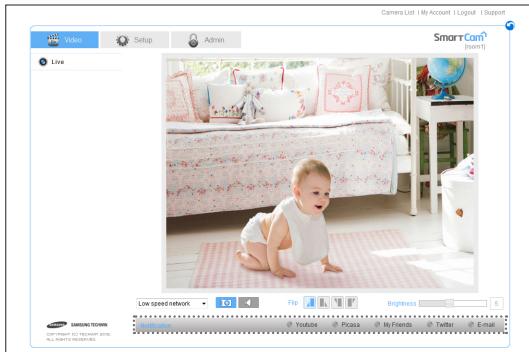
- What is relay mode?

Depending on your network connection, peer to peer connection may not be available. When peer to peer connection is not available, the camera will connect in Relay Mode, which limits the viewing to 3 minutes initially and will prompt you to extend another 60 seconds up to three times.

- Relay mode is added feature where the video from the camera is transmitted to Samsung server then retransmitted to the user's computer.
- If you have trouble connection to the camera, visit "<http://www.samsungsmartcam.com>", go to support page, and refer to "Troubleshooting" on it.

## Alarm Settings

Camera has ability to send event notifications when motion or audio is detected. See the notification bar below the live view.



1. From the bottom menu bar of the live screen, select to click one of SNS, Messenger, and Email. The context menu should appear.

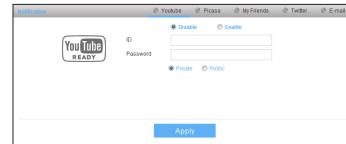


- Provide the user ID and password that you have created and set in the previous site.
- If you fail to synchronize time, no event alarm will occur.
- In order to synchronize time, the device should be connected to the Internet.

## <Youtube> Notification

When enabled, the camera creates 30 second video clip and automatically uploads to your private YouTube account.

1. Select Enable.
2. Enter your YouTube user ID and password.
3. Select public or private folder to save. By default, it's set to private folder.
4. Click [Apply].

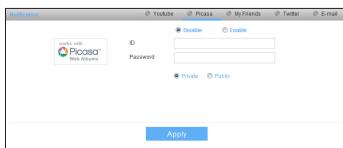


- You can check the recorded video at the YouTube homepage "Video Manager" → "Uploaded".
- Note that depending on the policies of YouTube, the video may not be uploaded.
- If setting to "Public", the video may be exposed to the public.
- It is advisable to create and use one YouTube account for each camera.
- Even when you have set the YouTube alarm, the video will not be transferred if the event alarm is not set to Enabled (see page 25).
- If a continuous motion is detected or the audio alarm occurs, the camera can recognize the next event only after the uploading to YouTube is completed. (In other words, it does not recognize any event until the YouTube upload is finished.)

## <Picasa> Notification

When enabled, camera will send a picture of the event to your Picasa account.

1. Enter your Picasa user ID and password.
2. Select either public or private folder to save. By default, it's set to private folder.
3. Click [Apply].



- If you have set the private setting of the video image, no image will be found in portal sites.
- Refer to the policy of Picasa for the maximum number of uploaded images.

## <My Friends> Notification

When enabled, camera will send event notifications to listed user IDs. Notifications can be viewed in Smartcam App or Google Talk.

- If this is set to <Enable>, the video and image link recorded in YouTube and Picasa will be transferred to the listed friends in real time in the event of an alarm.
- The video/image alarm will be transferred only if you have set the YouTube and Picasa enabled. Otherwise, no alarm will be triggered.
- You will have no video displayed if you don't have any YouTube ID and access a private content.
- Even when you access the YouTube site, no video will be played automatically. Be sure to click the Play icon to play a video.

If you fail to play the video, log into the YouTube site and install Flash Player and try again.

- The Friend list will have user IDs registered at the Web site ([www.samsungsmartcam.com](http://www.samsungsmartcam.com)).

[www.samsungsmartcam.com](http://www.samsungsmartcam.com)). When an alarm occurs, the PUSH alarm will be notified to the respective smart phones via the Web site.

- If you want to receive the notification with Google Talk, follow the instructions below to configure the Google Talk settings.



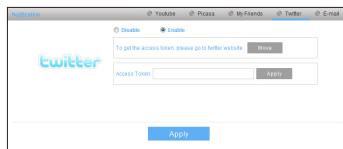
### ❖ <Google Talk> Notification

- 1) The friend's list, it shows the IDs that camera is registered to and Google Talk friends that receives real-time notification from the camera.
- 2) When enabled, you can receive real-time event notification through Google Talk messenger and Smartphone push service.
- 3) To receive instant event notification, add the camera as a friend to your Google Talk messenger account. You have to add the following user ID. (camera serial number@xmpp.samsungsmartcam.com) (i.e., XXXXXXXX@xmpp.samsungsmartcam.com)
- 4) Once camera is invited, you will receive an instant message to enter the private key for authentication. Enter the private key of the camera you are adding.
- 5) Once completed, you can see the Google Talk messenger ID in the camera My Friends list.
- 6) Click [Apply].

## <Twitter> Notification

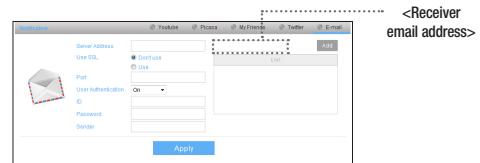
When enabled, camera will send a notification as a message to your twitter account.

1. Click on "Request URL".
2. Click [Move].
3. Twitter web page will pop-up for authorization.
4. Enter your Twitter user ID and password and click on "Authorize app" to get the Access Token.
5. You will see the pin number generated. Copy the pin numbers and go back to the camera page and paste the pin number in the Access Token section.
6. Click [Apply].



- The alarm notification will be sent to the specified user account via Twitter.

## <E-mail> Notification



1. Please see the below table for the popular email server information.

	Gmail	Yahoo	Yahoo Plus
Server Address	smtp.gmail.com	smtp.mail.yahoo.com	plus.smtp.mail.yahoo.com
Use SSL.	Use	Don't Use	Use
Port	465	25	465
User Authentication	on	on	on
ID	Full email address	Only ID without "@yahoo.com"	Only ID without "@yahoo.com"
Password	Email password	Email password	Email password
Sender	Full email address	Full email address	Full email address

2. If your email provider is not listed, you need to get the email server information from your email provider.
3. Add above information and receiver full email address.
4. Click [Add] button.  
Now, the receiver full email address will be shown in the List Box. If you want to register more than one email address, you can just repeat the same procedure.
5. Click [Apply].

# Setup

## General Setting



No.	Description
1 Event Alarm	Specify whether to trigger the alarm or not, and specify the sensitivity. The higher the sensitivity is, the subtler motion/audio events will be detected.
2 Night Vision	Set the IR lighting. If you set it to <OFF>, the camera will not switch to the Night Vision mode.
3 Event schedule	You can activate the motion and audio detection at a desired time. Always: It will work at all times. Scheduled: You can select the time of activation.

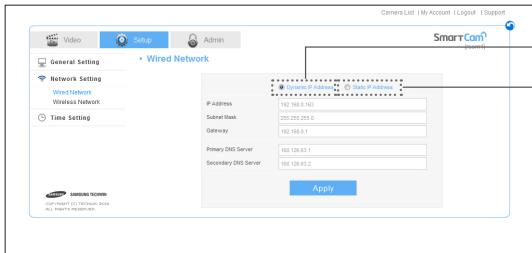
No.	Description
4 Flickerless	This will prevent possible screen distortion due to a mismatch between the vertical sync frequency and the blinking frequency of the lighting.
5 Audio	Adjust the volume of the built-in microphone and speaker of the camera as appropriate. If you set Mic to '0', it will not record sound for alarm notification of YouTube. Note that the Two-way audio transfer function is available only with the smart phone application.



- If you display more than one live video with the Web browser, they can be overlapped in some portion. It is recommended to use one browser at one time.
- The Night Vision video produces a different visibility according to the distance between camera and subject.
- If camera is capturing a close object, the video analysis capability may degrade. In the following cases, the video analysis function may not produce a proper result on the default event and motion detections.
  - The object color or brightness is similar to the background.
  - Multiple movements continue occurring at random due to a scene change or other reasons.
  - A fixed object continues moving in the same position.
  - An object hides other objects behind.
  - Two or more objects overlap or one object divides in multiple portions.
  - Too fast object (for a proper detection, one object should be found overlapping between contiguous frames).
  - Reflection / blur / shadow due to a strong light such as direct sunlight, illumination, or headlamp.
  - In severe snow, rain, wind or in dawn / dusk.
  - A moving object comes close to the camera.

## Network Setting

### <Wired Network>

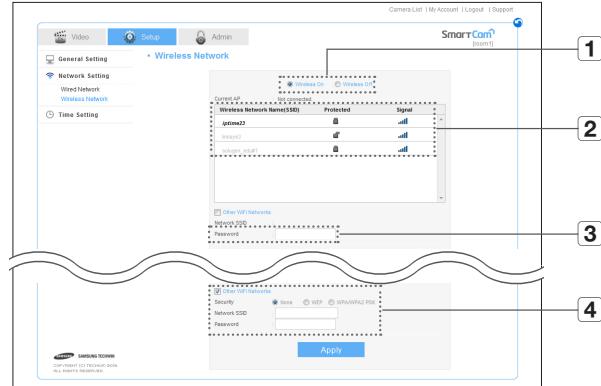


No.	Description
<b>1</b>	If you select "Dynamic IP Address", the IP address will be obtained automatically.
<b>2</b>	You must manually provide the information of: IP address, subnet mask, gateway, DNS server address.



- If any of the manual settings is wrong, the network settings will not be applied.
- If you have both cable and wireless network connections simultaneously, the cable network connection is prioritized.
- Press WPS to set the network connection to Wireless regardless of the current network settings. When the system reboots, it will switch to Cable if the cable network connection is already established.
- If you switch from the current wireless connection to the cable connection, the network will switch to cable connection accordingly.
- For more information about the router or the wireless connection, refer to the documentation of the router or contact the router manufacturer.

### <Wireless Network>



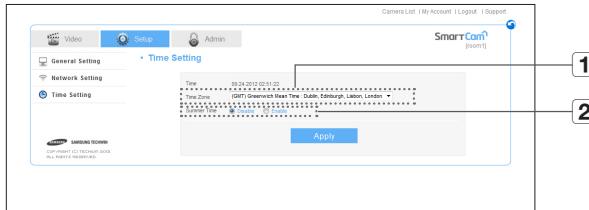
No.	Description
<b>1</b>	Wireless On/ Wireless Off
<b>2</b>	AP (Access Point) list
<b>3</b>	AP (Access Point) password
<b>4</b>	Hidden SSID



- If you select a non-secured AP (Access Point), you just can access the network without providing a specific password.
- If you entered a wrong password, you cannot access the network whatsoever.
- When the wireless network settings are completed, remove the LAN cable. If you do not remove the LAN cable, the wireless network will not be available.

# Admin Setup

## Time Setting



No.	Description
1	Time Zone
2	Select your region.



- The time will synchronize with the NTP(Network Time Protocol) server automatically.
- For this, Internet connection is required.
- You need to set the timezone correctly to obtain the exact time setting.
- The time displayed without Internet connection may not be accurate.

## Private Key



No.	Description
1	Change Private Key You can change the private Key. Enter the current private Key, and type a new private Key.



- If you change the private key, you will be logged out and return to the private key input page.
- The private key can be changed only in admin mode.
- Keep the private key in a safe place as it is used for viewing the live screen of the camera or for changing the display settings.

## Update Firmware

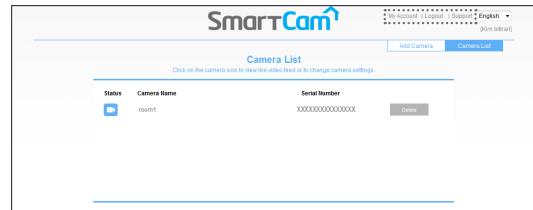


No.	Description
1	<p><b>Update Firmware</b></p> <p>Please update your current software version if it is lower than the final version.</p> <p>If the final version is the same as or lower than the current version, the “<b>Update Firmware</b>” button will not be active. No update will proceed.</p>



- Use the cable network if possible to update the firmware.
- If the power is off during the update, it will cause a fatal damage to the product.
- The duration of the firmware update depends on the size of the firmware file and the network connection speed.

## Information



## My Account



- If you want to change your information, move to “**My account**” page and select an item (password and/or email address) and make changes as necessary.

## Support

**SmartCam**

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**Contact US**

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**Downloads**

SNH-1010N SNH-1011N



**User Manual**

**Quick Guide**

**iPhone**

**Android**

**Troubleshooting**

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- If you want to know more information of camera, move to "Support" page.

# APPENDIX

04

## Specifications

Specifications  
Product Appearance

## Troubleshooting

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33

# Specifications

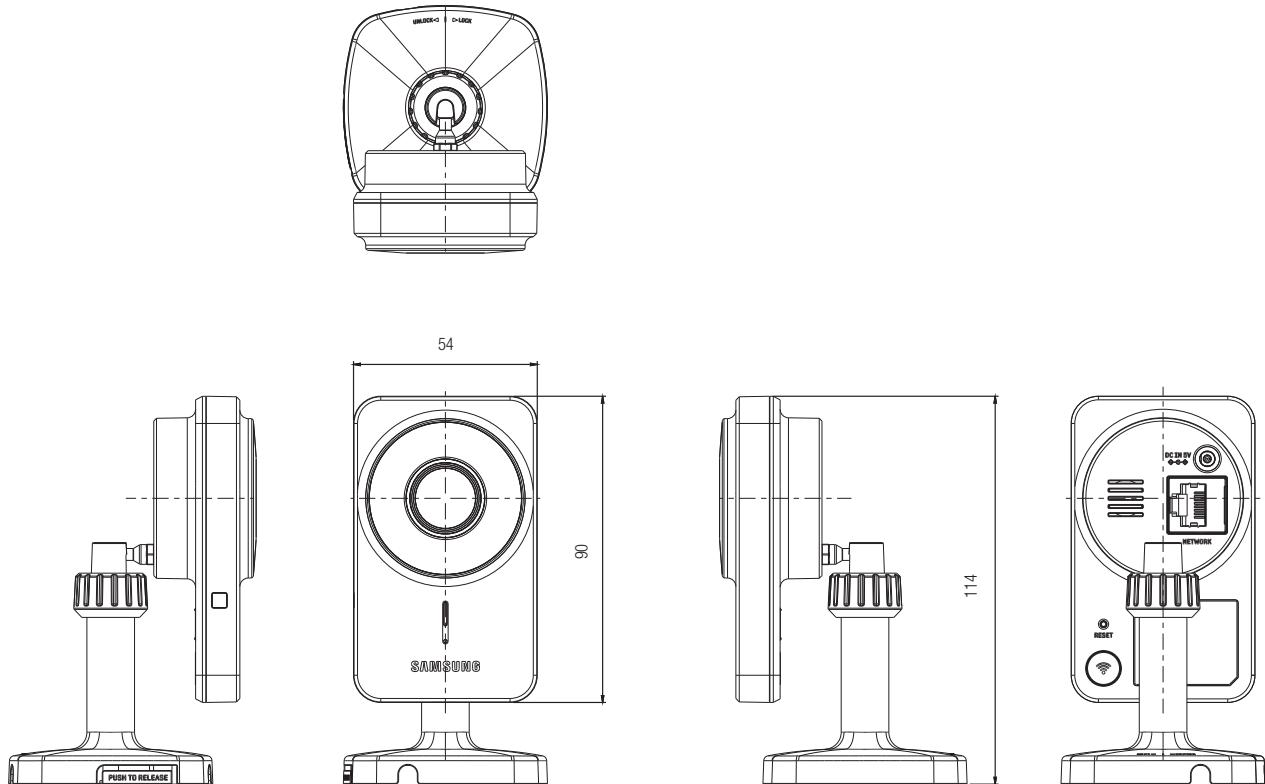
## Specifications

Item	Description
<b>Video</b>	
Imaging Device	1/5" 3M CMOS
Effective Pixels	2,048(H) x 1,536(V)
Scanning System	Progressive
Synchronization	Internal
<b>Lens</b>	
30	Focal Length (Zoom Ratio)
32	Angular Field of View (D/V/H)
33	Min. Object Distance
	Focus Control
	Zoom Movement Speed
	Lens Type
<b>Pan / Tilt / Rotate</b>	
	Pan Range
	Tilt Range

Item	Description
<b>Operational</b>	
On Screen Display (Web Browser, Local page)	English, French, Germany, Spanish, Italian, Korean
Day & Night	Auto(Infra-red Cut Removable), Color, B./W (850nm), 5m
OS	Linux
Audio Detection	Support
Motion Detection	Video Motion Detection
White Balance	Auto
Digital Zoom	Not Support
Flip / Mirror	Yes
<b>Network</b>	
Ethernet	RJ-45 (10/100BASE-T)
Wireless	Wi-Fi 802.11 b/g/n
WPS (Wi-Fi Protected Setup)	Support WPS Button
Video Compression Format	H.264, MJPEG
Resolution	640x480, 320x240
Max. Framerate	30fps (640x480)
Video Quality Adjustment	H.264: Compression Level MJPEG : Quality Level Control
Streaming Capability	Multiple Streaming (Up to 4 Profiles)
Audio Compression Format	G.711

Item	Description
Audio Communication	2-Way (Built-in Microphone, Speaker)
Protocol	TCP/IP, DHCP, SMTP, DNS, RTSP, RTP, HTTP, TCP, UDP, STUN, XMPP, SIP, uPNP, ICE, SNTP, IPv4, ICMP
Streaming Method	Unicast
Max. User Access	5 users at Unicast Mode
Web Viewer	Supported Browser : Internet Explore (7,8), Safari, Firefox, Chrome (Silverlight preferred)
Mobile application support	iPhone 3Gs/4, Galaxy S/S2 (Recommended Smartphone), Galaxy Tab 10.1, iPad 2 (Recommended Tablet PC)
<b>Environmental</b>	
Operating Temperature / Humidity	0°C ~ +40°C (+32°F ~ +104°F) / ~ 80% RH
<b>Electrical</b>	
Input Voltage / Current	5V DC / 2.2A
Power Consumption	Max. 7W
Indication	1 LED (Power, Status, Link)
CPU & Memory	TI DM365 (216Mhz), SDRAM : 256MB, NAND : 128MB
<b>Mechanical</b>	
Color / Material	White/Plastic
Dimension (WxHxD)	54 x 90 x 30.07 mm (w/o Bracket)
Weight	140g

Product Appearance



# Troubleshooting

If you encounter a problem with your system, see the table below to solve the problem as quickly and easily as possible. Please follow the instruction below:

Problem	Action
I forgot my user ID/ password.	<ul style="list-style-type: none"> <li>- Move to "Log-in page → Find ID/PW", and enter the registered e-mail address to which we will send you the user ID and/or a new password. It can be spammed out depending on the policy of the email server. After logged in, it is advisable to change the temporary password provided.</li> </ul>
I failed to connect wirelessly with the camera.	<ul style="list-style-type: none"> <li>- If you encounter a frequent turn off of the wireless Internet LED, this may be caused by an improper place for the wireless Internet network. Come closer to the AP and try again.</li> <li>- If the wireless network is unstable, you can still make connection via the cable network.</li> </ul>
After logged in, I failed to register the camera.	<ul style="list-style-type: none"> <li>- Check if the entered serial number matches with the label on the rear of the camera.</li> <li>- Please re-enter the valid private key and try again.</li> <li>- If the problem persists, reset the camera to the factory default and start all over again. (To reset the camera to the factory default, press and hold the reset button on the rear of the camera. The camera will reboot when the factory reset is completed.)</li> </ul>
The camera is registered, but is not ready for network connection.	<ul style="list-style-type: none"> <li>- Check if the front LED on the camera turns on.</li> <li>- If the wireless LAN LED turns off, follow the applicable instructions to make the wireless LAN connection using WPS.</li> <li>- If the problem persists even if the wireless LAN LED turns off, move the camera near the wireless AP and try again.</li> <li>- If you use the cable LAN network, the wireless LAN LED should turn off. If the cable LAN is connected, the product will be connected to the server automatically by the AP.</li> </ul>

Problem	Action
The camera video is not uploaded to YouTube.	<ul style="list-style-type: none"> <li>- Move to Setup → General Setting → Motion/Audio and adjust the sensitivity as necessary.</li> <li>- From the Notification settings page on the bottom of the live screen, configure the YouTube notification settings. (See page 22 of the manual)</li> <li>- YouTube has different service policies according to the country. The policy for your country may prohibit uploading to YouTube. Please first check the YouTube policy for your country.</li> <li>- According to the YouTube policy, it may limit the uploading size. Check the allowable free space of your YouTube account, and if insufficient, delete the exiting video clips or increase the upper limit.</li> </ul>
The capture images in the camera will not be uploaded to Picasa.	<ul style="list-style-type: none"> <li>- Move to Setup → General Setting → Motion/Audio and adjust the sensitivity as necessary.</li> <li>- From the Notification settings page on the bottom of the live screen, configure the Picasa notification settings. (See page 23 of the manual)</li> <li>- Picasa has different service policies according to the country. The policy for your country may prohibit uploading to Picasa. Please first check the Picasa policy for your country.</li> <li>- According to the Picasa policy, it may limit the uploading size. Check the allowable free space of your Picasa account, and if insufficient, delete the exiting images or increase the upper limit.</li> </ul>
Notification from the camera is not transferred to Twitter.	<ul style="list-style-type: none"> <li>- Move to Setup → General Setting → Motion/Audio and adjust the sensitivity as necessary.</li> <li>- From the Notification settings page on the bottom of the live screen, configure the Twitter notification settings. (See page 24 of the manual)</li> </ul>
The video from the camera is temporarily lost.	<ul style="list-style-type: none"> <li>- The video from the camera will be affected by the illumination of the installation site of the camera. This is why the video from the camera looks lost if the camera is installed in a low illumination environment.</li> <li>- The video from the camera can be delayed according to a network delay. Please check if the camera is installed in a place of proper wireless Internet communications.</li> </ul>

Problem	Action
No sound is output from the video.	<ul style="list-style-type: none"> <li>- Adjust the volume of the microphone or audio sound in the Setup page of the camera.</li> <li>- Click the Voice icon in the video playback page, or check if the voice is turned On in your smart phone app.</li> <li>- Depending on the policy of the Internet service provider, the sound output may not be supported. (in either 3G UDP or Relay mode)</li> </ul>
I forgot my Private key.	<ul style="list-style-type: none"> <li>- You must create a new private key.</li> <li>- Press and hold the reset button in the rear of the product for at least 5 seconds to reset to the factory default.</li> <li>- After the factory reset, access the camera and set the Private key again.</li> </ul>
I want to change my password and/or email address.	<ul style="list-style-type: none"> <li>- After logging in, move to the "My account" page, select an item (password and/or email address) and make changes as necessary.</li> </ul>



Samsung Techwin cares for the environment at all product manufacturing stages, and is taking measures to provide customers with more environmentally friendly products. The Eco mark represents Samsung Techwin's devotion to creating environmentally friendly products, and indicates that the product satisfies the EU RoHS Directive.



## Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.



## **SALES NETWORK**

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