Tenda



User Guide

TDSEE App for Security Camera

www.tendacn.com

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Preface

Thank you for choosing Tenda! Please read this guide before you start.

Applicable models

This guide applies to all Tenda camera products that can be managed by the **TDSEE** App.

This guide is for reference only and does not imply that the product supports all functions in the guide.

Functions may differ with product models, product versions, and **TDSEE** App versions. The actual product prevails.

The contained images and UI screenshots are subject to the actual products. In this guide, unless otherwise specified:

- CP6 is used for illustrations here.
- The **TDSEE** App with version 1.1.0.2 is taken as an example.
- Operations in this guide are based on iOS. Devices of other operating systems may differ.

NOTE

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

Conventions

The typographical elements that may be found in this document are defined as follows.

Item	Presentation	Example
Cascading menus	>	**System** > **Live Users**
Parameter and value	Bold	Set **User Name** to **Tom**.
Variable	Italic	Format: *XX*:*XX*:*XX*:*XX*:*XX*:*XX*
UI control	Bold	On the **Policy** page, tap the **OK** button.
Message	“ ”	The “Success” message appears.

The symbols that may be found in this document are defined as follows.

Symbol	Meaning
	This format is used to highlight information of importance or special interest. Ignoring this type of note may result in ineffective configurations, loss of data or damage to the device.
	This format is used to supplement or explain the description of relevant operations.

More information and support

Visit www.tendacn.com and search for the product model to get your questions answered and get the latest documents.

Revision history

Tenda is constantly searching for ways to improve its products and documentation. The following table indicates any changes that might have been made since this guide was released.

Version	Description	Date
V1.8	1. Added the description of message settings function. 2. Updated the description of alarm and patrol setup, homepage, cloud storage, resolution modification and system settings function.	2025-08-31
V1.0-1.7	Historical version	2021-2024

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Quick start

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

If you already have the **TDSEE** App, please make sure it is the latest version and then log in.
If you have NOT got one, scan the following **QR code**, or search for **TDSEE** in **Google Play** or **App Store**, download and install it onto your smartphone/tablet.

TIP

The smartphone system supports Android 6.0 and above, and iOS 13 and above.

Or





TDSEE App

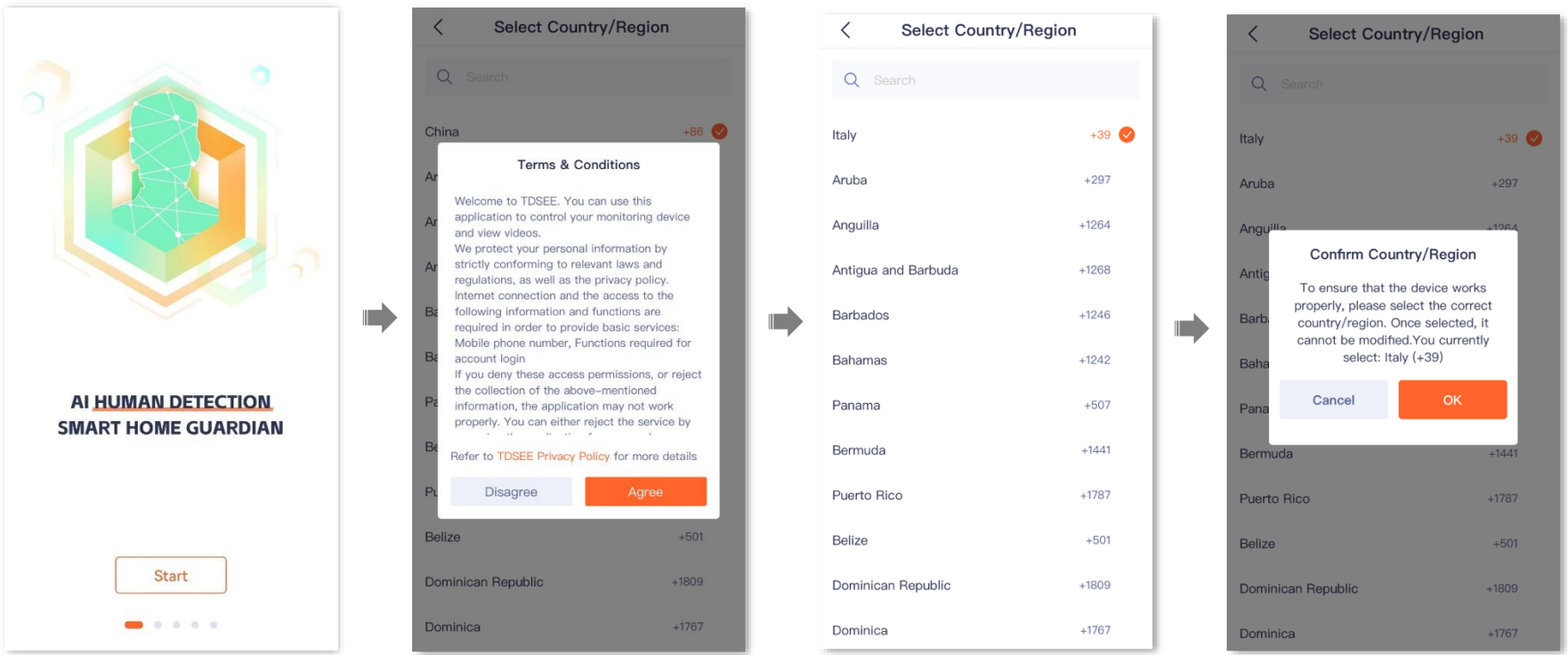
Log in to TDSEE App

TIP

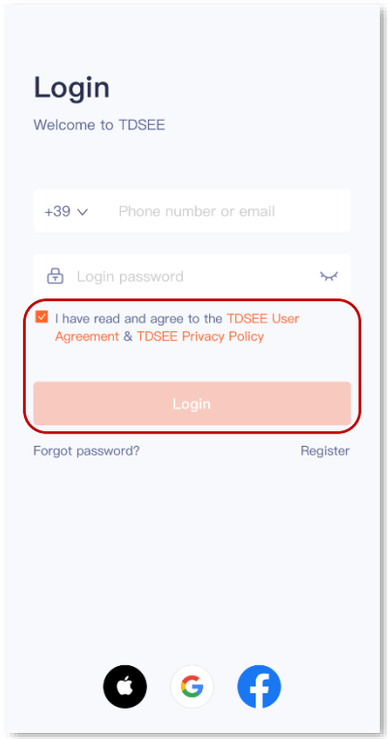
Ensure that your smart device used for setup, such as a smartphone, can access the internet.

If you already have a registered account

1. Open the **TDSEE** App.
2. Tap **Start**, read the **Terms & Conditions**, and tap **Agree**.
3. Select the region where you are, and tap **OK**.



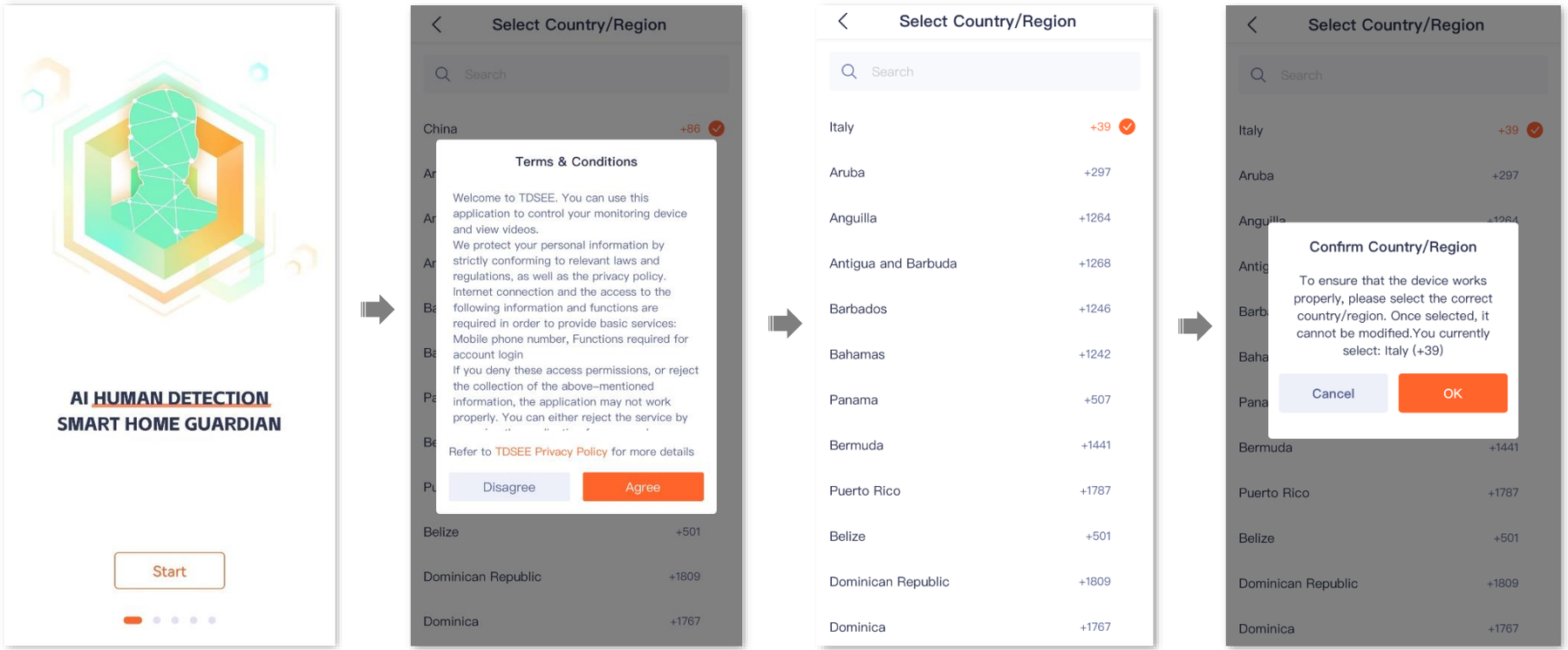
4. Enter the registered smartphone number or email address and password, tick **I have read and agree to the TDSEE User Agreement & TDSEE Privacy Policy**, and tap **Login**.



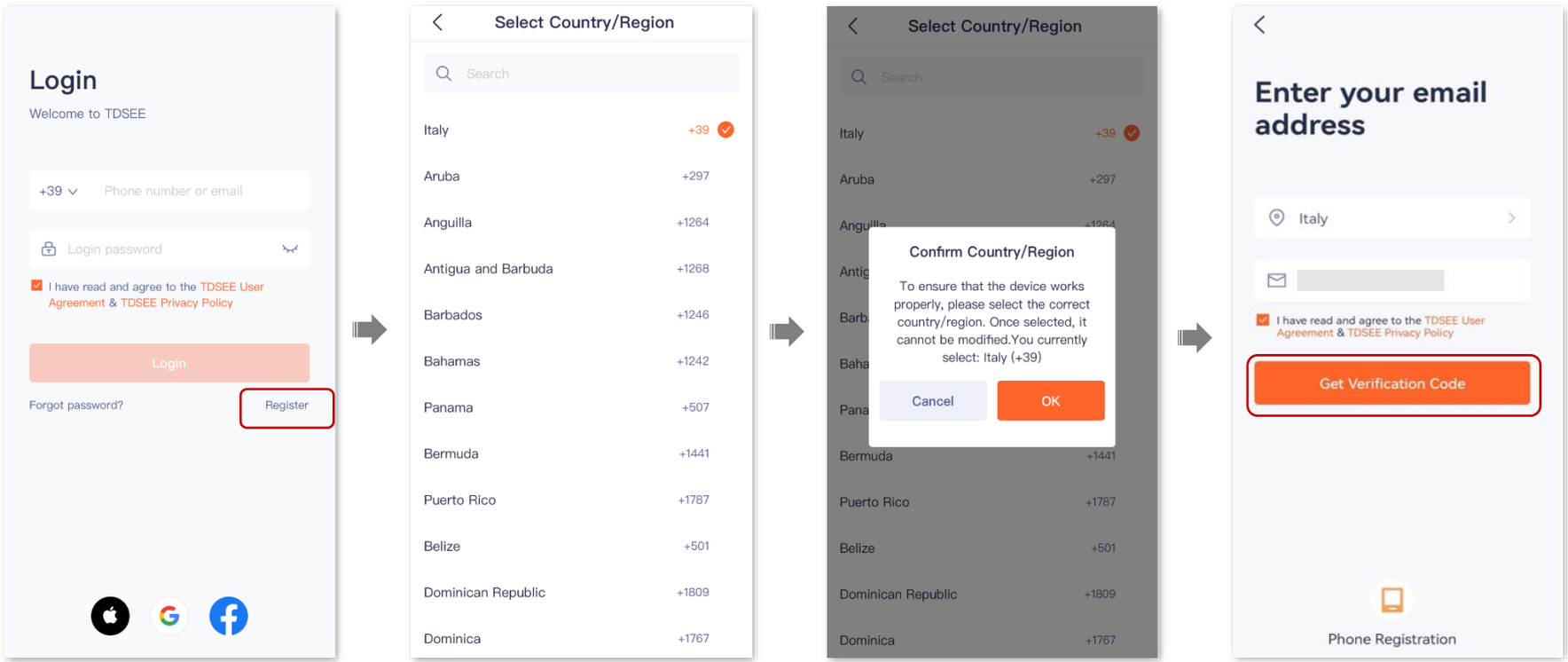
----End

If you DO NOT have a registered account (Example: Email registration)

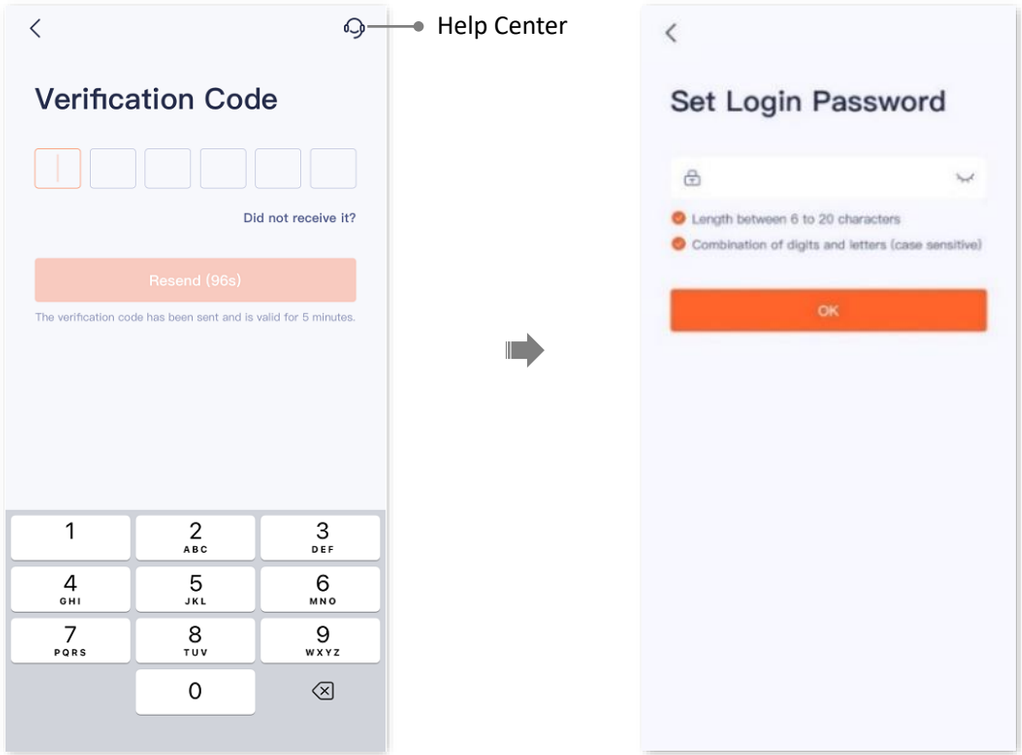
1. Open the **TDSEE** App.
2. Tap **Start**, read the **Terms & Conditions**, and tap **Agree**.
3. Select the region where you are, and tap **OK**.



4. Tap **Register**.
5. Select the region where you are, and tap **OK**.
6. Enter your email address, tick **I have read and agree to the TDSEE User Agreement & TDSEE Privacy Policy**, and then tap **Get Verification Code**.



7. Follow the on-screen prompts and enter the **Verification Code**.
8. Set the login password, and tap **OK**.



----End

Add a camera to TDSEE App

TIP

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

Method 1: Add a camera via QR code

The **TDSEE** App with version 1.6.2 is used for illustrations here, and the CP3 Pro is used for illustrations here.

1. Power on the camera.

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

   Assume that the 2.4 GHz Wi-Fi information of the router is:

   - Wi-Fi name: Tenda_123456
   - Wi-Fi password: UmXmL9UK



Router



Power on the camera

2. Add the camera to **TDSEE** App.

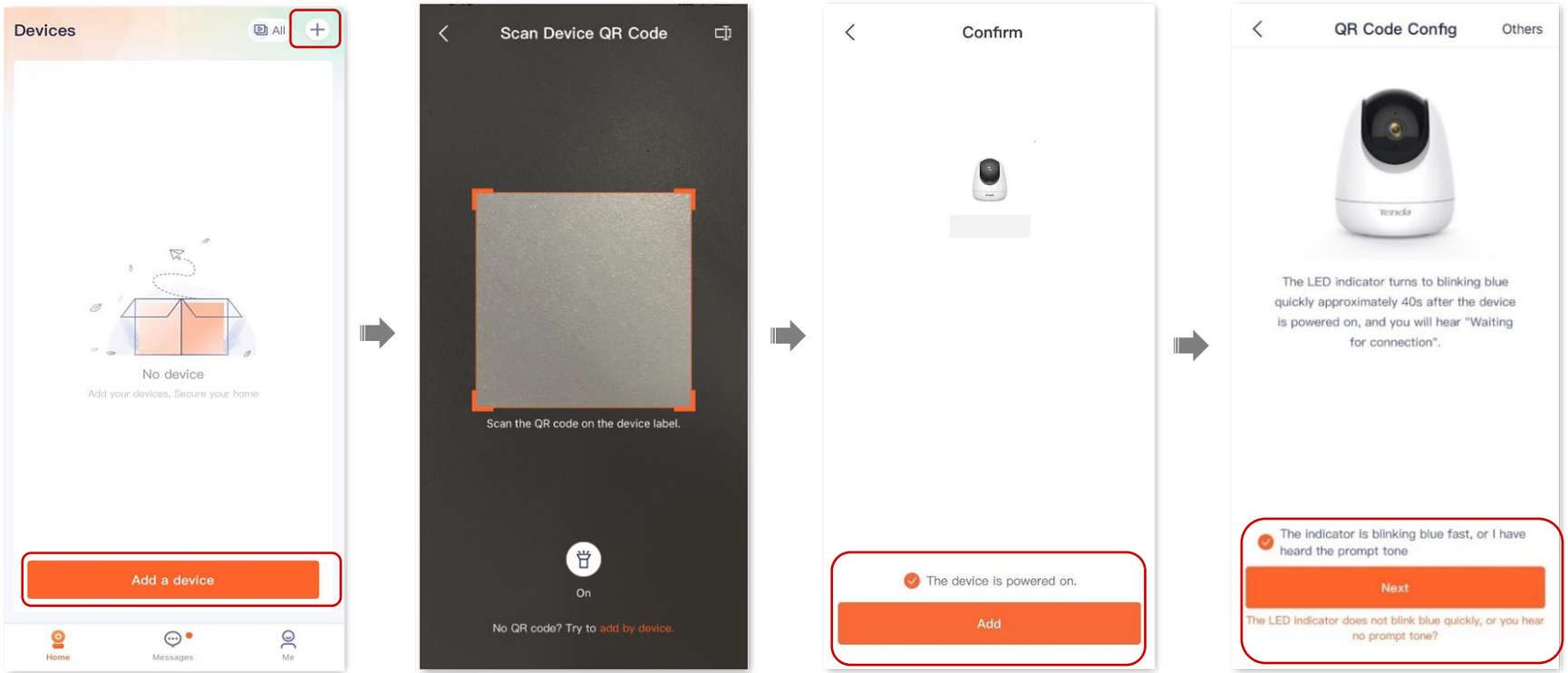
Scan the QR code of the camera → Connect to the router's Wi-Fi → Camera scans the App's QR code → Name your camera

1) Scan the QR code of the camera.

- Open the **TDSEE** App on a smartphone that is connected to the internet. Enter the homepage, and tap **Add a device** or  in the upper right corner.
- Scan the **QR code** on the bottom of the camera.
- Confirm and tick **The device is powered on.** Tap **Add**.
- Confirm and tick **The indicator is blinking blue fast, or I have heard the prompt tone**, and tap **Next**.

TIP

If a prompt pops up asking for access to the camera of your smartphone, please allow it.

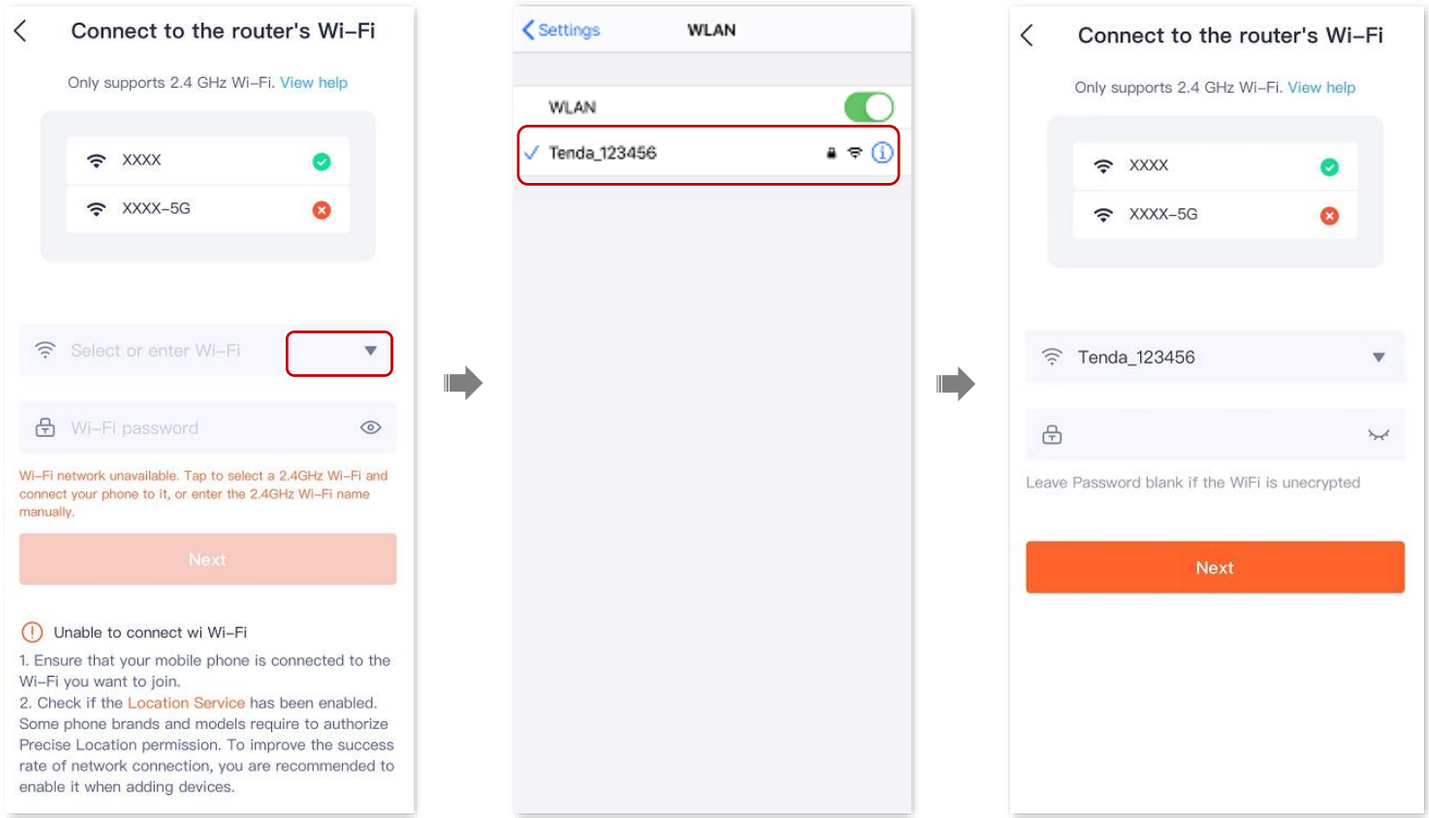


2) Connect to the router's Wi-Fi.

- Tap to go to **Settings** > **WLAN** of your smartphone. Then connect your smartphone to the 2.4 GHz Wi-Fi network of the router, which is **Tenda_123456** in this example.
- Return to the **TDSEE** App, enter the Wi-Fi password, and tap **Next**.

TIP

- You are recommended to connect to the 2.4 GHz Wi-Fi network of the router with the good network quality.
- If a prompt pops up asking for access to the location information of your smartphone, please allow it.


Connect to the router's Wi-Fi
Only supports 2.4 GHz Wi-Fi. View help
XXXX
XXXX-5G
Select or enter Wi-Fi
Wi-Fi password
Wi-Fi network unavailable. Tap to select a 2.4GHz Wi-Fi and connect your phone to it, or enter the 2.4GHz Wi-Fi name manually.
Next
Unable to connect wi Wi-Fi
1. Ensure that your mobile phone is connected to the Wi-Fi you want to join.
2. Check if the Location Service has been enabled. Some phone brands and models require to authorize Precise Location permission. To improve the success rate of network connection, you are recommended to enable it when adding devices.
Settings
WLAN
WLAN
Tenda_123456
Connect to the router's Wi-Fi
Only supports 2.4 GHz Wi-Fi. View help
XXXX
XXXX-5G
Tenda_123456
Leave Password blank if the WiFi is unecrypted
Next

3) Camera scans the App's QR code.

TIP

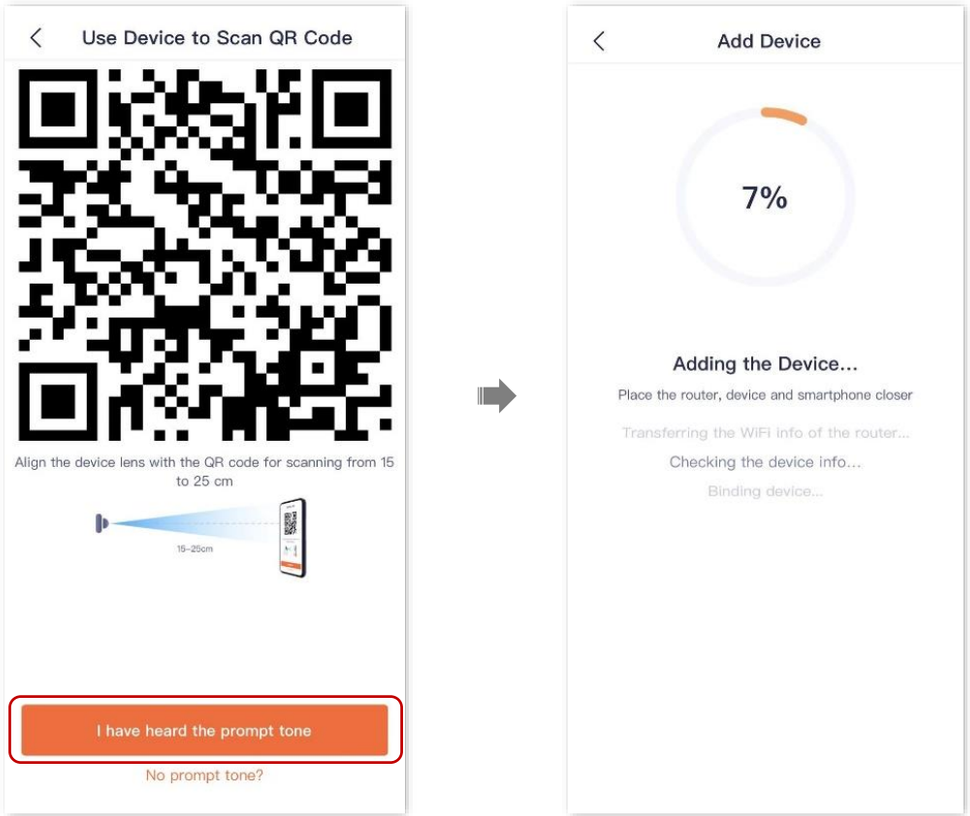
If you do not hear the prompt tone, try the following solutions:

- Try moving the smartphone back and forth to adjust the distance between the screen of the smartphone and the camera, and keep each position for about two seconds.
- Ensure that the camera lens has no shade or blemishes. Remove the protective film (if any) and try again.
- Ensure that the smartphone screen is clear, with no cracks and no reflections.

- Align the lens of the camera with the QR code for scanning from 15 to 25 cm.



- When you hear a prompt tone “Connecting. Please wait”, tap **I have heard the prompt tone**, then the **TDSEE** App starts to add the device.



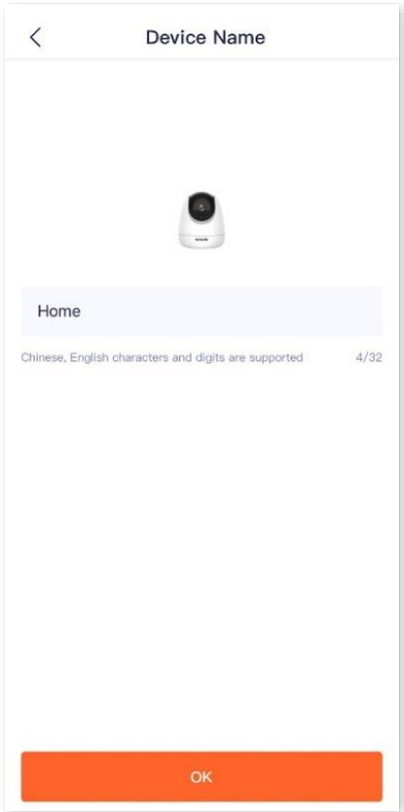
Wait a moment, and the camera is added successfully.

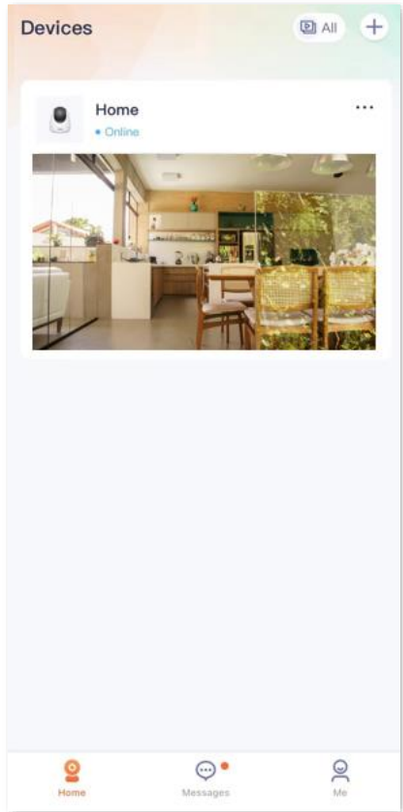
4) Name your camera.

You can name your camera, which is **Home** in this example. Tap **OK**.

TIP

If it is the first time to use a new camera, name the camera and tap **Next**, the **Free Cloud Storage** page will pop up, you can get it as required.


Device Name
Home
Chinese, English characters and digits are supported
4/32
OK


Devices
All
Home
Online
Home
Messages
Me

----End

Method 2: Add a camera via one-tap

It is applicable for camera CT6-WCA. The **TDSEE** App with version 1.6.2 is used for illustrations here.

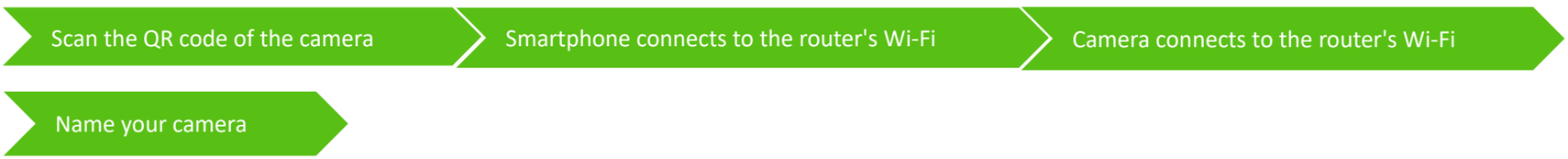
Assume that the 2.4 GHz Wi-Fi information of the router is:

- Wi-Fi name: Tenda_123456
- Wi-Fi password: UmXmL9UK

1. Power on the camera.

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

2. Add the camera to **TDSEE** App.

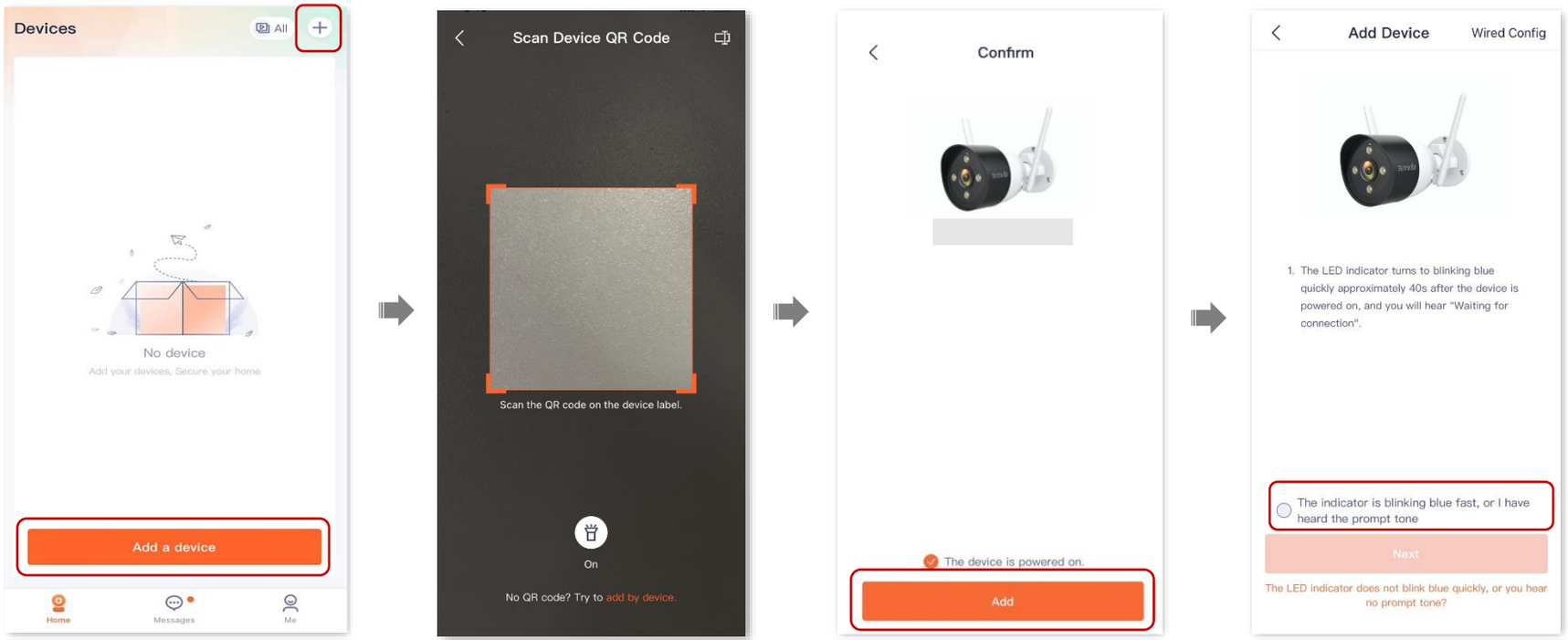


1) Scan the QR code of the camera.

- Open the **TDSEE** App on a smartphone that is connected to the internet. Enter the homepage, tap **Add a device** or + in the upper right corner.
- Scan the **QR code** on the bottom of the camera.
- Confirm and tick **The device is powered on.** Tap **Add**.
- Confirm and tick **The indicator is blinking blue fast, or I have heard the prompt tone,** and tap **Next**.

TIP

If a prompt pops up asking for access to the camera of your smartphone, please allow it.



2) Smartphone connects to the router's Wi-Fi.

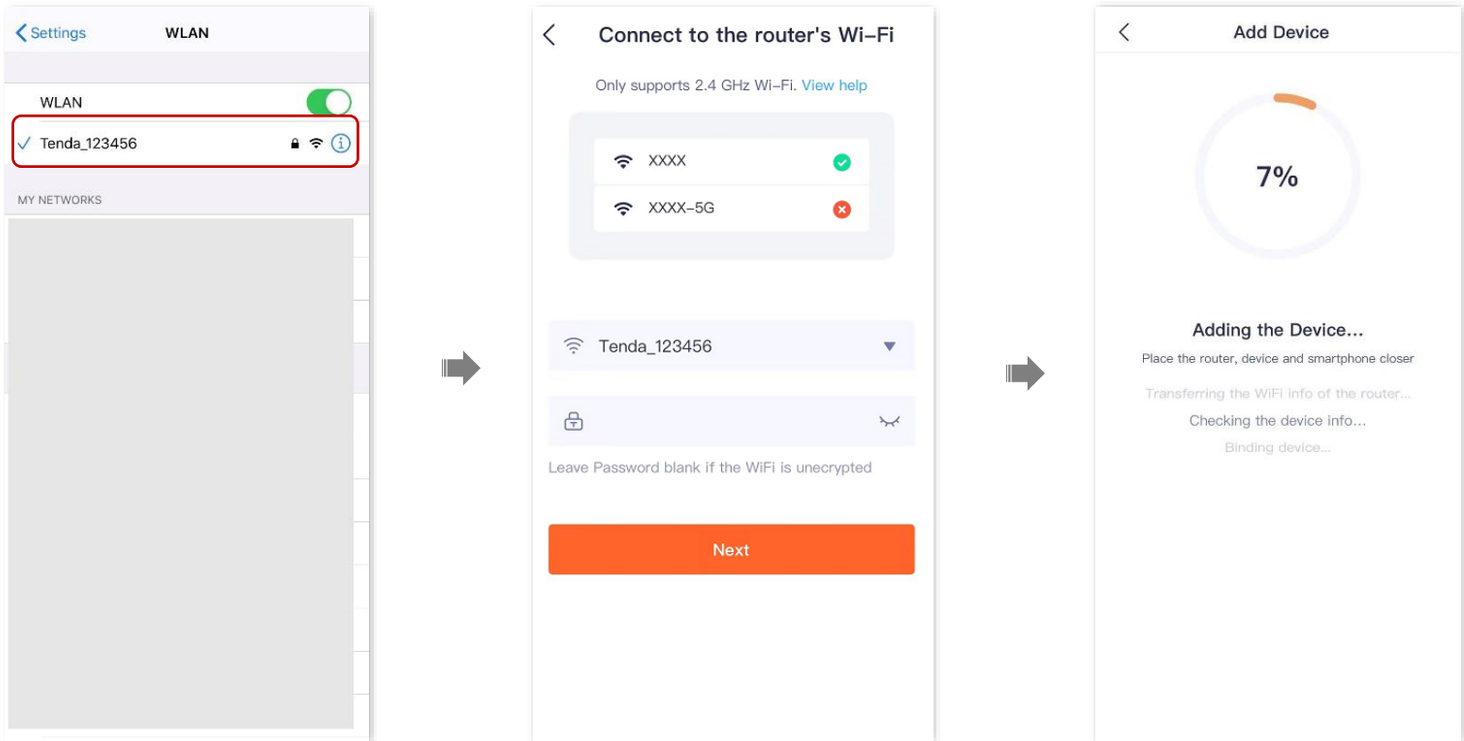
3) Camera connects to the router’s Wi-Fi.

- Connect to the 2.4 GHz Wi-Fi network of the router, which is **Tenda_123456** in this example.
- Return to the **TDSEE** App, enter the Wi-Fi password, and tap **Next**.

TIP

– You are recommended to connect to the 2.4 GHz Wi-Fi network of the router with the good network quality.

– If a prompt pops up asking for access to the location information of your smartphone, please allow it.



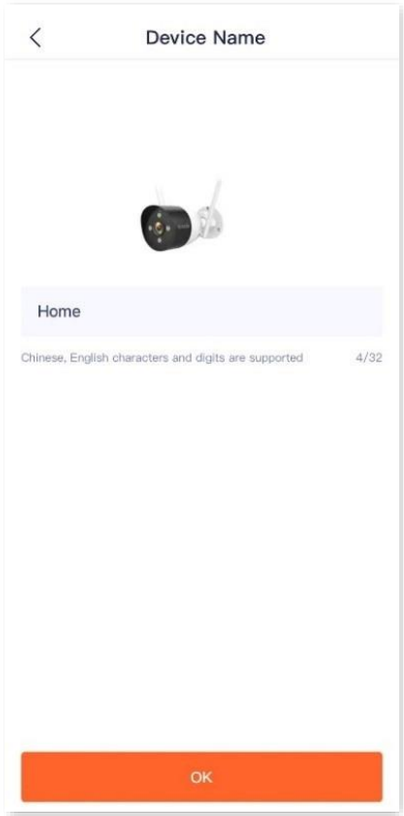
Wait a moment, and the camera is added successfully.

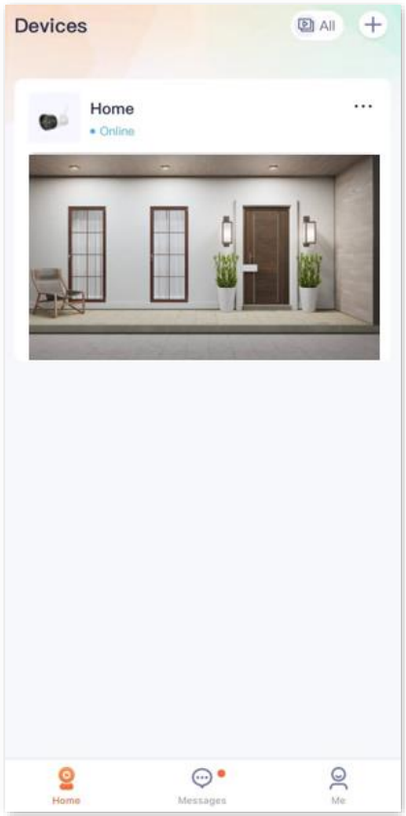
4) Name your camera.

You can name your camera, which is **Home** in this example. Tap **OK**.

TIP

If it is the first time to use a new camera, name the camera and tap **Next**, the **Free Cloud Storage** page will pop up, you can get it as required.





----End

Method 3: Add a camera via AP

The **TDSEE** App with version 1.7.0 is used for illustrations here.

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

   Assume that the 2.4 GHz Wi-Fi information of the router is:

   - Wi-Fi name: Tenda_123456
   - Wi-Fi password: UmXmL9UK



Router



Power on the camera

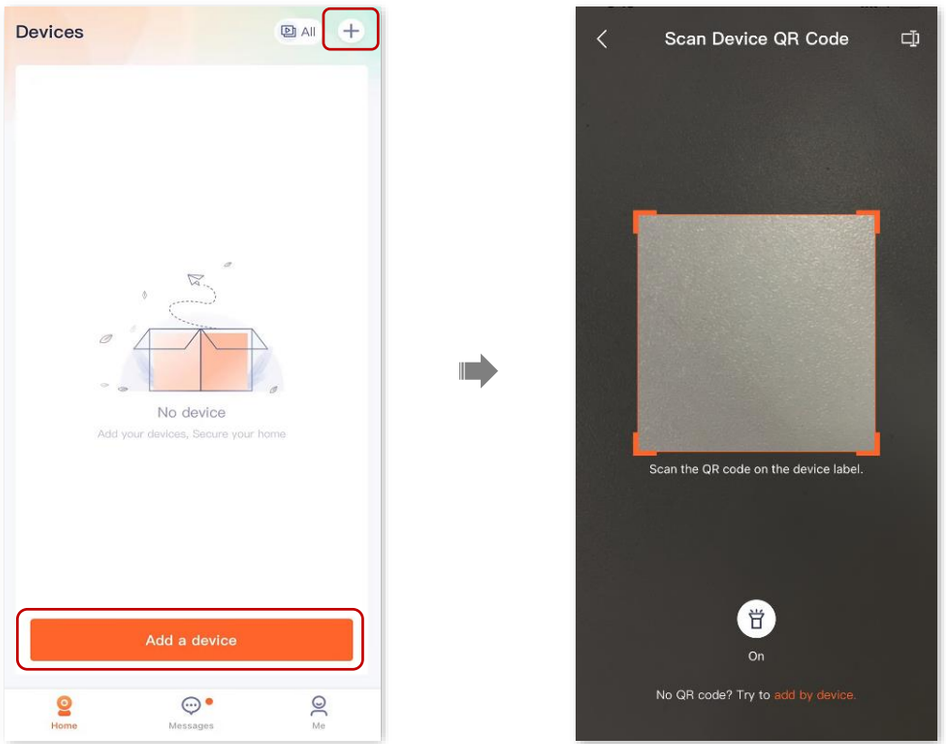
2. Add the camera to **TDSEE** App.

Scan the QR code of the camera → Select AP configuration → Smartphone connects to the router's Wi-Fi → Camera connects to the router's Wi-Fi → Smartphone connects to the camera's Wi-Fi → Name your camera

   1) Scan the QR code of the camera.

      - Open the **TDSEE** App on a smartphone that is connected to the internet. Enter the homepage, tap **Add a device** or + in the upper right corner.

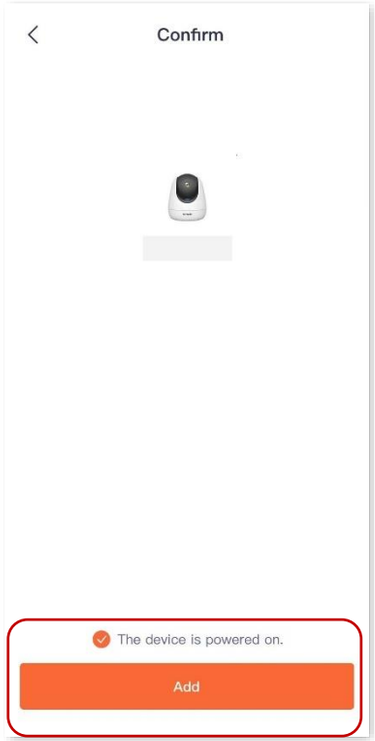
- Scan the **QR code** on the bottom of the camera.



TIP

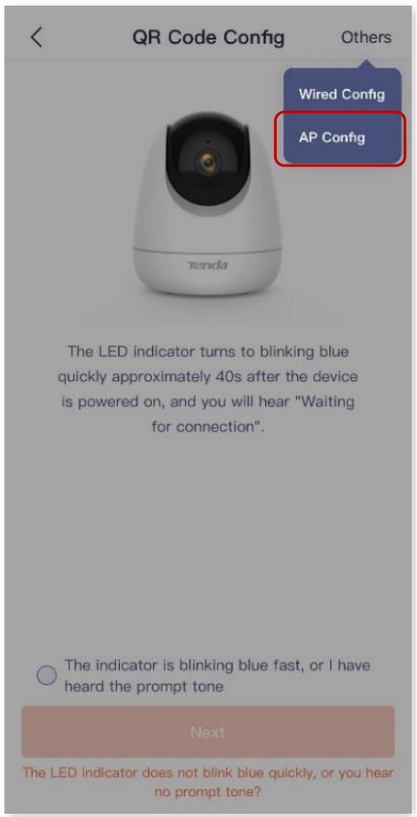
If a prompt pops up asking for access to the camera of your smartphone, please allow it.

- Confirm and tick **The device is powered on**. Tap **Add**.



2) Select AP configuration.

- Tap **Others** in the upper right corner, then select **AP Config**.
- Confirm and tick **The indicator is blinking blue fast, or I have heard the prompt tone**, and tap **Next**.

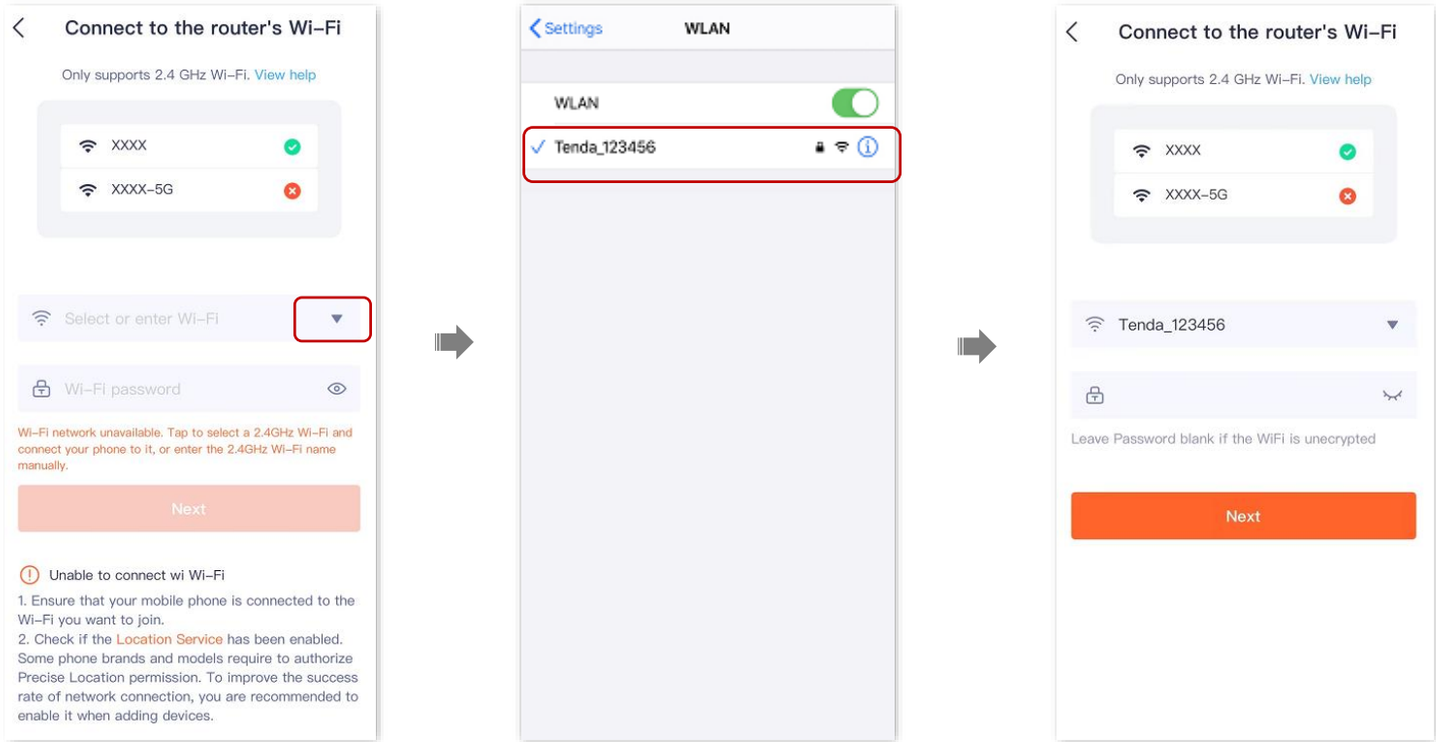




3) Smartphone connects to the router's Wi-Fi.

Tap ▾ to go to **Settings** > **WLAN** of your smartphone. Then connect to the 2.4 GHz Wi-Fi network of the router, which is **Tenda_123456** in this example.

4) Camera connects to the router's Wi-Fi. Return to the **TDSEE** App, enter the Wi-Fi password, and then tap **Next**.



TIP

- You are recommended to connect to the 2.4 GHz Wi-Fi network of the router with the good network quality.
- The **Location Service** needs to be enabled.
- If a prompt pops up asking for access to the location information of your smartphone, please allow it.

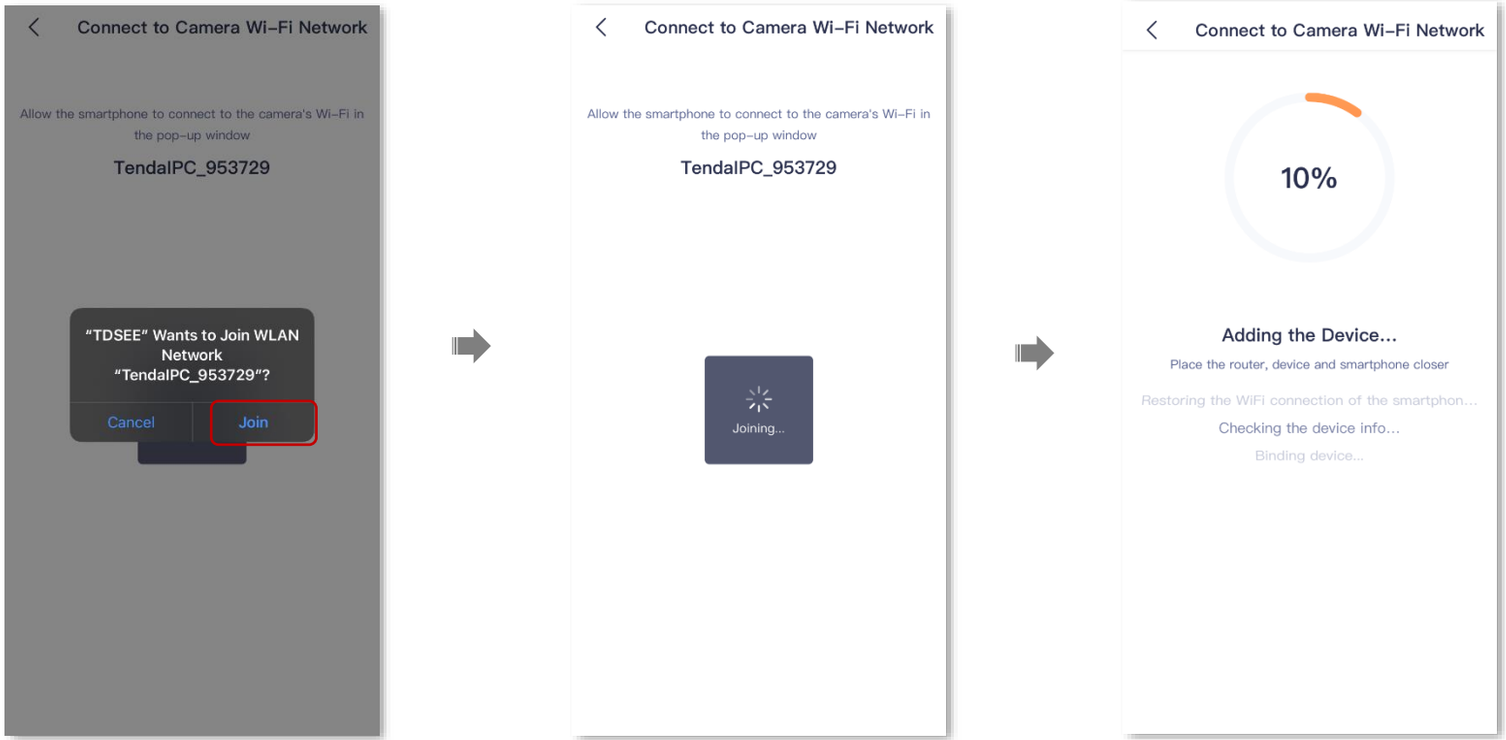
5) Smartphone connects to the camera's Wi-Fi.

Confirm the on-screen prompt, and tap **Join**. The smartphone starts to connect to the camera's Wi-Fi.

TIP

- The SSID is **TendaIPC_*XXXXXX***, and ***XXXXXX*** indicates the last six characters of its UUID which can be found on the bottom of the camera.
- If the prompt does not pop up, go to **Settings** > **WLAN** of your smartphone , and connect to the Wi-Fi name of the camera manually.

The **TDSEE** App is adding the camera .



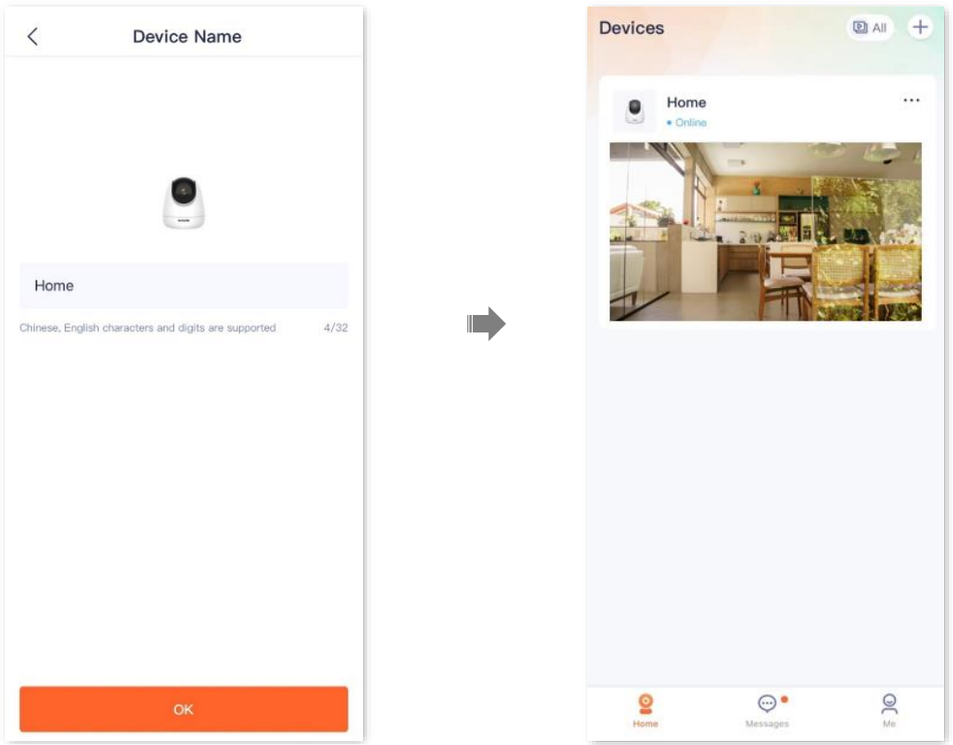
Wait a moment, and the camera is added successfully.

6) Name your camera.

You can name your camera, which is **Home** in this example, and tap **OK**.

TIP

If it is the first time to use a new camera, name the camera and tap **Next**, the **Free Cloud Storage** page will pop up, you can get it as required.



----End

Method 4: Add a camera in a wired manner

The **TDSEE** App with version 1.3.0 is used for illustrations here.

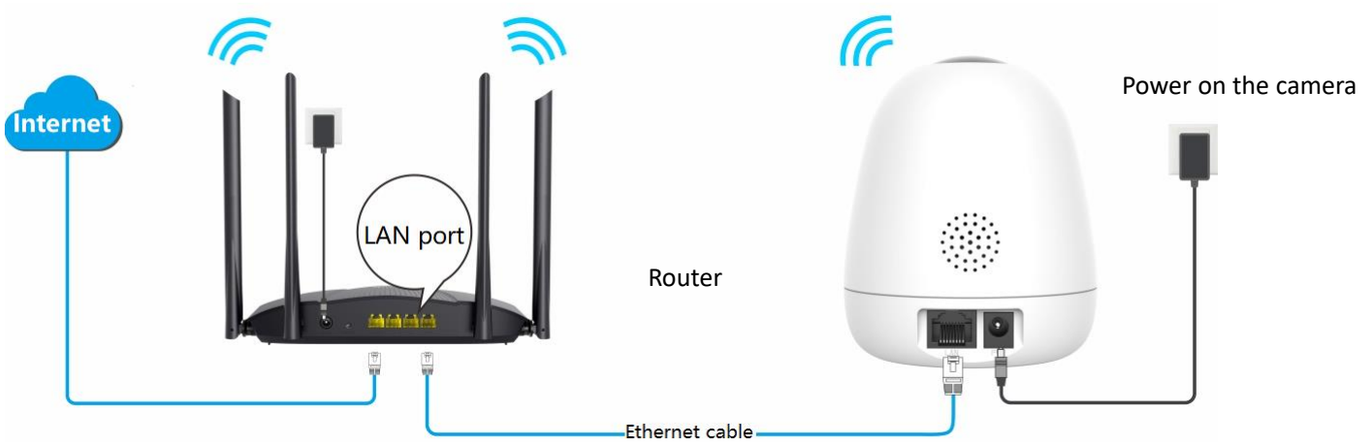
TIP

After adding the camera successfully through **Wired Config**:

- Do not disconnect the Ethernet cable between the camera and the router. You can connect the camera with an Ethernet cable to the LAN port of another router that can access the internet.
- If you want to manage the camera in a wireless manner, you can configure the Wi-Fi that is connected to the internet successfully. Refer to modify the Wi-Fi settings for details. Settings completed, you can unplug the Ethernet cable between the camera and the router.

Assuming the Wi-Fi name is **Tenda_123456** and the Wi-Fi password is **UmXmL9UK**.

1. Connect the smartphone to the Wi-Fi network of the router, which is **Tenda_123456** in this example.
2. Power on the camera. The indicator lights solid red after the camera is powered on. When the indicator blinks blue quickly, the camera is waiting for connection.
3. Connect the LAN port of the camera to the LAN port of the router using an Ethernet cable.



4. Add the camera to **TDSEE** App.

Scan the QR code of the camera > Select the wired configuration > Select the camera that you want to add > Name your camera

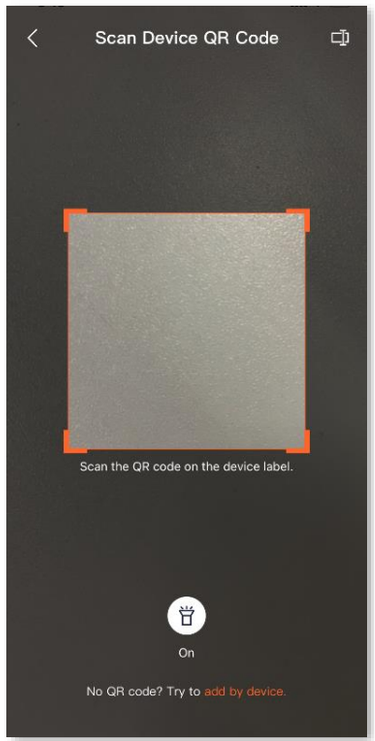
1) Scan the QR code of the camera.

- Open the **TDSEE** App. Enter the homepage**,** tap **Add a device** or  in the upper right corner.
- Scan the **QR code** on the bottom of the camera.

TIP

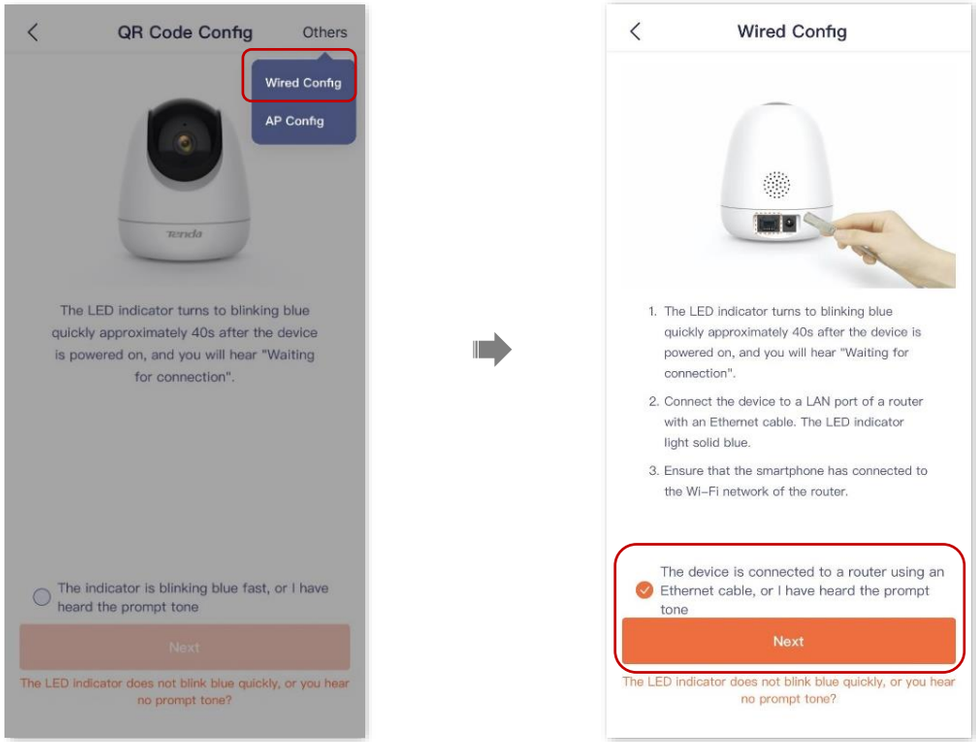
If a prompt pops up asking for access to the camera of your smartphone, please allow it.





2) Select the wired configuration.

- Tap **Others** in the upper right corner, then select **Wired Config**.
- Confirm and tick **The device is connected to a router using an Ethernet cable, or I have heard the prompt tone**, and tap **Next**.



3) Select the camera that you want to add, then tap **Next**. The **TDSEE** App is adding the device.

Wait a moment, and the camera is added successfully.

TIP

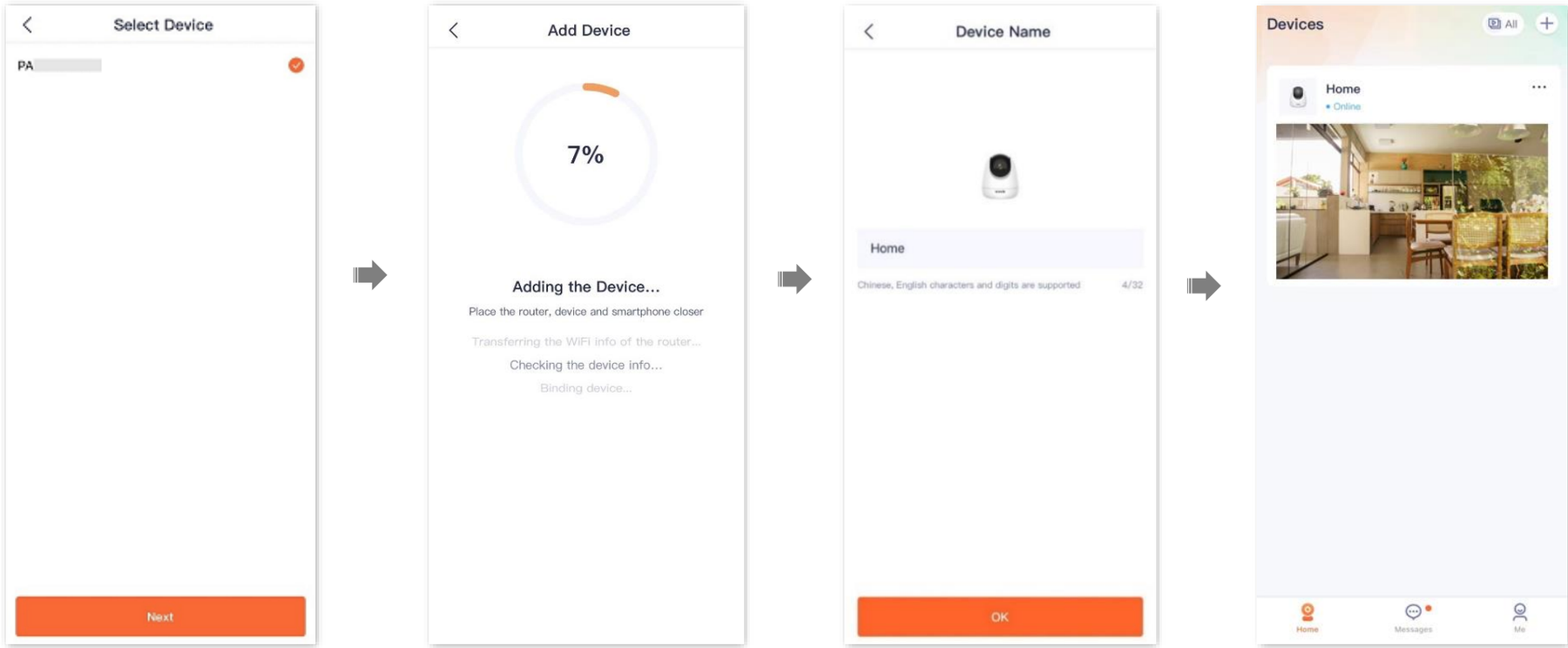
The default name of the camera is the UUID, which UUID can be found on the bottom label of the device.

4) Name your camera.

You can name your camera, which is **Home** in this example. Then tap **OK**.

TIP

If it is the first time to use a new camera, name the camera and tap **Next**, the **Free Cloud Storage** page will pop up, you can get it as required.


Select Device
PA
Next
Add Device
7%
Adding the Device...
Place the router, device and smartphone closer
Transferring the WiFi info of the router...
Checking the device info...
Binding device...
Device Name
Home
Chinese, English characters and digits are supported
4/32
OK
Devices
All
Home
Online
Home
Messages
Me

----End

Method 5: Add a camera via UUID

The **TDSEE** App with version 1.6.2 is used for illustrations here.

1. Power on the camera.

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

   Assume that the 2.4 GHz Wi-Fi information of the router is:

   - Wi-Fi name: Tenda_123456
   - Wi-Fi password: UmXmL9UK



Router



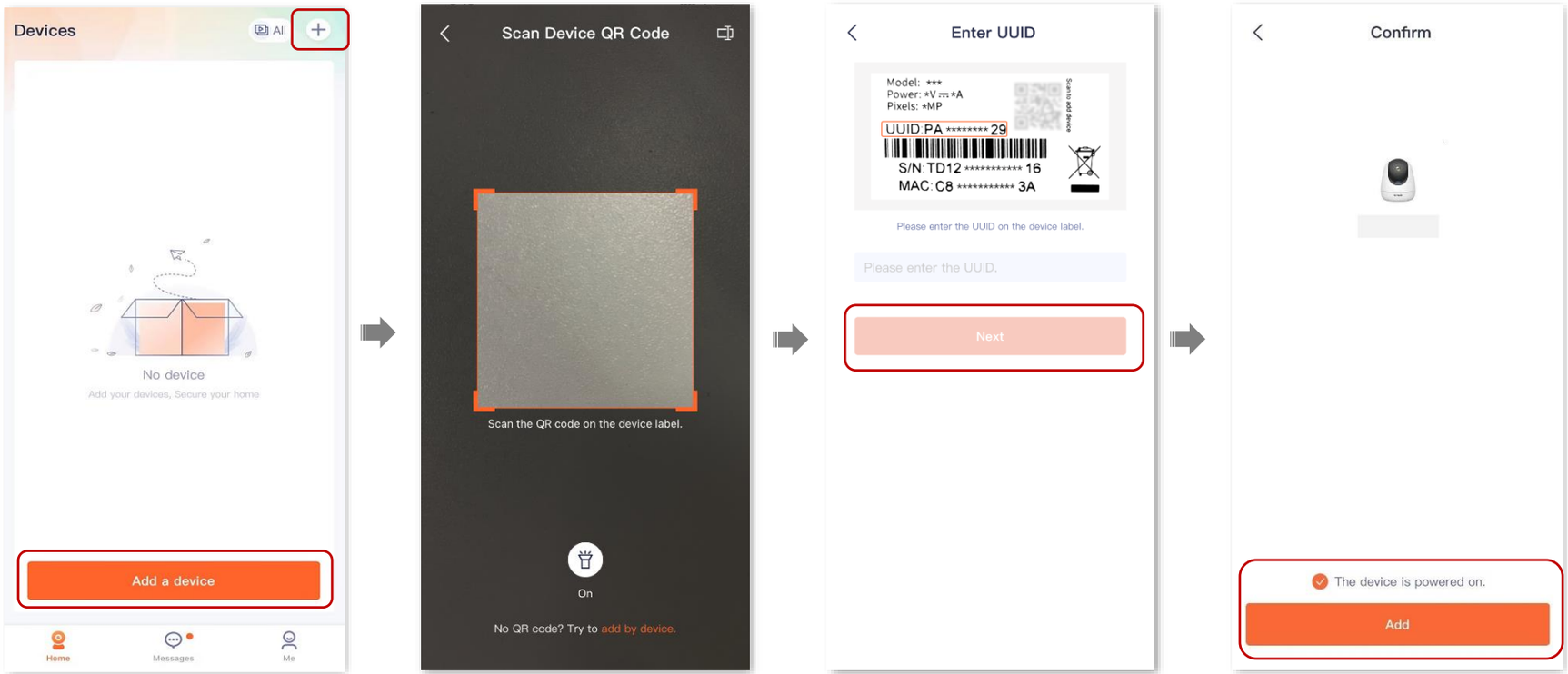
Power on the camera

2. Add the camera to **TDSEE** App.

Select the UUID configuration and enter the UUID of the camera → Connect to the router's Wi-Fi → Camera scans the App's QR code → Name your camera

1) Select the UUID configuration and enter the UUID of the camera.

- Open the **TDSEE** App on a smartphone that is connected to the internet. Enter the homepage, and tap **Add a device** or  in the upper right corner.
- Tap  in the upper-right corner of the **Scan Device QR Code** page.
- Enter the UUID of the camera, and the UUID can be found on the bottom label of the camera. Tap **Next**.
- Confirm and tick **The device is powered on.** Tap **Add**.

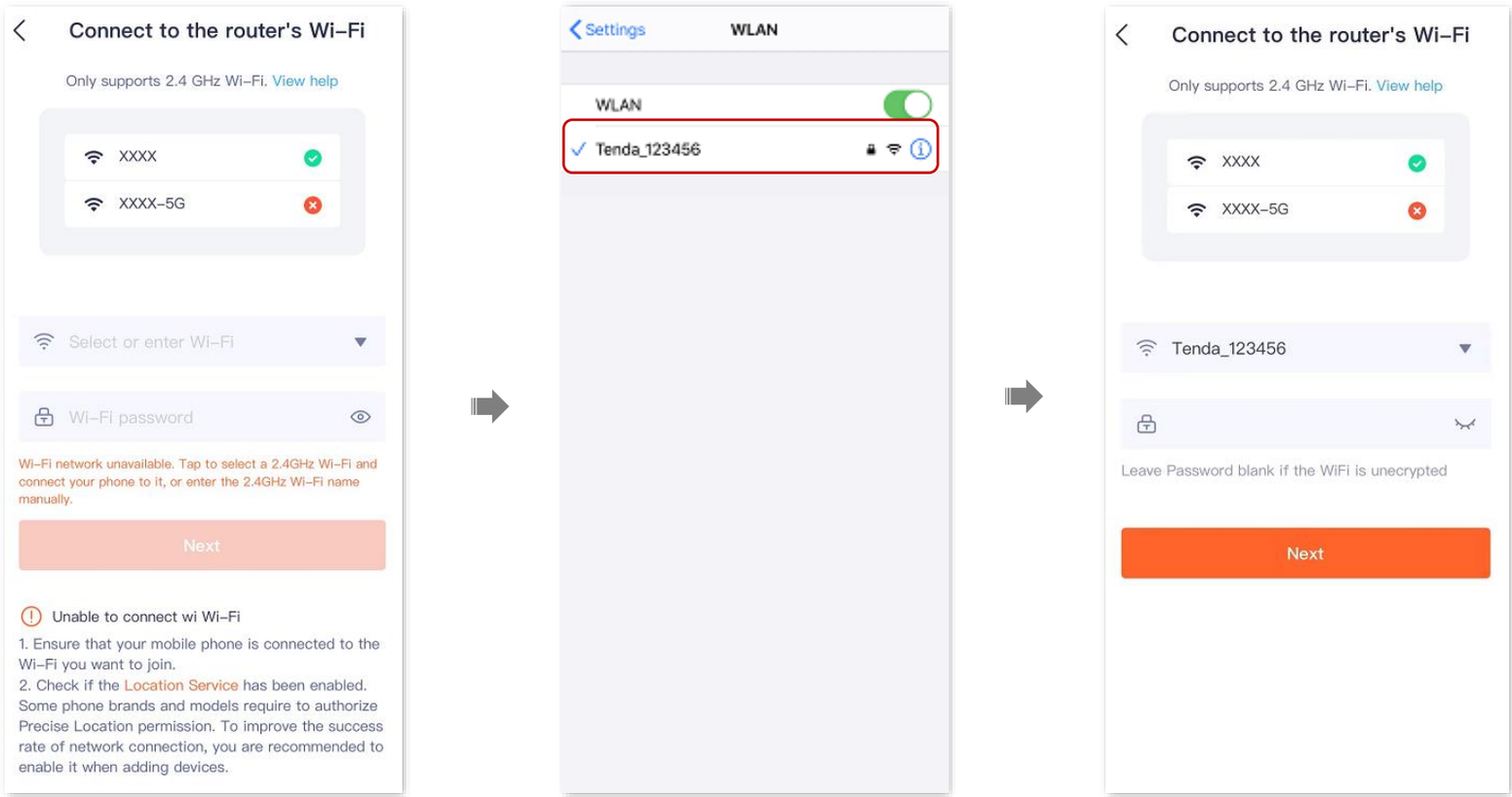

Devices
All
No device
Add your devices, Secure your home
Add a device
Home
Messages
Me
Scan Device QR Code
Scan the QR code on the device label.
On
No QR code? Try to add by device.
Enter UUID
Model: ***
Power: *V ⎓ *A
Pixels: *MP
UUID:PA ******** 29
S/N:TD12 ********** 16
MAC:C8 ********** 3A
Please enter the UUID on the device label.
Please enter the UUID.
Next
Confirm
The device is powered on.
Add

2) Connect to the router's Wi-Fi.

- Tap ▾ to go to **Settings** > **WLAN** of your smartphone. Then connect your smartphone to the 2.4 GHz Wi-Fi network of the router, which is **Tenda_123456** in this example.
- Return to the **TDSEE** App, enter the Wi-Fi password, and tap **Next**.

TIP

- You are recommended to connect to the 2.4 GHz Wi-Fi network of the router with the good network quality.
- If a prompt pops up asking for access to the location information of your smartphone, please allow it.



3) Camera scans the App's QR code.

TIP

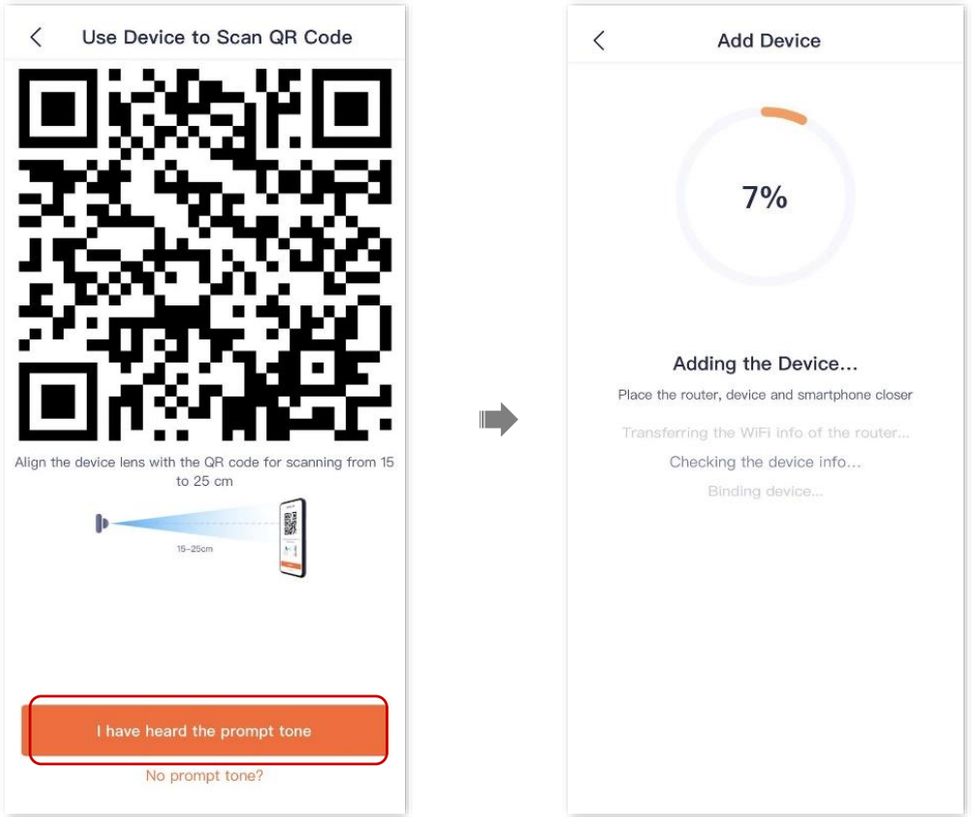
If you do not hear the prompt tone, try the following solutions:

- Try moving the smartphone back and forth to adjust the distance between the screen of the smartphone and the camera, and keep each position for about two seconds.
- Ensure that the camera lens has no shade or blemishes. Remove the protective film (if any) and try again.
- Ensure that the smartphone screen is clear, with no cracks and no reflections.

Align the lens of the camera with the QR code for scanning from 15 to 25 cm.



When you hear a prompt tone “Connecting. Please wait”, tap **I have heard the prompt tone**, then the **TDSEE** App starts to add the device**.**



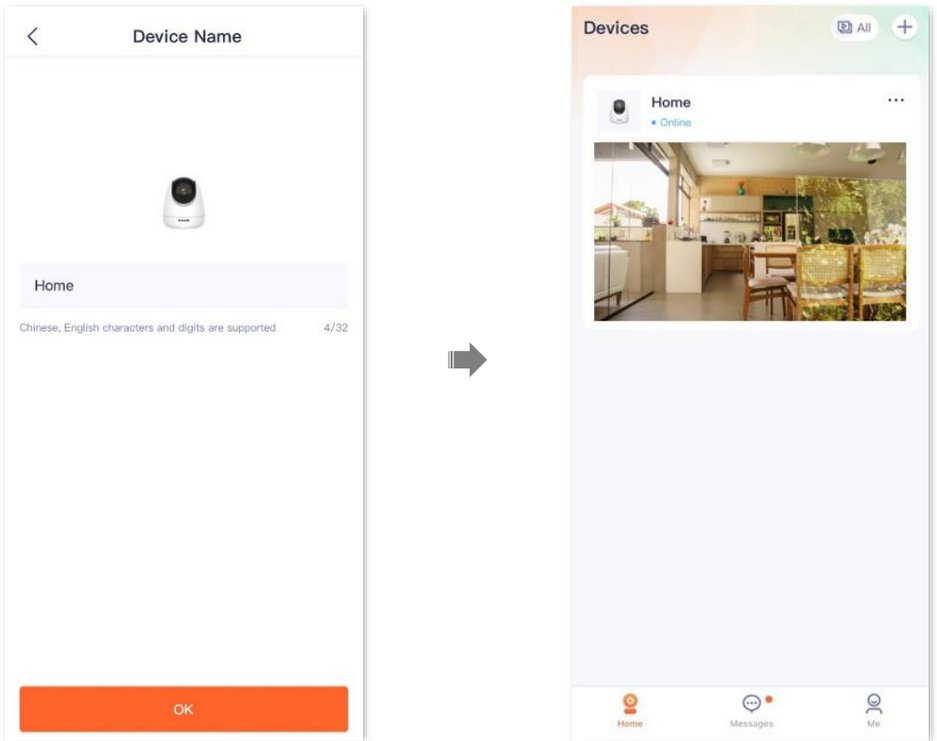
Wait a moment, and the camera is added successfully.

4) Name your camera.

You can name your camera, which is **Home** in this example. Tap **OK**.

TIP

If it is the first time to use a new camera, name the camera and tap **Next**, the **Free Cloud Storage** page will pop up, you can get it as required.



----End

Basic settings

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

Homepage (Example: TDSEE App v1.8.4)

By default, the homepage is displayed after you log in to the TDSEE App. You can preview all devices under this account, or add a device, and so on.



Check the name of your device

Tap it to add a device

Tap it to preview monitoring images of multiple cameras at the same time

Tap it to view the cloud storage status, and enter the cloud storage page

Check device status

Monitoring video of the camera. Tap it to perform detailed settings for the camera

Tap it to view the sharing status and cloud storage status, and enter the sharing, cloud storage, and device settings page

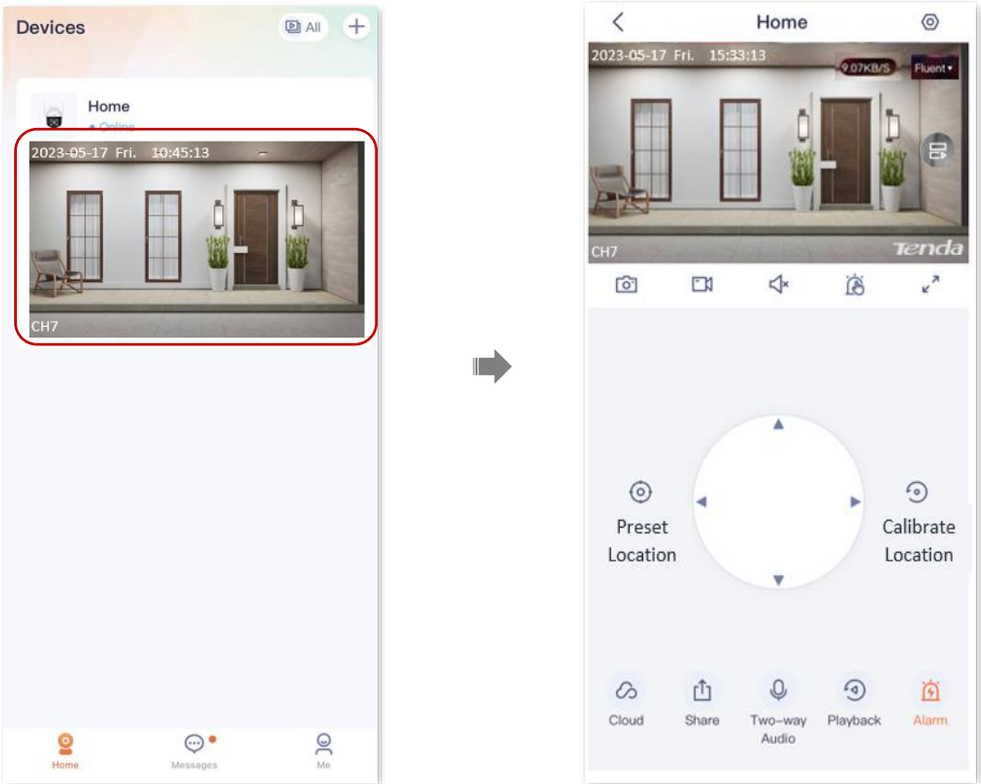
Tap it to check more settings

Tap it to check system messages and notification messages of each device

Monitoring operation

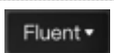
Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example, then you can perform basic settings.

If you want to scale up any part of the video, you can double-tap the video and slide, or use the pinch-to-zoom gesture to see the details.



Button description

Parameter	Description
/	Tap it to shutter or unshutter the camera lens. By default, the camera lens is unshuttered. After the camera lens is shuttered, the video image is disabled. At the same time, the camera lens automatically rotates downward to hide and no longer monitors.

Parameter	Description
	Tap it to turn on or off the light. By default, the light is off. It is applicable for the full-color version camera.
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.
	Recording. Tap it to start recording, and tap it again to stop recording. Successful recordings are automatically saved to TDSEE Album.
	Tap it to enable or disable the camera audio. By default, the audio is disabled.
	Manual alarm. After the button is tapped, the camera will alarm through sound and light, and automatically count down. When the countdown ends, the alarm ends.
	Tap it to view the image in full screen.
	Tap it to change the video clarity. High resolution requires high bandwidth. Please select it as required.
	Multiple image preview. Tap it to select multiple cameras to preview images at the same time.
	Image within image. Tap it to keep the camera preview image on the screen. Tap the upper-left corner of the screen to close it. TIP Only available for the Android system. To normally use this function, please allow the **TDSEE** App to be displayed on the upper layer of other applications on your smartphone.
	Preset location. Tap it to add a specified monitoring location for the camera.
	Location selection panel. Tap it to adjust the monitoring position of the camera.

Parameter	Description
	Calibrate location. Tap it to calibrate the lens of the camera to the default location.  If the monitoring position changes owing to external forces, such as manual rotation, to ensure that the location recorded by the **TDSEE** App matches the actual location of the camera, it is recommended to perform the **Calibrate Location** operation before selecting the monitoring location of the camera through the **TDSEE** App.
	Cloud storage service. After the cloud storage service is subscribed, the monitoring videos will be uploaded to the cloud and you can watch and edit cloud storage videos as required.
	Share devices or add friends. Tap it to share the device with others for management. Only members with registered accounts could be shared.
	Two-way audio or voice input mode. You can change modes in the lower left corner of the settings page, and you can adjust the volume of the microphone and speaker of the camera in the lower right corner. - **Two-way Audio**: Tap to realize real-time communication between **TDSEE** App and the camera. Tap again to end the call. - **Voice Input:** Press and hold this button to talk to the camera from the **TDSEE** App. Release the button to end the talk.
	Playback. Tap it to check monitoring videos stored on a Micro SD card.
	Alarm. Tap it to set up alarm-related parameters of the camera. Refer to set up alarm for details.

Monitoring operation (Example: CH9-WCA)

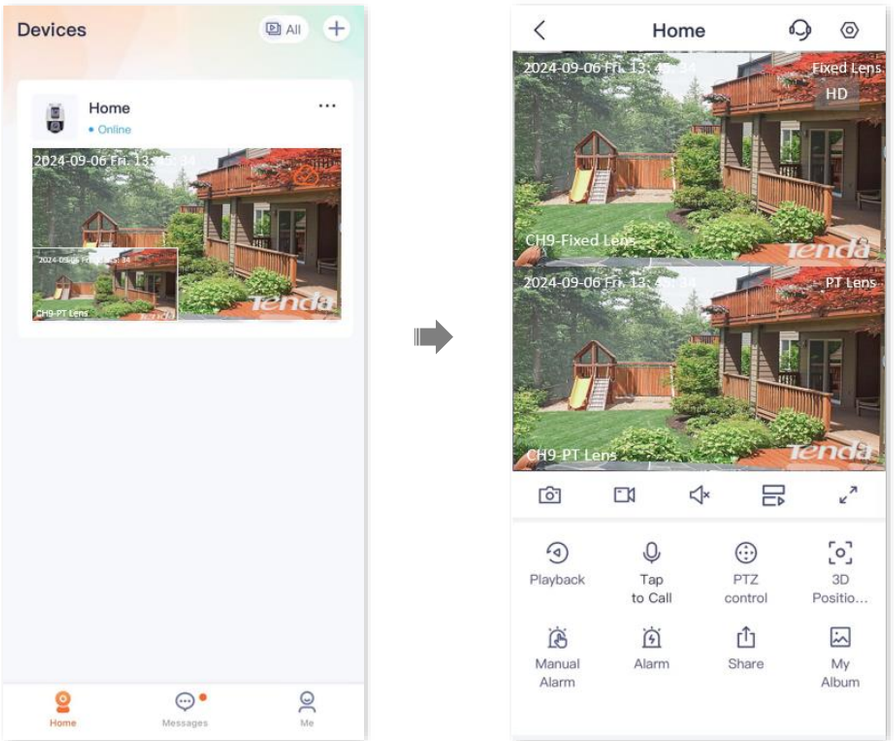
TIP

It is suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

TDSEE AppV1.7.0 is taken as an example.

Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Enter the monitoring interface, and you can perform basic settings.

If you want to scale up any part of the video, you can double-tap the video and slide, or use the pinch-to-zoom gesture to see the details.



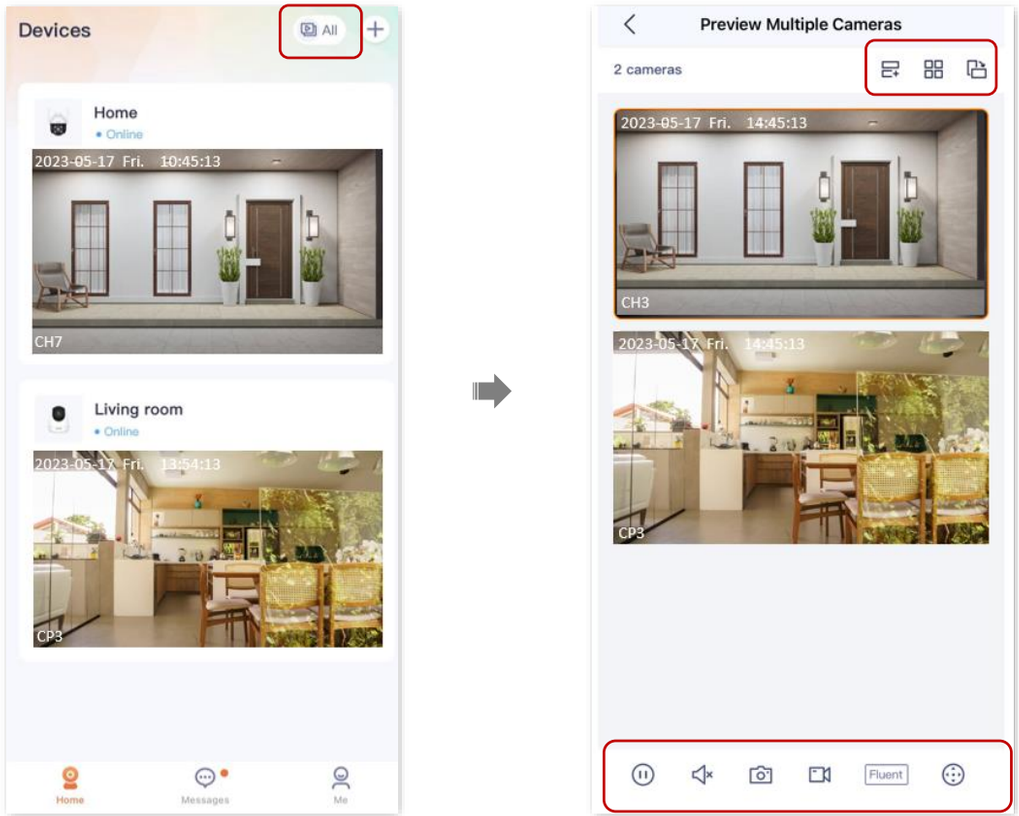
Button description

Parameter	Description
HD	Switch the video definition of fixed lens and PT lens at the same time. Select it as required. - **HD:** The bitstream value is large, occupies high bandwidth, and the video image quality is high. - **Fluent:** The bitstream value is small, the bandwidth is small, and the video fluency is improved.
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.
	Recording. Tap it to start recording, and tap it again to stop recording. Successful recordings are automatically saved to TDSEE Album.
	Tap it to enable or disable the camera audio. By default, the audio is disabled.
	Multiple image preview. Tap it to select multiple cameras to preview images at the same time.
	Image within image. Tap it to keep the camera preview image on the screen. Tap the upper-left corner of the screen to close it. TIP Only available for the Android system. To normally use this function, please allow the **TDSEE** App to be displayed on the upper layer of other applications on your smartphone.
	Tap it to view the image in full screen.
	Video playback. Tap it to view recordings stored in App cloud and Micro SD card.
	Manual alarm. After the button is tapped, the camera will alarm through sound and light, and automatically count down. When the countdown ends, the alarm ends.

Parameter	Description
	Two-way audio or voice input mode. You can change modes in the lower left corner of the settings page, and you can adjust the volume of the microphone and speaker of the camera in the lower right corner. - **Two-way Audio**: Tap to realize real-time communication between **TDSEE** App and the camera. Tap again to end the call. - **Voice Input:** Press and hold this button to talk to the camera from the **TDSEE** App. Release the button to end the talk.
	Alarm. Tap it to set up alarm-related parameters of the camera. Refer to set up alarm for details.
	PTZ control. only PT lens support. Tap it to enter the setting page to adjust the camera monitoring position, collection position, control the pan and tilt speed, and restore the position.
	Collection location. Set the monitoring position of the current PT lens as the preset point.
PT Speed	Specifies the speed of a single rotation of the PT lens.
	Calibrate location. Tap it to calibrate the lens of the camera to the default location.  If the monitoring position changes owing to external forces, such as manual rotation, to ensure that the location recorded by the **TDSEE** App matches the actual location of the camera, it is recommended to perform the **Calibrate Location** operation before selecting the monitoring location of the camera through the **TDSEE** App.
Preset	The collection location will be displayed on the preset points page.
	Share devices or add friends. Tap it to share the device with others for management. Only members with registered accounts could be shared.
	3D positioning. Tap it to enter the settings page, tap any position of the fixed lens image, PT lens will move to that position.
	Tap it to go to App Album.

Preview multiple images at the same time

Log in to the TDSEE App and tap All in the upper right corner of the homepage to preview the real-time monitoring images of all online cameras at the same time. After tapping an image, you can also perform some quick operations on the camera.



Parameter description

Parameter	Description
	Tap it to add or delete the monitoring image.
/	Tap it to watch the monitoring image in list (large picture) or grid (small picture).

Parameter	Description
	Tap it to watch the monitoring image of the selected camera in landscape or portrait.
	Tap it to play back or pause the monitoring video for the selected camera.
	Tap it to enable or disable the camera audio. By default, the audio is disabled.
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.
	Recording. Tap it to start recording, and tap it again to stop recording. Successful recordings are automatically saved to TDSEE Album.
	Tap it to change the video clarity. High resolution requires high bandwidth. Please select it as required.
	Location selection panel. Tap it to adjust the monitoring position of the camera.
	Two-way audio or voice input mode. You can change modes in the lower left corner of the settings page, and you can adjust the volume of the microphone and speaker of the camera in the lower right corner. - **Two-way Audio**: Tap to realize real-time communication between **TDSEE** App and the camera. Tap again to end the call. - **Voice Input**: Press and hold this button to talk to the camera from the **TDSEE** App. Release the button to end the talk.

3D positioning specified image (Example: CH9-WCA)

TIP

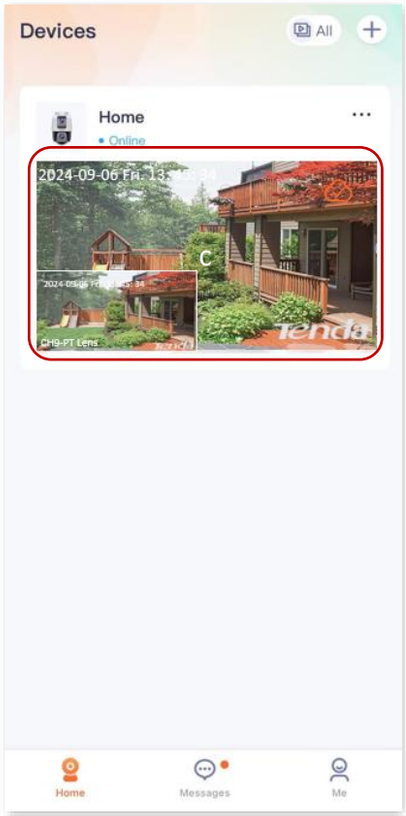
It is suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

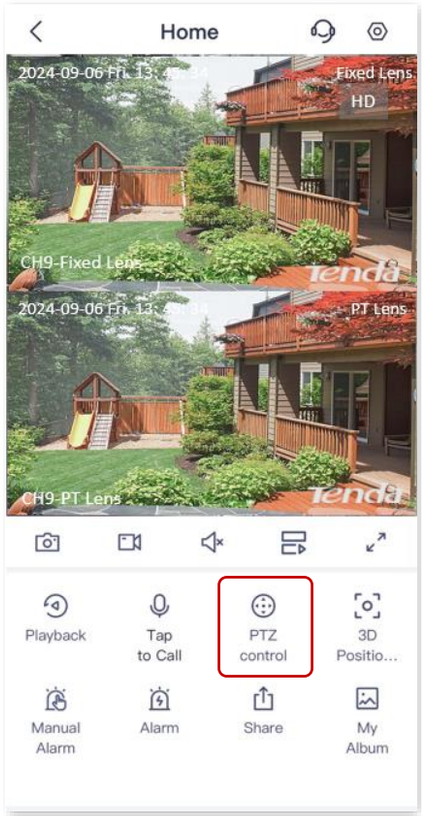
TDSEE AppV1.7.0 is taken as an example.

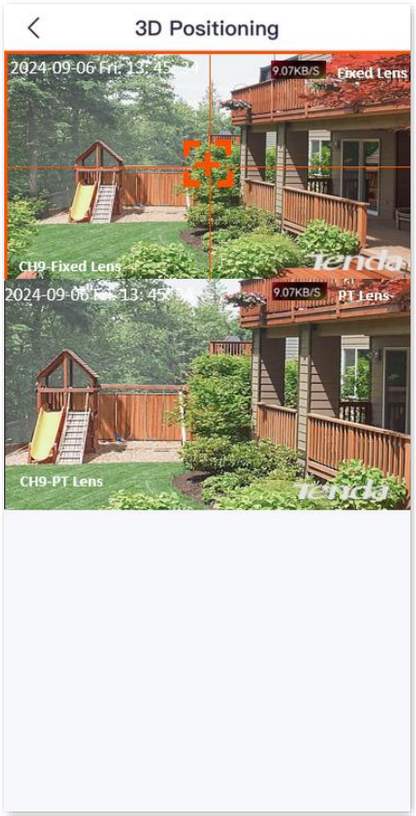
3D position, that is, after entering the settings page, tap any position of the fixed lens image, and the PT lens will immediately track the position.

Procedure:

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap **3D Position** ( ) in the bottom right corner of the page.
2. Tap the position you want to view in the fixed lens image, and the PT lens will move to that position.


Devices
All
Home
Online
CH9-PT Lens
Home
Messages
Me

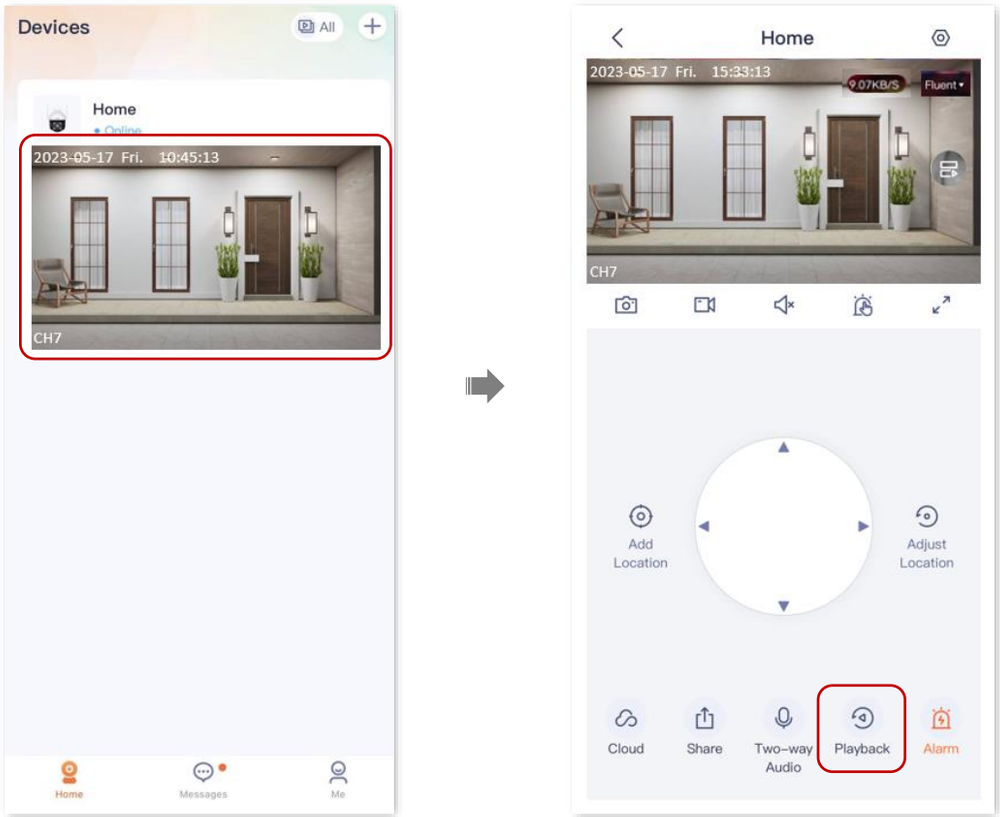

Home
Fixed Lens
HD
CH9-Fixed Lens
PT Lens
CH9-PT Lens
Playback
Tap to Call
PTZ control
3D Positio...
Manual Alarm
Alarm
Share
My Album


3D Positioning
9.07KB/S
Fixed Lens
CH9-Fixed Lens
PT Lens
CH9-PT Lens

---End

Set up calling mode (Example: CH7-WCA)

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap / in the bottom of the page.

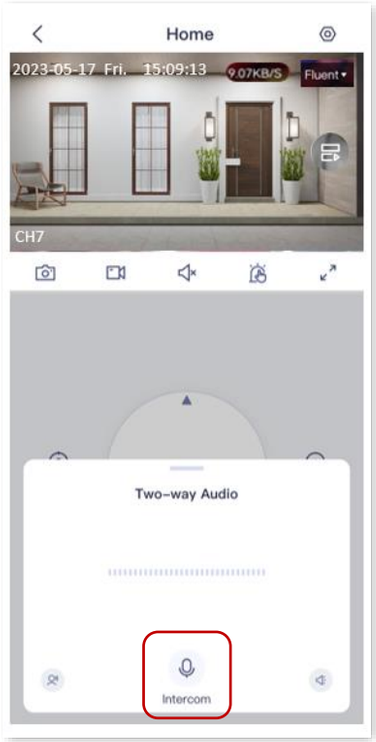


2. Tap the icon in the lower-left corner to switch to the two-way audio or voice input mode as required.

TIP

– **Two-way Audio:** Tap to realize real-time communication between **TDSEE** App and the camera. Tap again to end the call.

– **Voice Input:** Press and hold this button to talk to the camera from the **TDSEE** App. Release the button to end the talk.



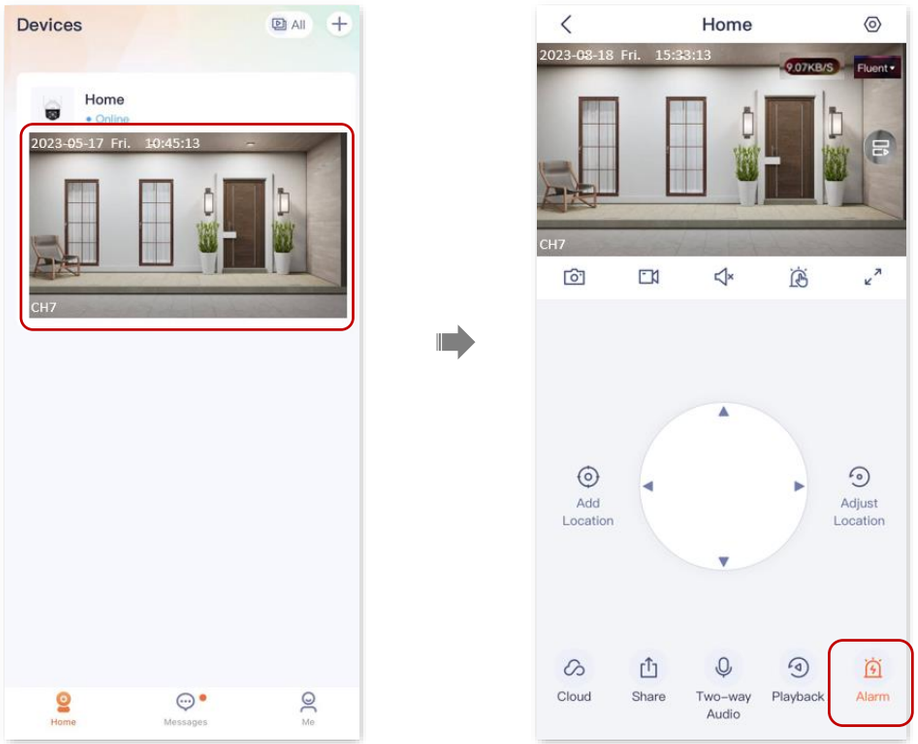
---End

Set up the volume of the microphone and speaker (Example: CH7-WCA)

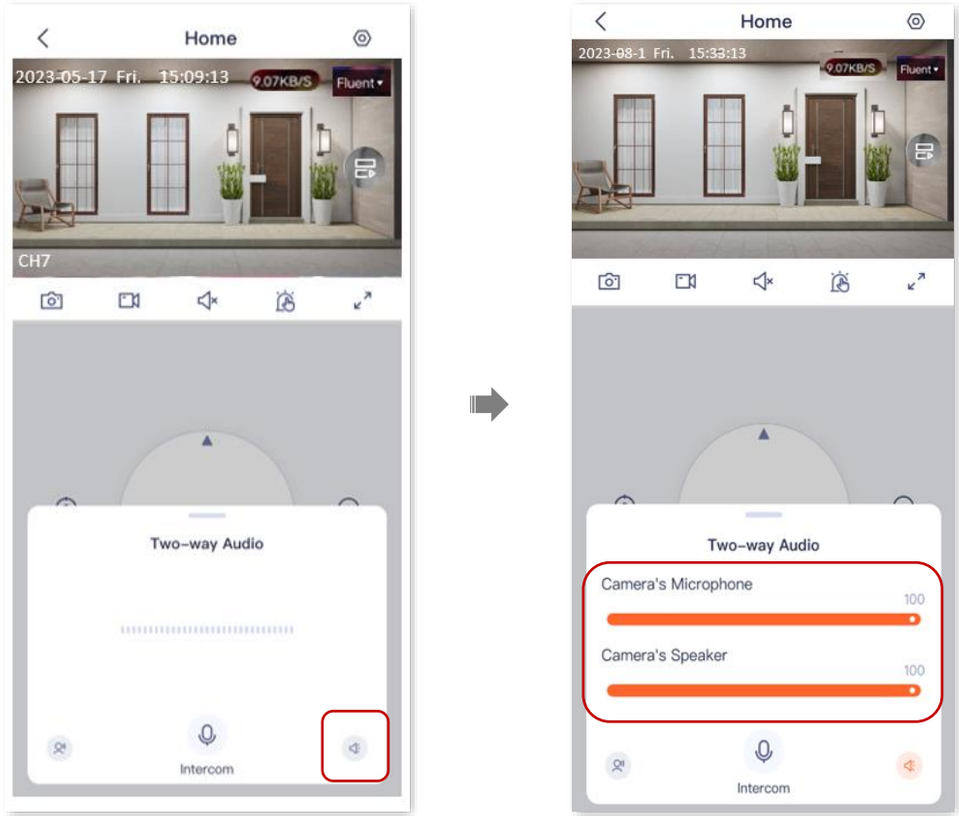
The **TDSEE** App with version 1.1.11 is used for illustrations here.

Method 1

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap / in the bottom of the page.



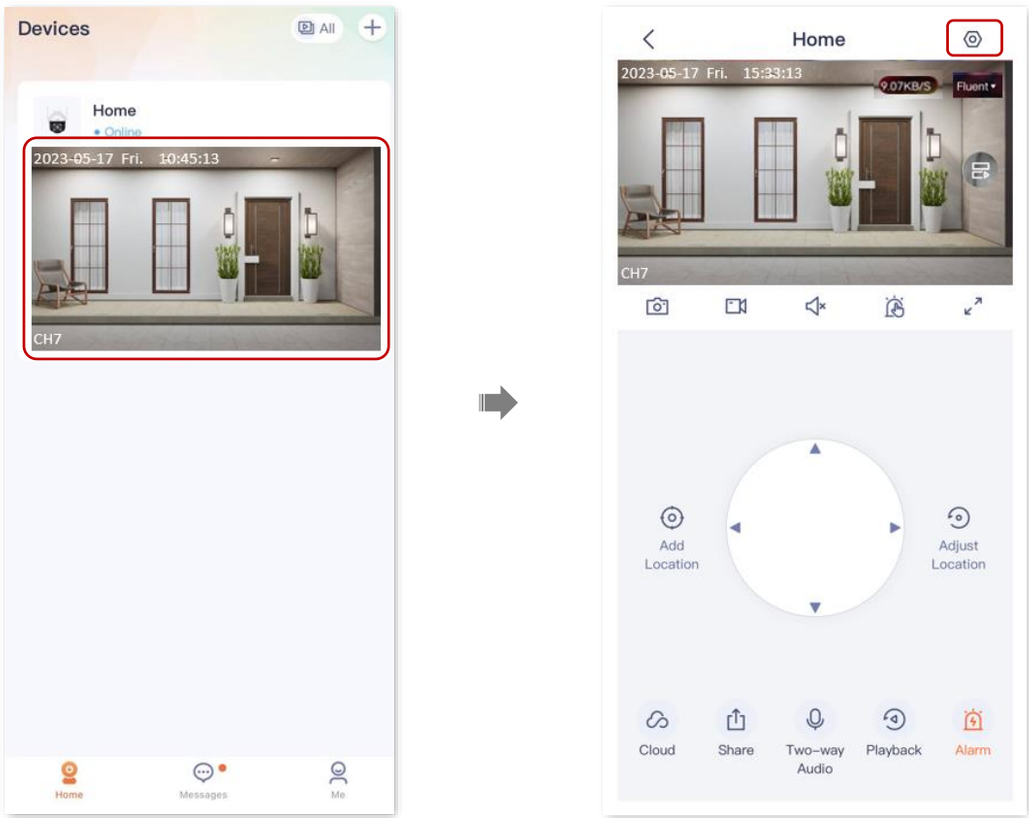
2. Tap the volume icon in the lower right corner, then adjust the volume of the microphone and speaker of the camera as required.



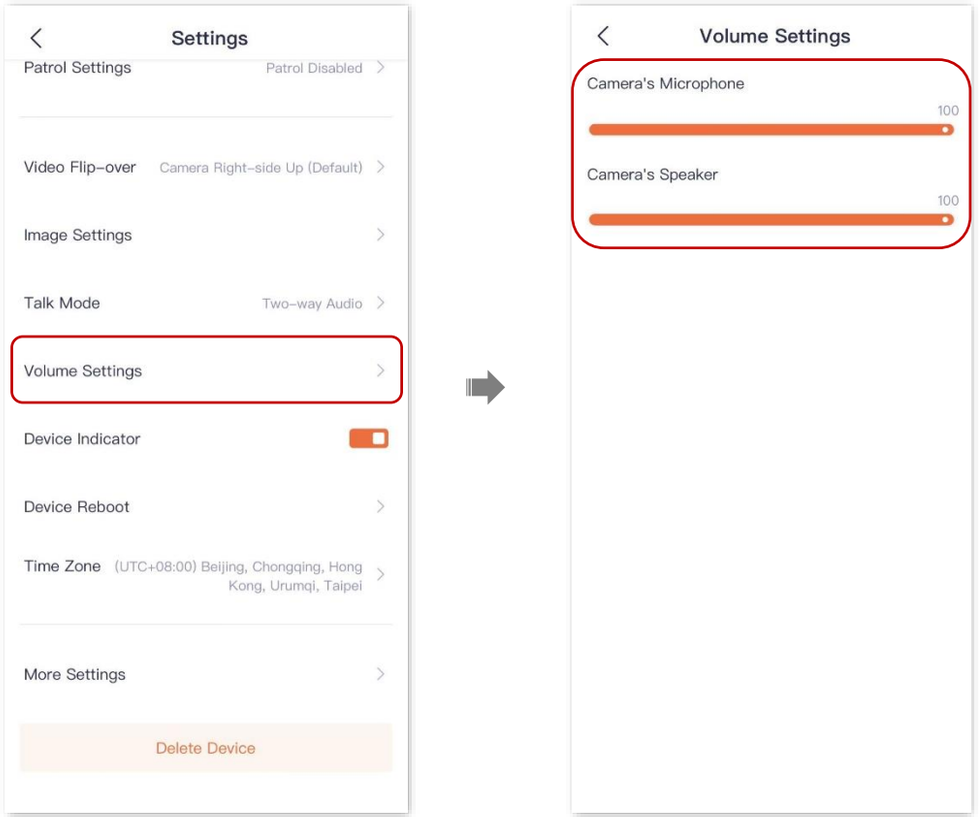
---End

Method 2

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap ⚙ in the upper right corner of the page.



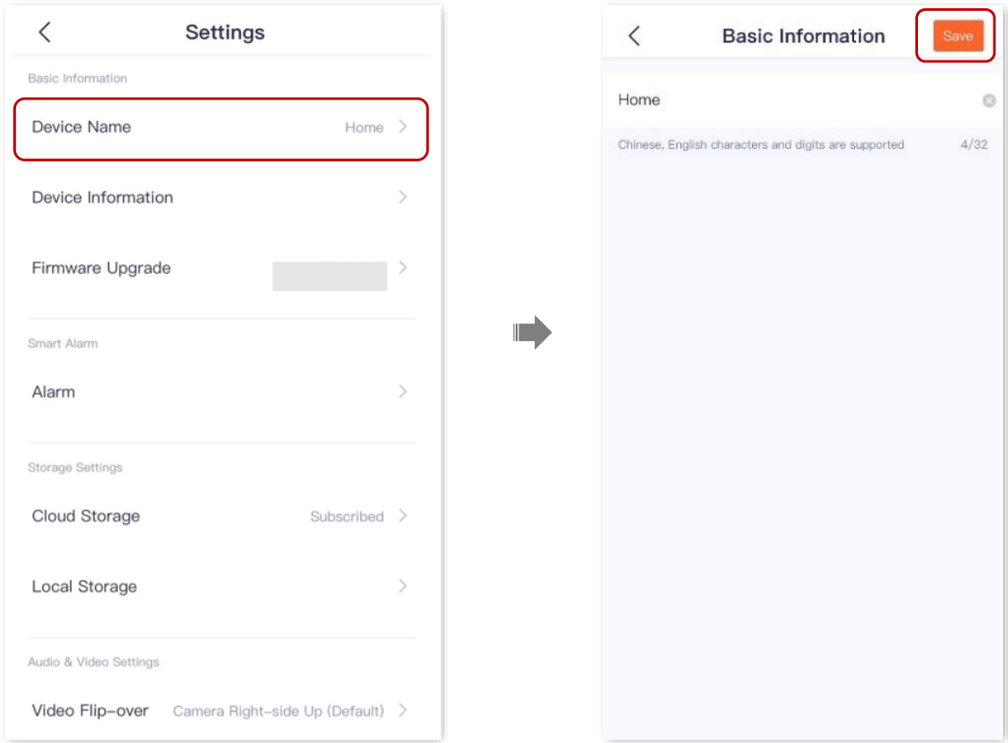
2. Slide down to find and tap **Volume Settings**.
3. Adjust the volume of the microphone and speaker of the camera as required.



---End

Name your camera (Example: TDSEE App v1.3.0)

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to customize name on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to customize name on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **Device Name**, name your camera as required, then tap **Save**.

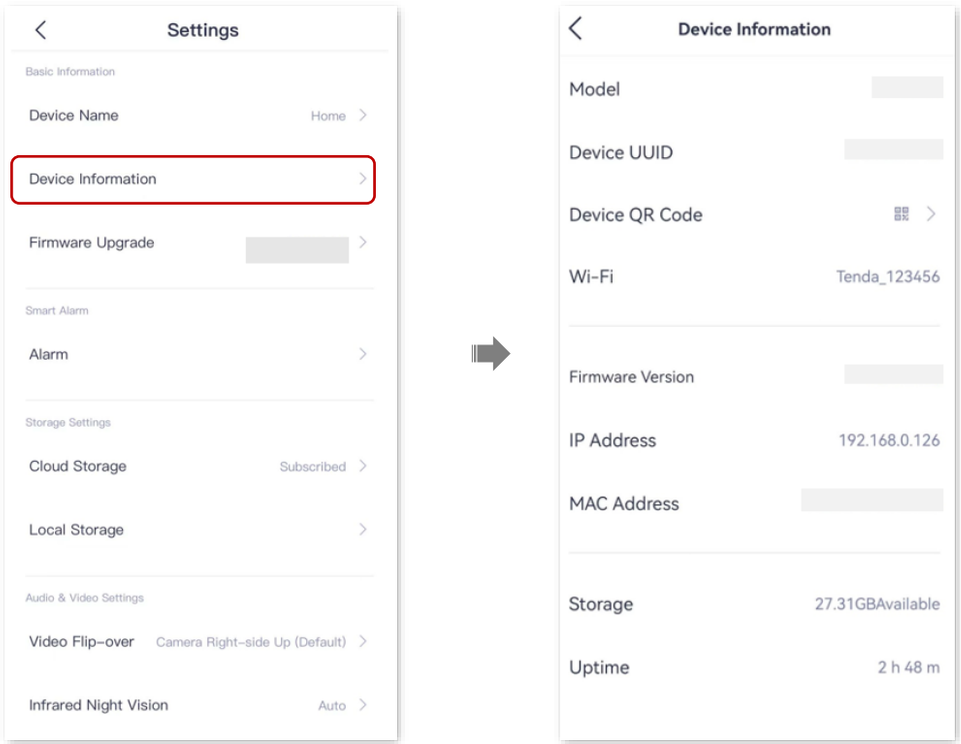


----End

Check the basic information of your device

The **TDSEE** App with version 1.6.2 is used for illustrations here.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to check the basic information on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to check the basic information on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **Device Information**, then you can check the basic information of the camera, such as the device model, IP address and MAC address.



----End

Parameter description

Parameter	Description
Model	Specifies the model of camera.
Device UUID	Universal Unique Identifier (UUID) identifies the uniqueness of the camera. When adding a camera through the **TDSEE** App, you can add it using the UUID number.
Device QR Code	The same as the QR code on the body of the camera, you can save it to phone album for scanning to add camera.
Wi-Fi	Specifies the name of the Wi-Fi to which the camera is connected.
Firmware Version	Specifies the system firmware version of the camera.
IP Address	Specifies the IP address obtained by the camera from the upper-layer DHCP server. If the camera supports web management, the IP address is also the management IP address of the camera. Users on the same LAN as the camera can use this IP address to log in to the web UI of the camera.
MAC Address	Specifies the MAC address of the camera.
Storage	Specifies the remaining storage space of the MicroSD card.
Uptime	Specifies the duration of continuous running since the camera was last activated.

Modify the Wi-Fi settings

The **TDSEE** App with version 1.3.0 is used for illustrations here.

Tap the specific device on the homepage, tap ⚙ in the upper right corner, then find **Wi-Fi Settings**.

You can modify information about the Wi-Fi to which the device is connected.

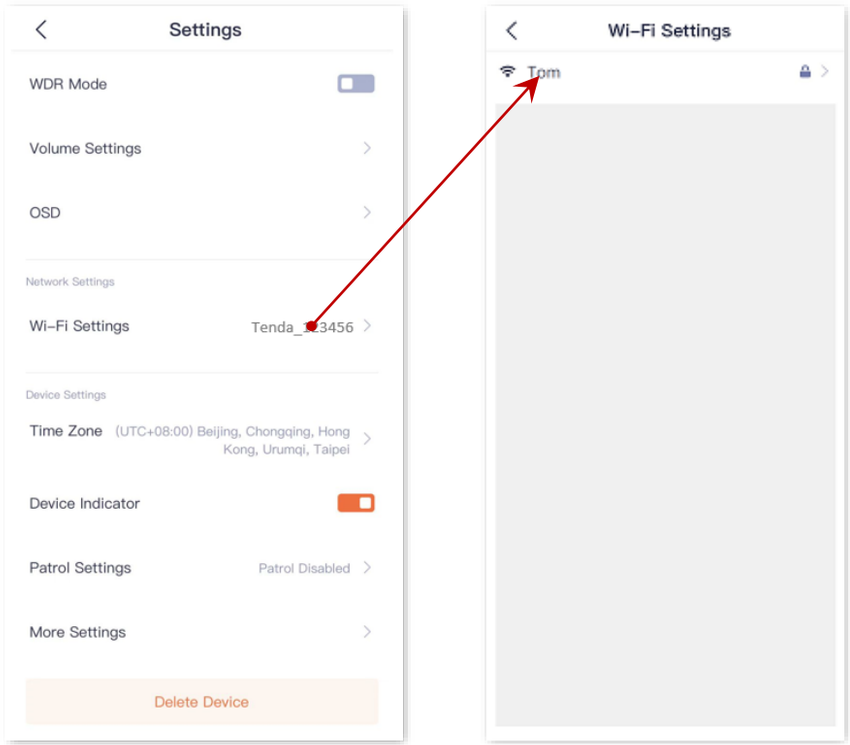
> NOTE
>
> Before modifying or configuring the Wi-Fi settings of your camera, ensure that the camera status is online.

Scenario: The current monitoring videos of the camera are not smooth, so you want to change the Wi-Fi network to which the camera is connected.

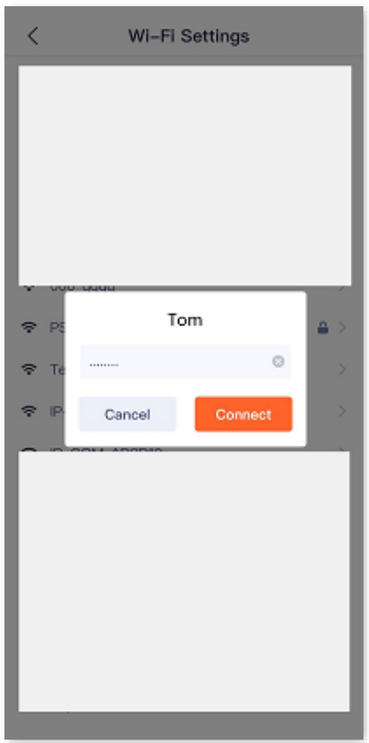
Requirement: Ensure that the camera can monitor normally and the monitoring video is smooth.

Solution: You need to connect to another 2.4 GHz Wi-Fi network. Assume that the Wi-Fi name is **Tom**, and the Wi-Fi password is **Tom12345**. The **Wi-Fi Settings** function can meet this requirement.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to modify the Wi-Fi settings on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to modify the Wi-Fi settings on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **Wi-Fi Settings**, then select a new Wi-Fi network, which is **Tom** in this example.



3. Enter the Wi-Fi password of the Wi-Fi network, which is **Tom12345** in this example, and tap **Connect**. Wait for 1 to 2 minutes till it can monitor normally after the camera successfully establishes the connection again.



----End

Enable the device call (Example: CP3 Pro)

The **TDSEE** App with version 1.3.0 is used for illustrations here.

The **Device Call** function is used with the hardware one-touch call button of the camera. After the **Device Call** function is enabled, if you press the one-touch call button (1-3 seconds) of the camera, you can receive a voice call on the **TDSEE** App (the camera has been added), at this time, tap the accept button, the App side and the camera side can realize two-way communication.

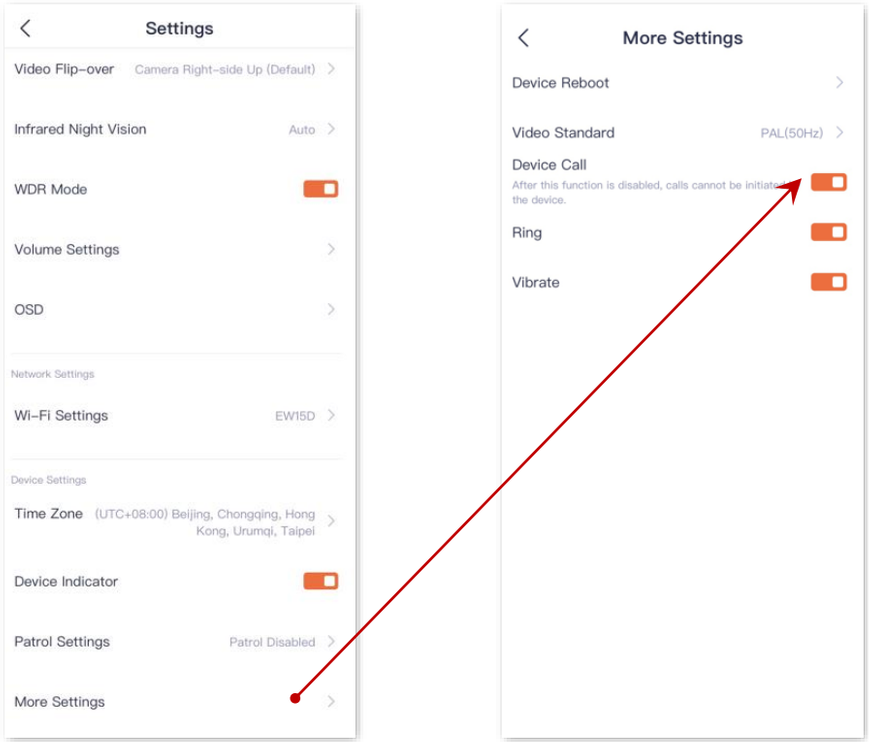
TIP

When the **TDSEE** App is in the background or closed, you need to tap the message in the push bar to enter the **TDSEE** App, and then you can tap the accept button to realize two-way communication.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to enable the device call on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to enable the device call on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
1. Scroll down to the bottom of the page, and tap **More Settings**.
2. Enable the **Device Call** function, and then set the tone to ringing or vibration as required.

TIP

Ensure that your phone system sound is not muted.



Settings completed. Press the one-touch call button  of the camera (1-3 seconds), and the camera will ring.

- If you are running on the **TDSEE** App (the camera has been added), you will receive a voice call. When you tap the accept button, the App and the camera can talk in a two-way communication.
- If you do not run the **TDSEE** App (the camera has been added), the App message center and the notification bar of the smartphone will display a call notification.
- If a camera has been shared with multiple accounts and one of the accounts accepts or rejects the camera, the other accounts are not displayed.
- If the smartphone does not answer the call 30 seconds after the ring, the camera automatically cancels the call.



TIP

If the camera is busy after pressing the one-touch call button of the camera (1-3 seconds), ensure that:

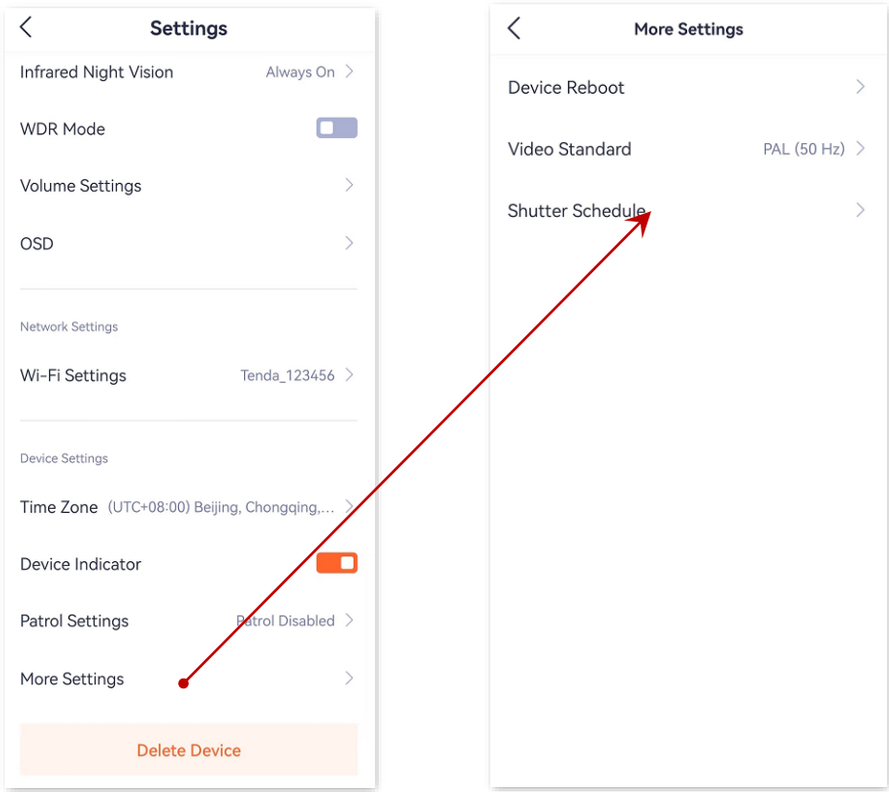
- The **Device Call** function is enabled.
- The camera has been added to **TDSEE** App and is online.
- The **TDSEE** App (the camera has been added) does not talk to other devices.

Enable shutter schedule (Example: CP3 v3.0)

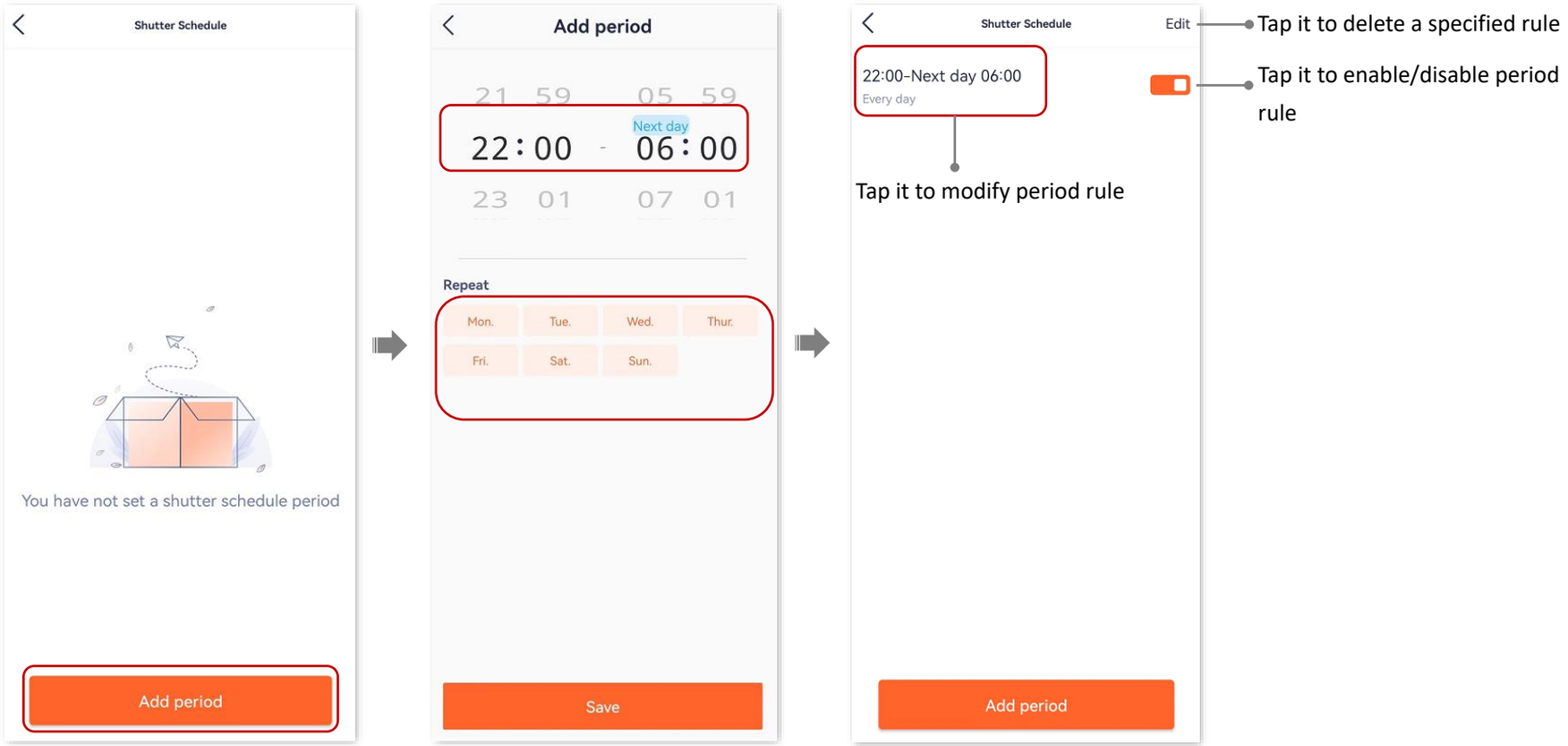
The **TDSEE** App with version 1.6.2 is used for illustrations here.

After the shutter schedule is enabled, the camera lens will be shuttered and no longer monitor at scheduled time, and the video image will be disabled.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to enable the shutter schedule on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to enable the shutter schedule on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Scroll down to the bottom of the page, and go to **More Settings** > **Shutter Schedule**.


Settings
Infrared Night Vision
Always On
WDR Mode
Volume Settings
OSD
Network Settings
Wi-Fi Settings
Tenda_123456
Device Settings
Time Zone
(UTC+08:00) Beijing, Chongqing,...
Device Indicator
Patrol Settings
Patrol Disabled
More Settings
Delete Device
More Settings
Device Reboot
Video Standard
PAL (50 Hz)
Shutter Schedule

3. Tap **Add period** to set the time and date, which are **22:00** - **06:00** and every day in this example, and then tap **Save**.



---End

Settings completed. The camera lens will be shuttered automatically every day from 20:00 to 06:00.

Delete the device

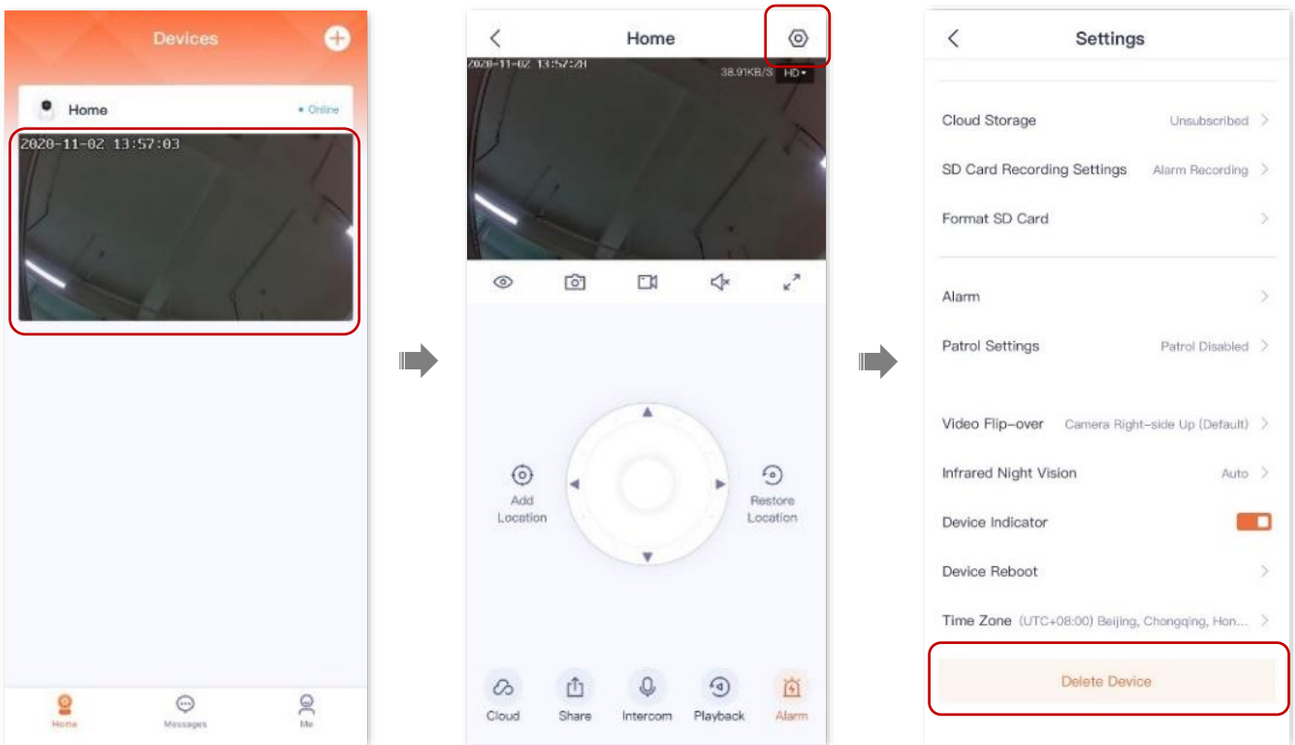
A device can be added by only one account. If any of the following situations occurs, delete the device on the **TDSEE** App first.

- Another account needs to add the device.
- The device is abnormal and needs to be repaired or returned.

TIP

Delete devices will clear the binding relationship between the device and the account, including Wi-Fi configuration information, preset location information, and custom alarm prompt tone.

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap ⚙ in the upper right corner.
2. Scroll down to the bottom of the page, and tap **Delete Device**.



----End

Alarm and patrol

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

Set up alarm (Example: CP3 Pro)

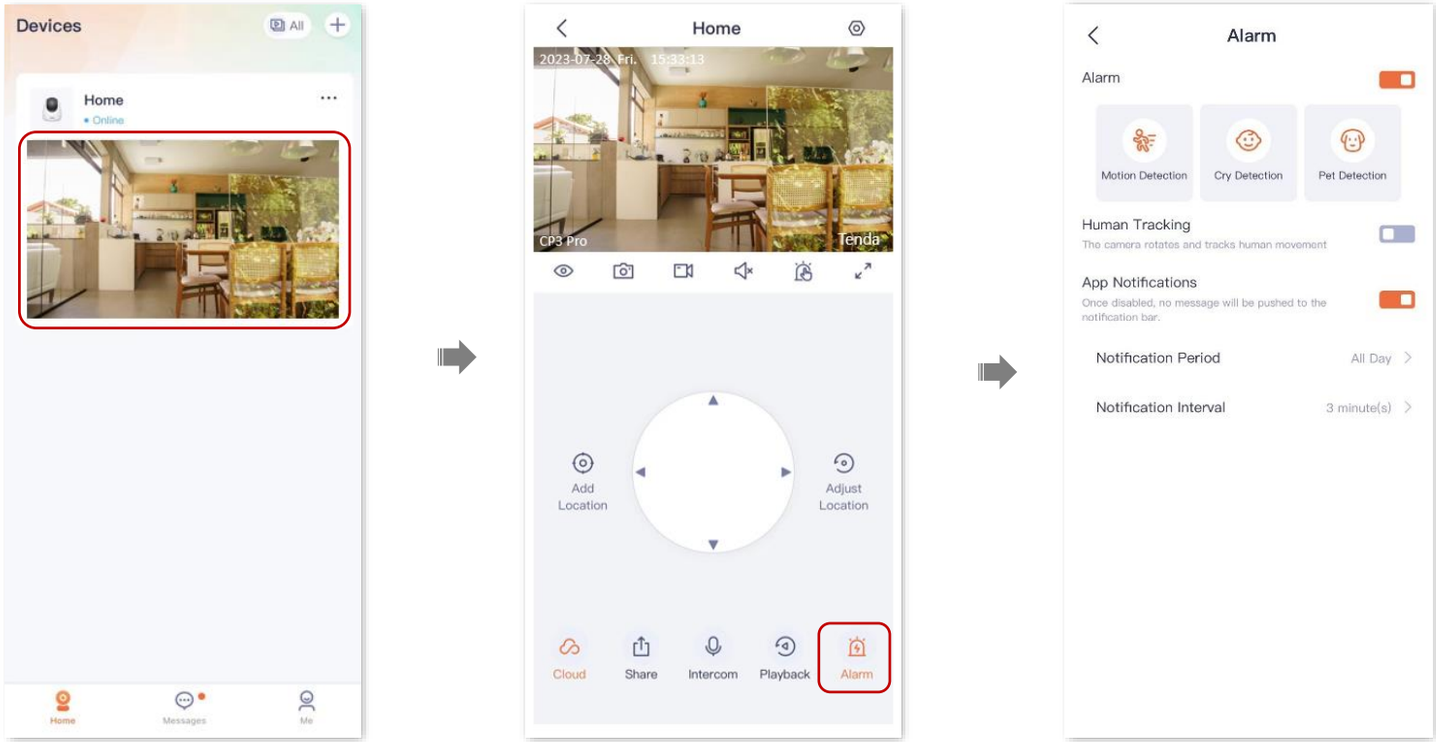
The **TDSEE** App with version 1.3.0 is used for illustrations here.

After the alarm function is enabled, the camera can send alarm messages and monitoring images to **TDSEE** App according to the alarm type. You can check specific messages on the message page.

The methods for setting up alarm with different camera configurations are the same, but the displayed App interfaces and parameters may vary. Please refer to the actual situation.

Method 1

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Then tap **Alarm** in the lower right corner.
2. Modify the relevant parameters according to the actual conditions.



---End

Parameter description (Camera parameters vary by model. Refer to actual details.)

Parameter		Description
Alarm		Specifies whether to enable the alarm function.
Motion Detection (For all Wi-Fi single-lens cameras)	Motion Detection	When an image change is detected, the camera will send alarm information and monitoring image to **TDSEE** App.
	Human Detection	When human is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Vehicle Detection	When vehicle is detected, the camera will send alarm information and monitoring images to **TDSEE** App.

Parameter		Description
	Sound & Light Alarm	- Alarm Prompt Tone: Specifies the alarm prompt tone of the camera. You can select mute or audio preset by the system, or custom audio. If the prompt tone is not mute, the camera produces an audio alert when an alarm is detected. - White Flashlight: Specifies whether to enable the white flashlight function. The camera flashes white when the alarm is detected.
Cry Detection/Pet Detection (For Wi-Fi single-lens pan/tilt cameras)	Cry Detection	- When crying is detected, the camera will send alarm information and monitoring image to **TDSEE** App.
	Pet Detection	- When a pet is detected, the camera will send alarm information and monitoring image to **TDSEE** App.
Motion Detection (For Wi-Fi dual-lens cameras)	Motion Detection	When the monitoring image detects a target moving within the defined electronic fence, the system will trigger an alarm and recording based on the configured linkage method.
	Human Detection	When human is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Vehicle Detection	When vehicle is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Linkage Tracking	After enabled, when the human triggers the alarm, the PT lens will follow the movement of the human. Set the linkage tracking calibration and linkage tracking mode first.
	Electronic Fence	Used to set the detection area on the monitoring image. After setting, the camera will trigger alarm or push a message to the App when a human or a vehicle moves in the area. The default detection area is the whole image, and the size of the detection area can be modified by pulling any endpoint of the area.
	Sound & Light Alarm	- Alarm Prompt Tone: Specifies the alarm prompt tone of the camera. You can select mute or audio preset by the system, or custom audio. If the prompt tone is not mute, the camera produces an audio alert when an alarm is detected. - White Flashlight: Specifies whether to enable the white flashlight function. The camera flashes white when the alarm is detected.
	Line Crossing Detection	Used to enable or disable the line crossing detection.

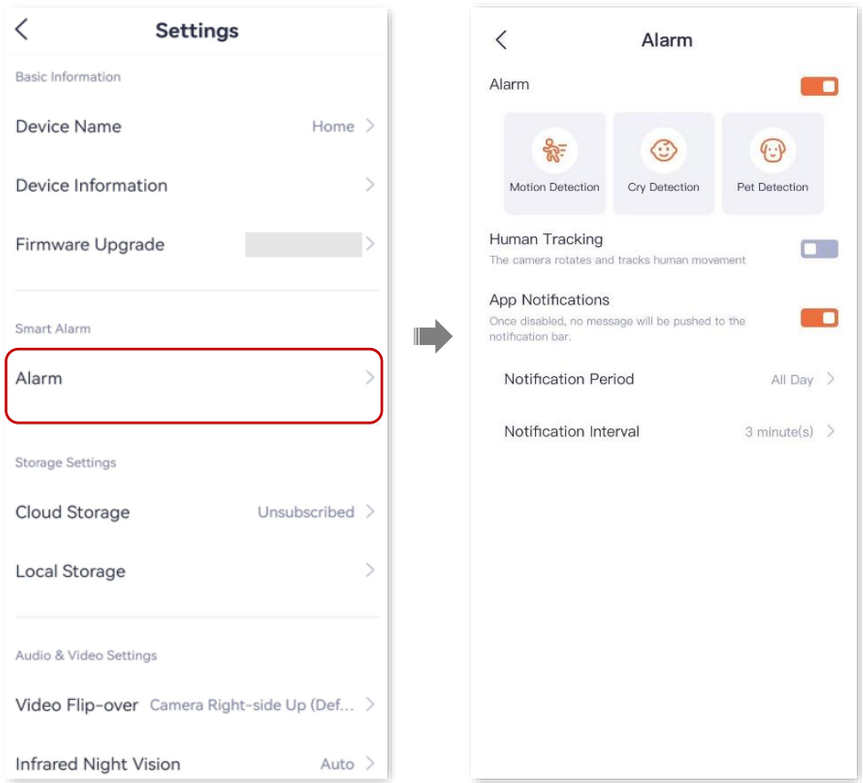
Parameter		Description
Line Crossing Detection (For Wi-Fi dual-lens cameras)	Linkage Tracking	After enabled, when the human triggers the alarm, the PT lens will follow the movement of the human. Set the linkage tracking calibration and linkage tracking mode first.
	Detection Line	Used to draw the detection line.  : Add a detection line. After tapping, a detection line will appear on the image, and the length of the detection line can be modified by pulling both ends of the line.  : Removes the selected detection line.  : Modifies the direction of the out-of-bounds behavior.  : Landscape view image.
	Human Detection	After enabled, when human is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Vehicle Detection	After enabled, when vehicle is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Sound & Light Alarm	- Alarm Prompt Tone: Specifies the alarm prompt tone of the camera. You can select mute or audio preset by the system, or custom audio. If the prompt tone is not mute, the camera produces an audio alert when an alarm is detected. - White Flashlight: Specifies whether to enable the white flashlight function. The camera flashes white when the alarm is detected.
Intrusion Detection (For Wi-Fi dual-lens cameras)	Intrusion Detection	Used to enable or disable the intrusion detection.
	Linkage Tracking	After enabled, when the human triggers the alarm, the PT lens will follow the movement of the human. Set the linkage tracking calibration and linkage tracking mode first.

Parameter		Description
	Detection Area	Used to draw the detection area. : Add a detection area. After tapping, a detection area will appear on the image, and the length of the detection area can be modified by pulling both ends of the area. : Removes the selected detection area. : Landscape view image.
	Human Detection	After enabled, when human is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Vehicle Detection	After enabled, when vehicle is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Non-motor Vehicle Detection	After enabled, when non-motor vehicle is detected, the camera will send alarm information and monitoring images to **TDSEE** App.
	Sound & Light Alarm	- Alarm Prompt Tone: Specifies the alarm prompt tone of the camera. You can select mute or audio preset by the system, or custom audio. If the prompt tone is not mute, the camera produces an audio alert when an alarm is detected. - White Flashlight: Specifies whether to enable the white flashlight function. The camera flashes white when the alarm is detected.
	Trigger Mode	Used to select the alarm trigger mode for entry/exit in a manually drawn area. - **On Entry:** Alarm triggers upon detection of entry. - **On Exit:** Alarm triggers upon detection of exit. - **On Entry or Exit:** Alarm triggers upon entry or exit detection.
Linkage Tracking Calibration		To use the linkage tracking function accurately, rotate the PT lens to align the center of the fixed lens image with the center of the PT lens image

Parameter	Description
Linkage Tracking Mode	Specifies the linkage tracking mode. You need to enable the human detection in the corresponding lens detection event. - **Fixed Lens Tracking:** When the human that triggers the event in the fixed lens is tracked, the pan/tilt camera will track the human (horizontal 0-355°, vertical 0-90°), until the human is out of the range monitored by the PT lens, and the tracking is stopped. - **PT Lens Tracking:** When the human that triggers the event in the PT lens is tracked, the pan/tilt camera will track the human (horizontal 0-355°, vertical 0-90°), until the human is out of the range monitored by the PT lens, and the tracking is stopped.
Alarm Period	Specifies the period in which the camera generates alarms. You can select the period preset by the system, or customize it as required.
Sensitivity	Specifies the detection sensitivity of the camera. You can select it as required.
Human Tracking	After the function is enabled, when human activity is detected, the **TDSEE** App tracks and follows the subject.
APP Notifications	After the function is enabled, when an image change is detected, the camera will send notifications and monitoring images to the **TDSEE** App during the **Alarm Period**.
Notification Period	Specifies the period for receiving an alarm notification in the notification bar. This parameter can be configured only when **APP Notifications** is enabled.
Notification Interval	Specifies the interval for receiving an alarm notification in the notification bar. This parameter can be configured only when **APP Notifications** is enabled.

Method 2

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to set up alarm on the homepage, which is **Home** in this example, tap ••• in the right corner , and tap **Device Settings**.
   - Method 2: Tap the camera you want to set up alarm on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Modify the relevant parameters according to the actual conditions.



---End

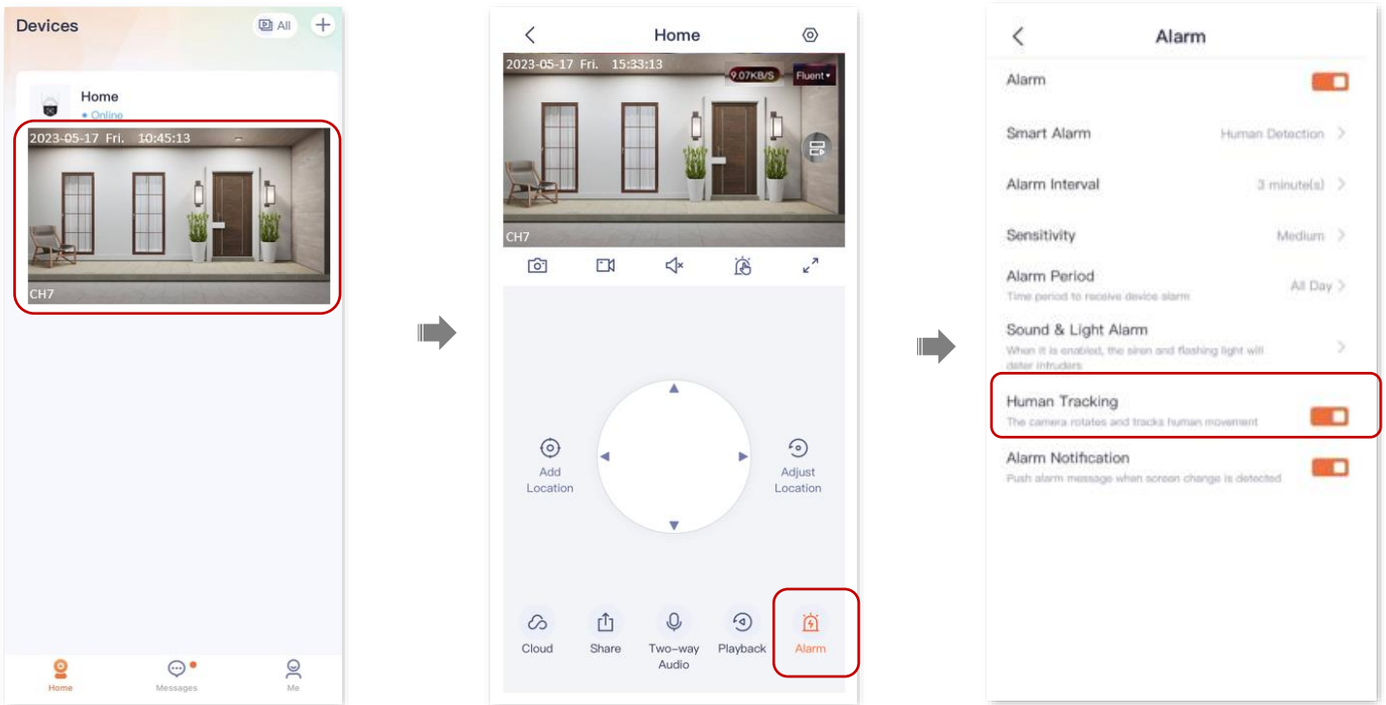
Enable human tracking (Example: CH7-WCA)

The **TDSEE** App with version 1.1.11 is used for illustrations here.

After the human tracking function is enabled, when the camera detects figure movement, the **camera** tracks and follows the subject.

Method 1 (Recommended)

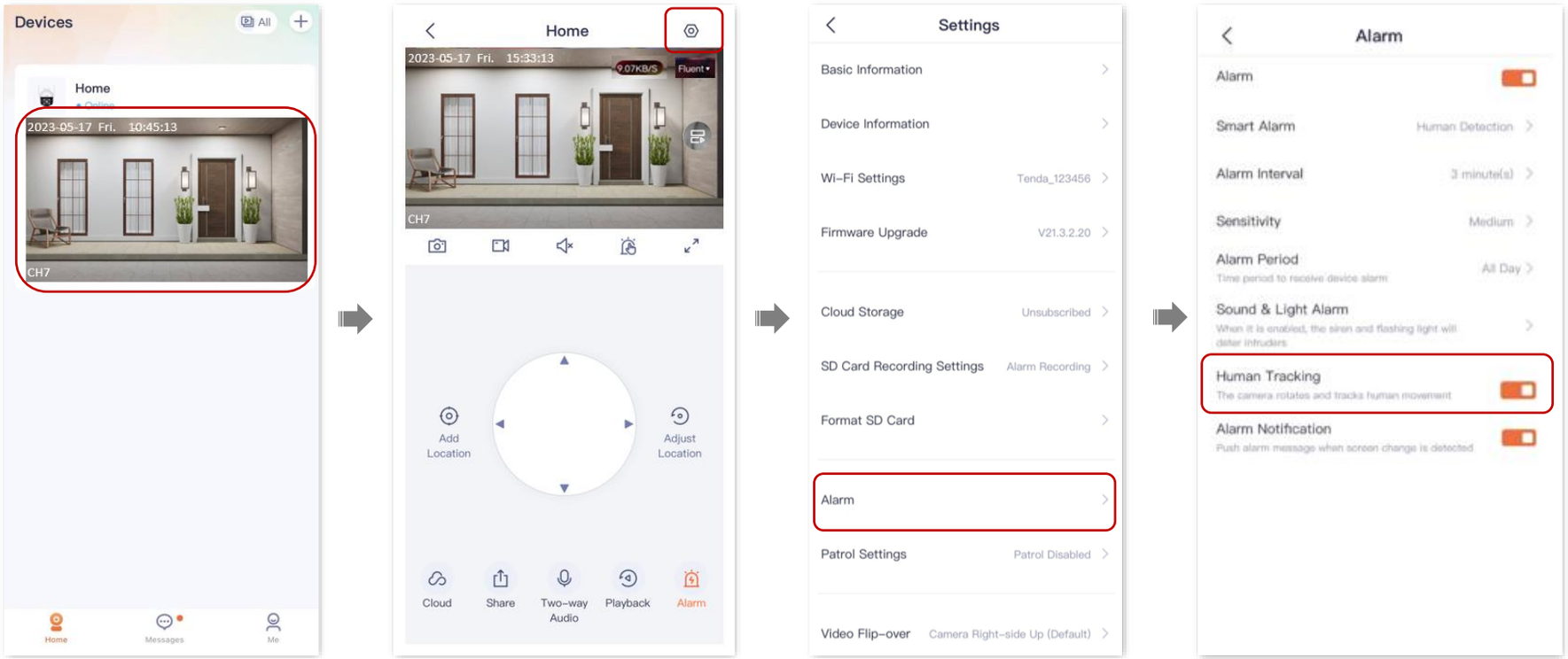
1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Then tap **Alarm** in the lower right corner.
2. Enable **Human Tracking**.



---End

Method 2

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap ⬡ in the upper right corner.
2. Tap **Alarm**, and enable **Human Tracking**.



---End

Enable calibration (Example: CH9-WCA)

TIP

It is suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

The **TDSEE** App with version 1.7.0 is used for illustrations here.

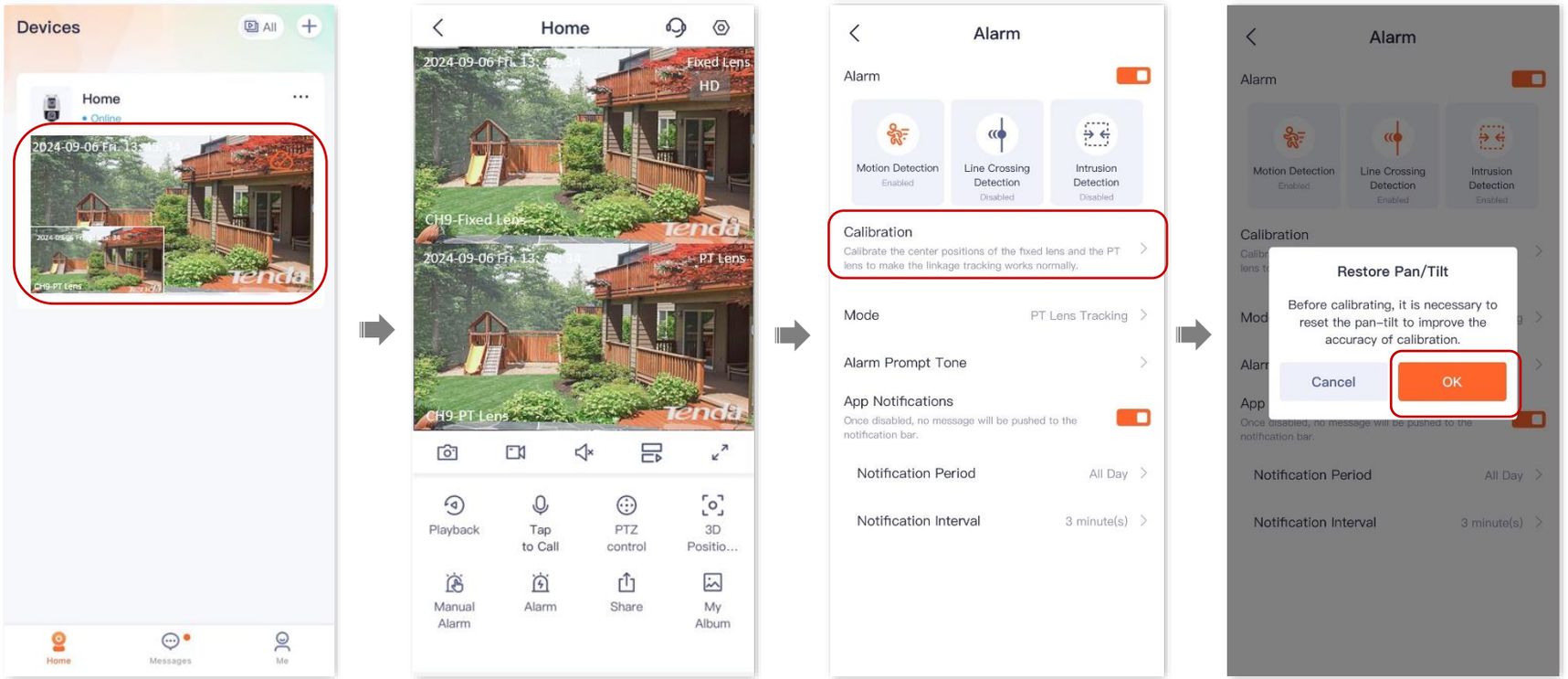
If the alarm function is enabled, and the lens has enabled the human detection and linkage tracking of any detection event, when the lens detects a human alarm, the PT lens is tracked (horizontal 0-355°, vertical 0-90°) until the human is out of the range monitored by the PT lens, and the tracking is stopped.

TIP

- Before enabling the dual-lens smart linkage tracking, it is recommended to rotate the PT lens to align the center of the fixed lens image with the center of the PT lens image. If the fixed lens does not adjust the monitoring angle, it is not necessary to calibrate.
- If the linkage tracking mode is fixed lens tracking, the fixed lens that detects the event needs to enable human detection and linkage tracking. If the linkage tracking mode is the PT lens tracking, the PT lens that detects the event needs to enable the human detection and linkage tracking.

Method 1

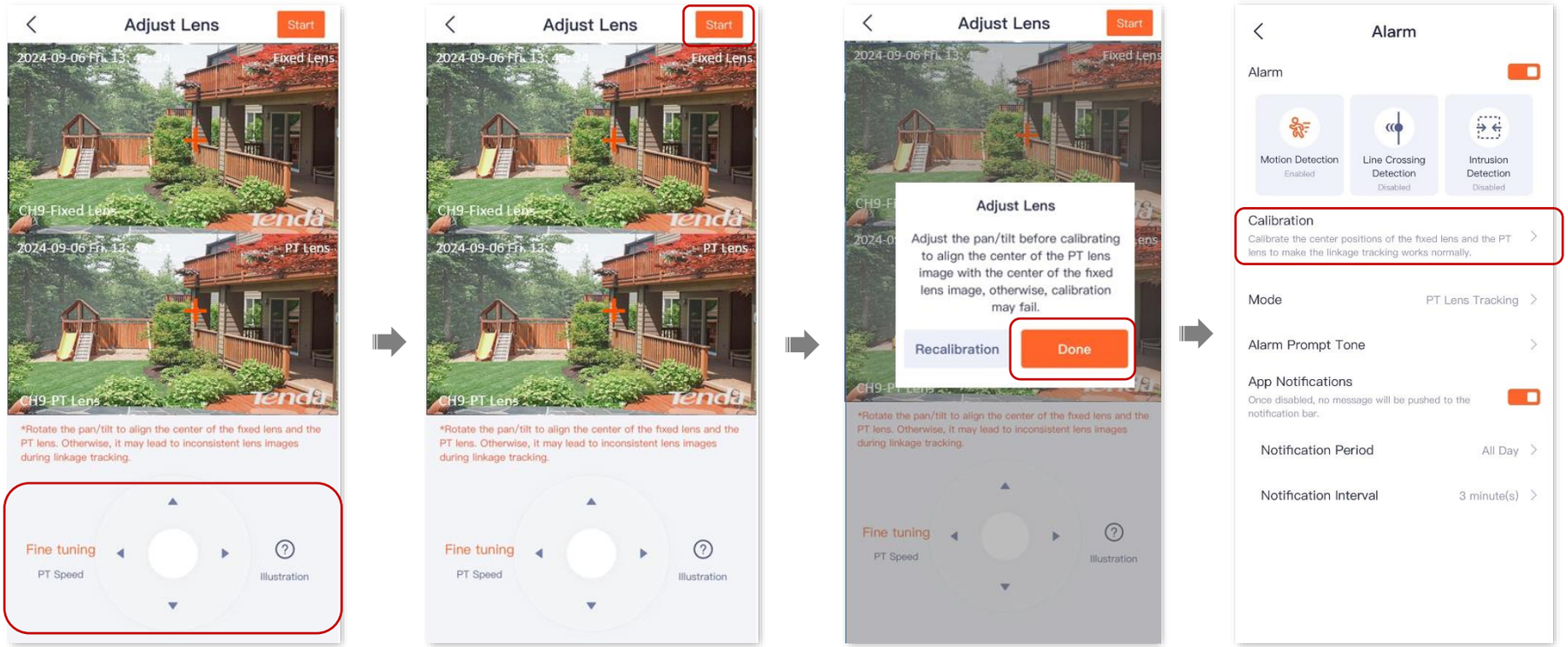
1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Then tap **Alarm** ( ) .
2. Enable the **Calibration** function.
   1) Enable the **Alarm** function, and tap **Calibration**.
   2) Confirm the prompt message, and tap **OK.**



3) Wait a moment, the PT lens will automatically calibrate itself so that the PT lens to align the center of the fixed lens image with the center of the PT lens image. If the calibration is not correct, the PT lens can be adjusted manually.

4) Tap **Start**, confirm the prompt message and tap **Done**.

3. Select linkage tracking mode as required. The following figure is for reference only.



4. Enable the **Calibration** function. The **Motion Detection** is taken as an example.

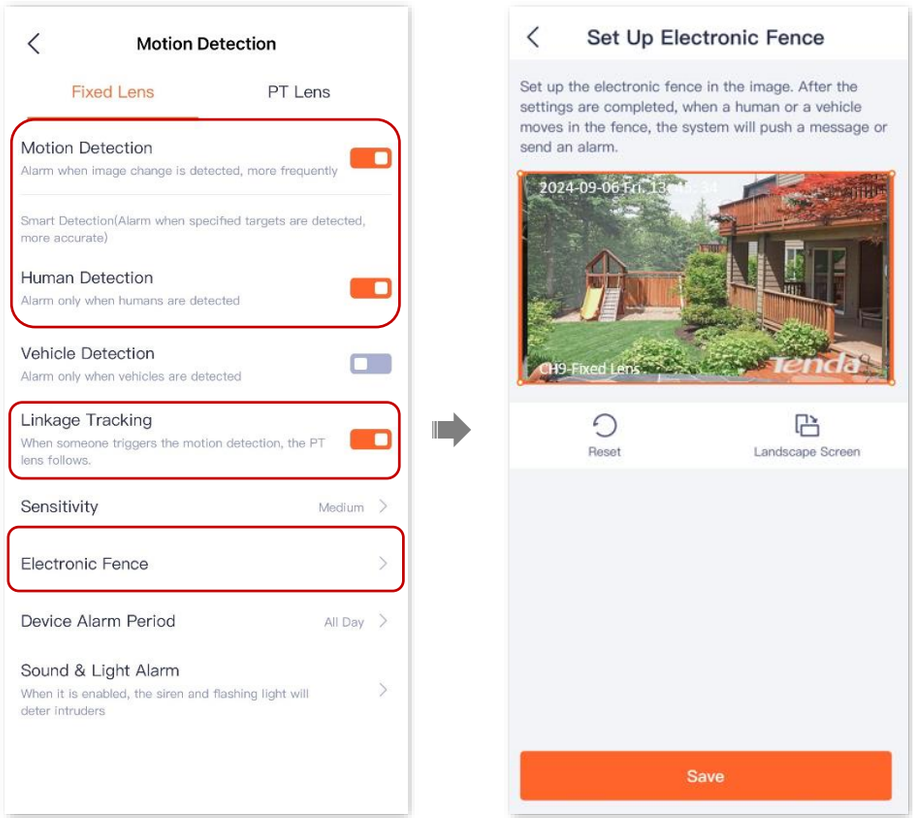
   1) Tap **Motion Detection**, and enable **Motion Detection** of the fixed lens.

   2) Enable the **Human Detection** and **Linkage Tracking** function.

   3) Tap the **Electronic Fence**, and draw the detection area as required. The default is the whole image.

   4) Set alarm time, sound and light alarm as required. The following figure is for reference only.

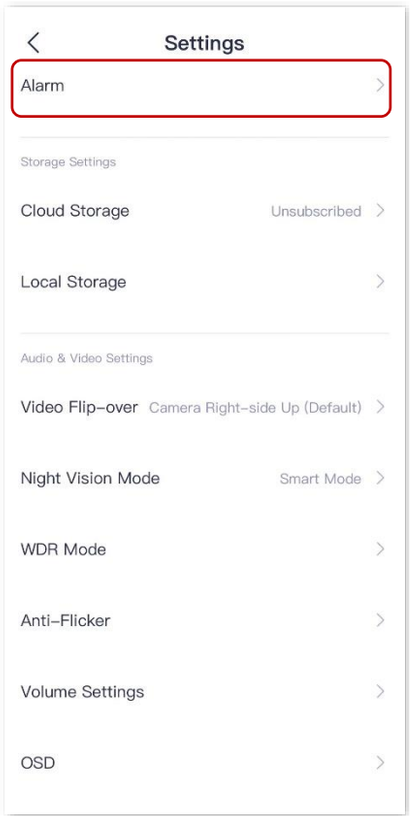
   5) Set the **PT Lens** detection as required.



---End

Method 2

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to enable calibration on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to enable calibration on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **Alarm**.

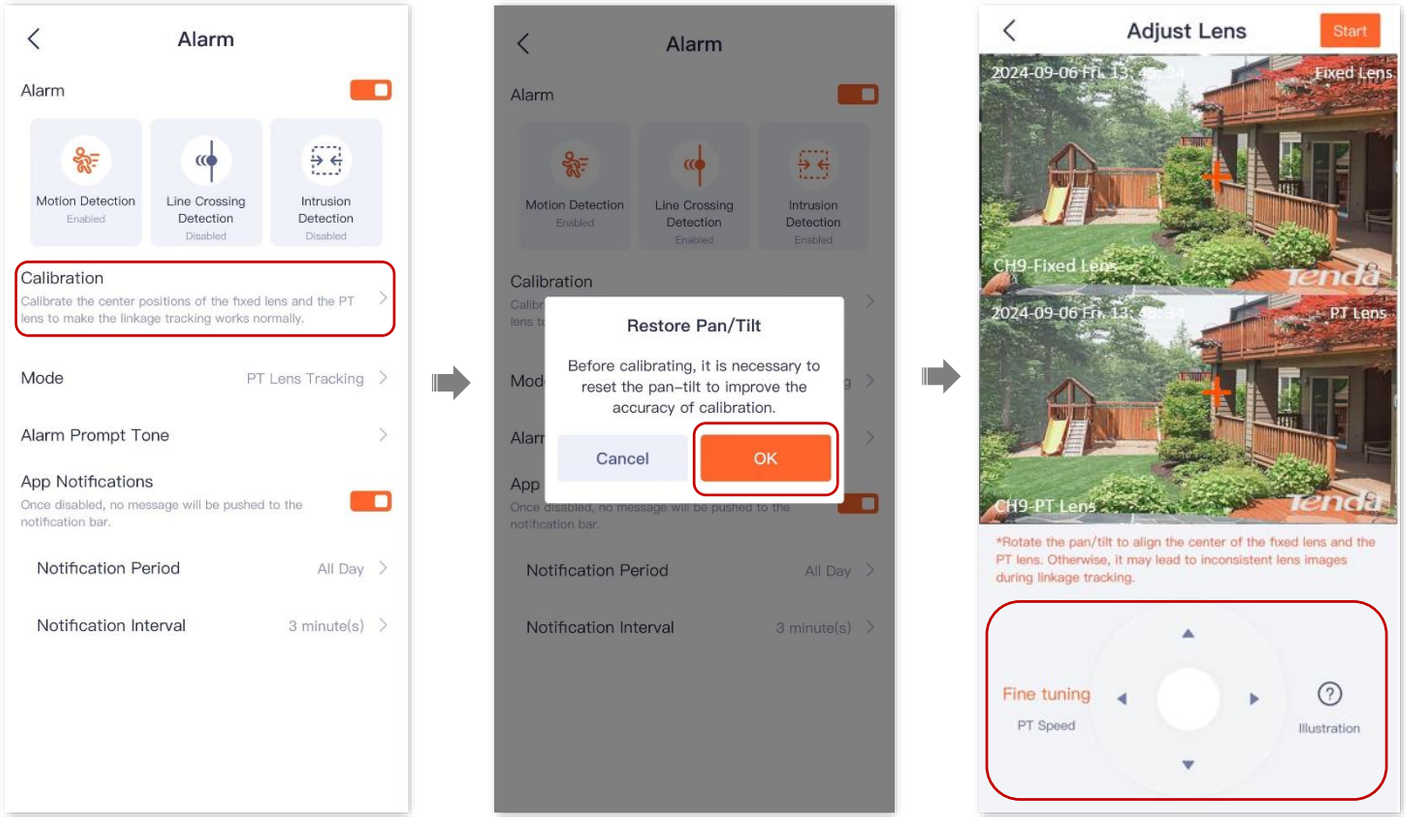


3. Enable the **Calibration** function.

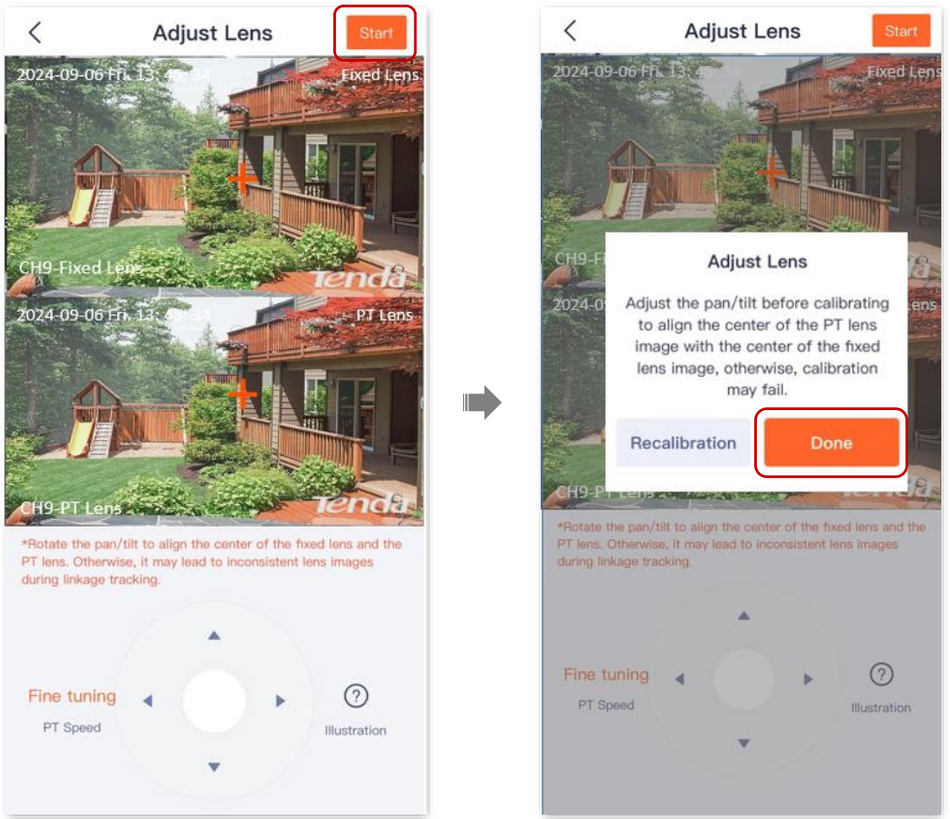
   1) Enable the **Alarm** function, and tap **Calibration**.

   2) Confirm the prompt message, and tap **OK**.

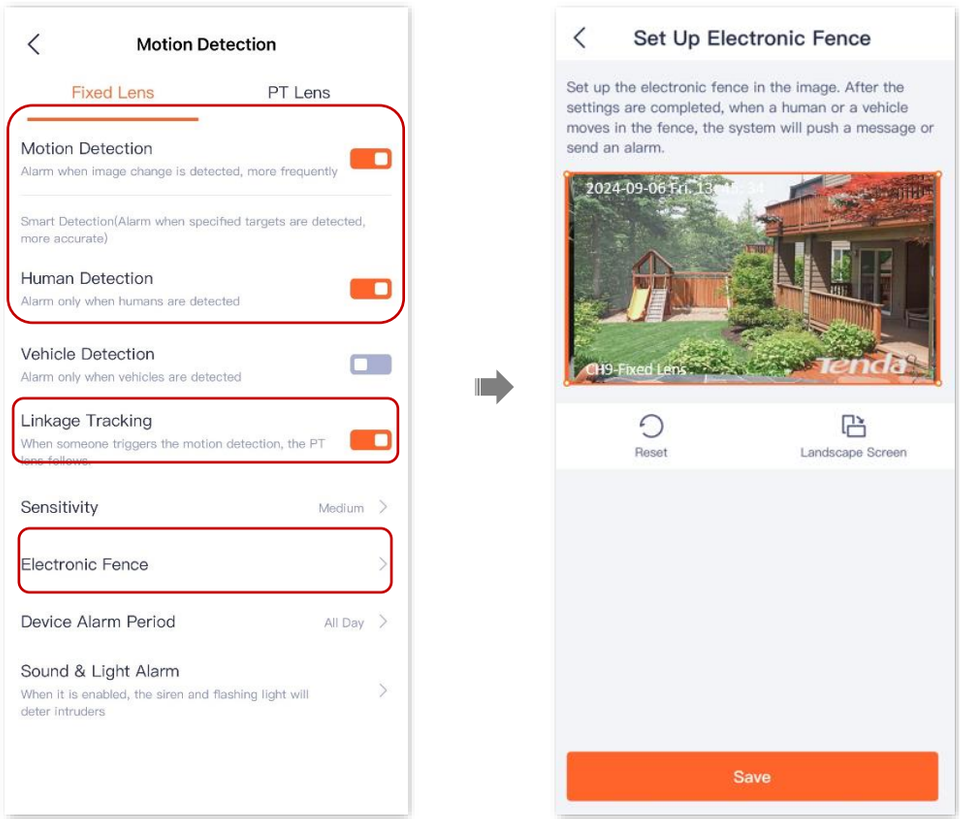
   3) Wait a moment, the PT lens will automatically calibrate itself so that the PT lens to align the center of the fixed lens image with the center of the PT lens image. If the calibration is not correct, the PT lens can be adjusted manually.



4) Tap **Start**, confirm the prompt message and tap **Done**.



4. Select linkage tracking mode as required. The following figure is for reference only.
5. Enable the **Calibration** function. The **Motion Detection** is taken as an example.
   1) Tap **Motion Detection**, and enable **Motion Detection** of the fixed lens.
   2) Enable the **Human Detection** and **Linkage Tracking** function.
   3) Tap the **Electronic Fence**, and draw the detection area as required. The default is the whole image.
   4) Set alarm time, sound and light alarm as required. The following figure is for reference only.
   5) Set the **PT Lens** detection as required.



---End

Set up schedule patrol

Log in to TDSEE App, tap the specific device on the homepage, tap in the upper right corner, then tap **Patrol Settings**.

You can set up patrol of the camera, including panoramic patrol and location patrol.

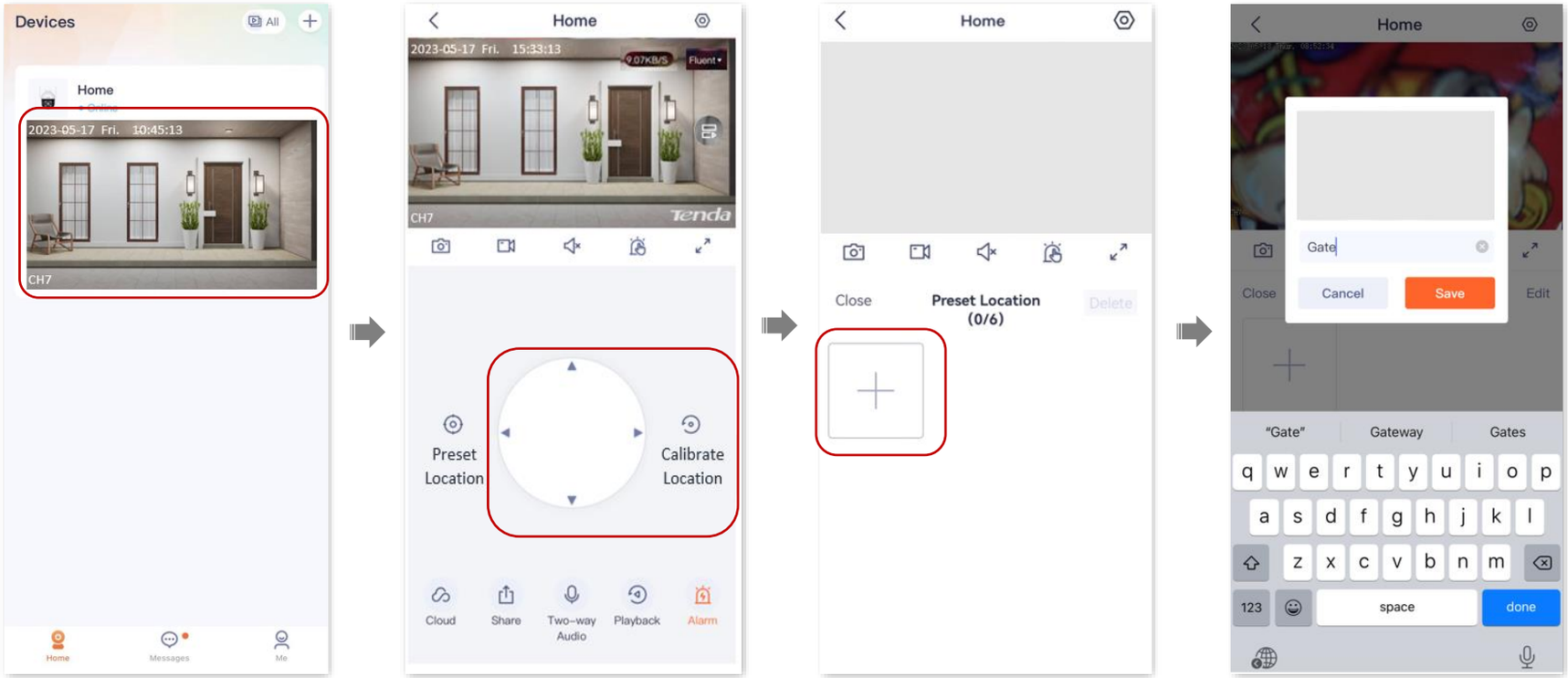
- Panoramic patrol: The camera performs 360° patrol of its surroundings.
- Collection location patrol: The camera patrols the location you specified. You need to preset the location in Basic settings in advance.

Single-Lens camera (Example: CH7-WCA)

The **TDSEE** App with version 1.6.2 is used for illustrations here.

Assume that you want to use the camera to monitor gate and garage area every 10 minutes at 9:00 to 20:00 from Monday to Friday.

1. Preset the camera patrol location.
   1) Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example.
   2) Tap **PTZ Control** ( ).
   3) Tap to adjust the location you want to monitor, which is **Gate** in this example. Then tap **Collection Location** ( ).
   4) Personalize a name with location, which is **Gate** in this example, and tap **Save**.



5) Refer to substeps **2** to **3** to preset the locations of the garage.

Tap **Preset Point** to view the collection position.

TIP

– If you want to delete the previously added location, tap **Edit**, select the location and tap **Delete**.

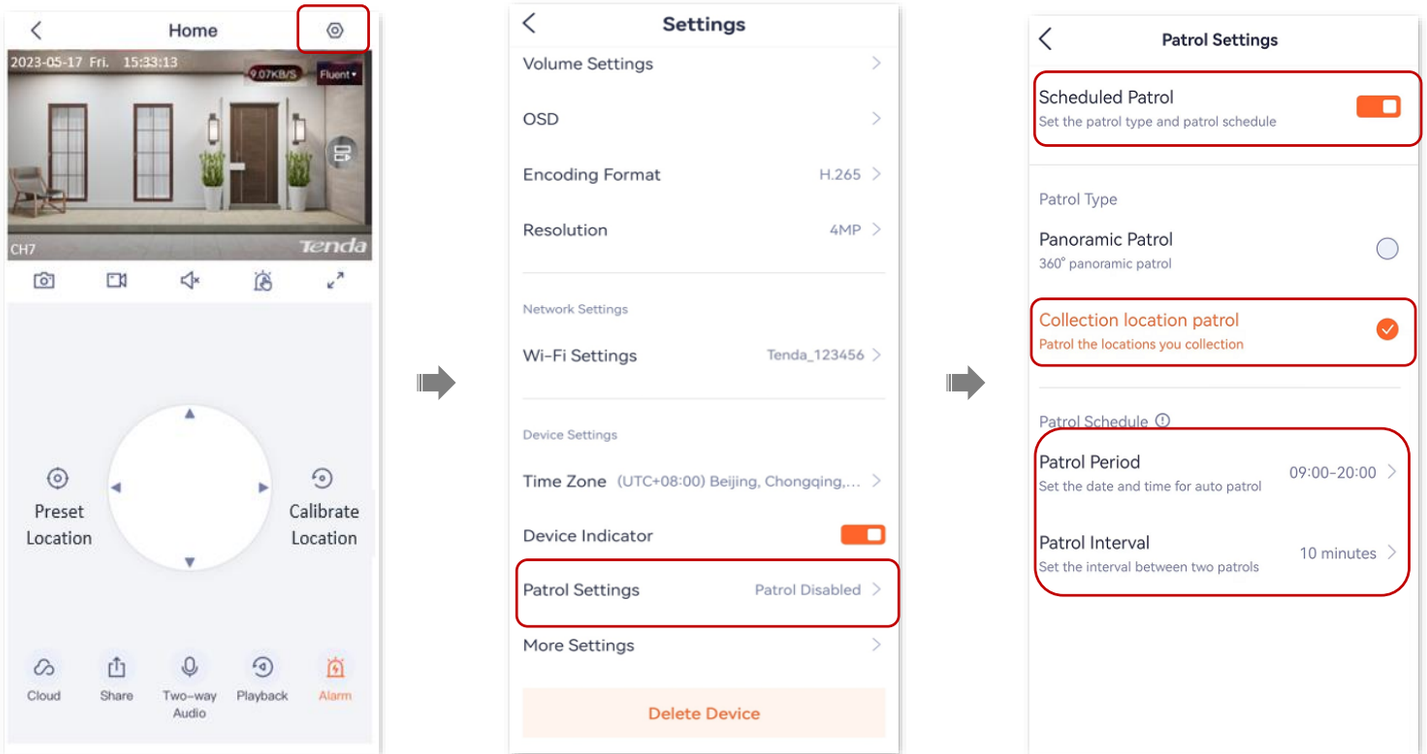
– The location preset after patrol function is enabled will be collected to the camera during the next patrol.

2. Set a camera to patrol the gate and garage area every 10 minutes at 9:00 to 20:00 from Monday to Friday.

1) Enter the camera monitor page, tap ⚙ in the upper right corner, then tap **Patrol Settings**.

2) Enable the **Scheduled Patrol** function, and select **Collection** location patrol.

3) Set **Patrol Period** to **9:00-20:00** from **Monday** to **Friday**, and set **Patrol Interval** to **10 minutes**.


Home
2023-05-17 Fri. 15:33:13
9.07KB/S
Fluent
CH7
Tenda
Preset Location
Calibrate Location
Cloud
Share
Two-way Audio
Playback
Alarm
Settings
Volume Settings
OSD
Encoding Format
H.265
Resolution
4MP
Network Settings
Wi-Fi Settings
Tenda_123456
Device Settings
Time Zone
(UTC+08:00) Beijing, Chongqing,...
Device Indicator
Patrol Settings
Patrol Disabled
More Settings
Delete Device
Patrol Settings
Scheduled Patrol
Set the patrol type and patrol schedule
Patrol Type
Panoramic Patrol
360° panoramic patrol
Collection location patrol
Patrol the locations you collection
Patrol Schedule
Patrol Period
Set the date and time for auto patrol
09:00-20:00
Patrol Interval
Set the interval between two patrols
10 minutes

---End

Dual-lens camera (Example: CH9-WCA)

TIP

It is suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

The **TDSEE** App with version 1.7.0 is used for illustrations here.

Assume that you want to use the camera to monitor gate and garage area every 10 minutes at 9:00 to 20:00 from Monday to Friday.

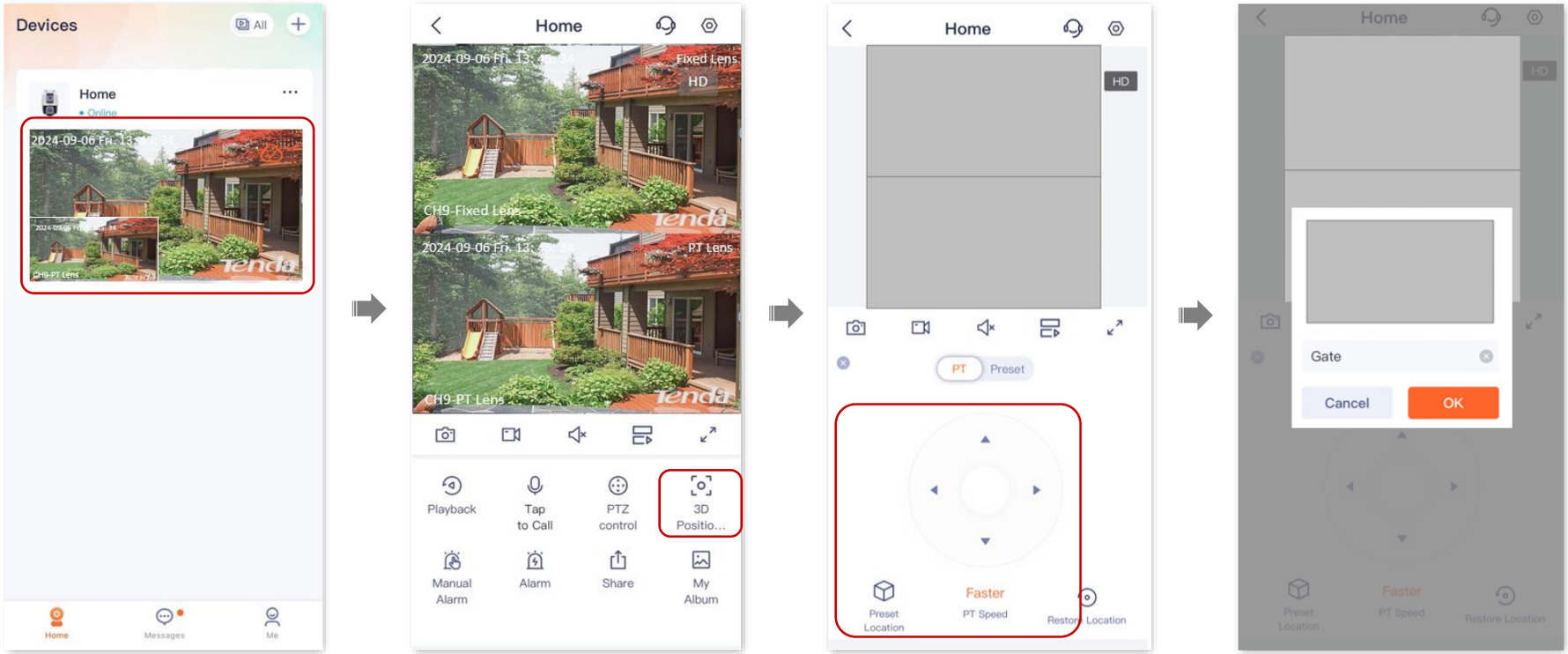
1. Preset the camera patrol location.

   1) Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example.

   2) Tap **PTZ Control** ( ).

   3) Tap to adjust the location you want to monitor, which is **Gate** in this example. Then tap **Preset Location** ( ).

   4) Personalize a name with location, which is **Gate** in this example, and tap **Save**.

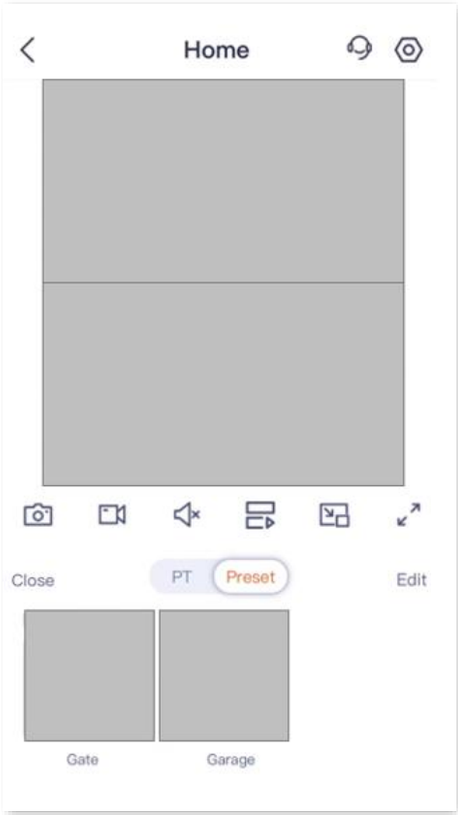

Devices
All
Home
Online
Home
Fixed Lens
HD
CH9-Fixed Lens
PT Lens
CH9-PT Lens
Playback
Tap to Call
PTZ control
3D Positio...
Manual Alarm
Alarm
Share
My Album
Home
Messages
Me
Home
HD
PT
Preset
Preset Location
Faster
PT Speed
Restore Location
Home
HD
Gate
Cancel
OK
Preset Location
Faster
PT Speed
Restore Location

5) Refer to substeps **2** to **3** to preset the locations of the garage.

Tap **Preset Point** to view the collection position.

TIP

- If you want to delete the previously added location, tap **Edit**, select the location and tap **Delete**.
- The location preset after patrol function is enabled will be collected to the camera during the next patrol.

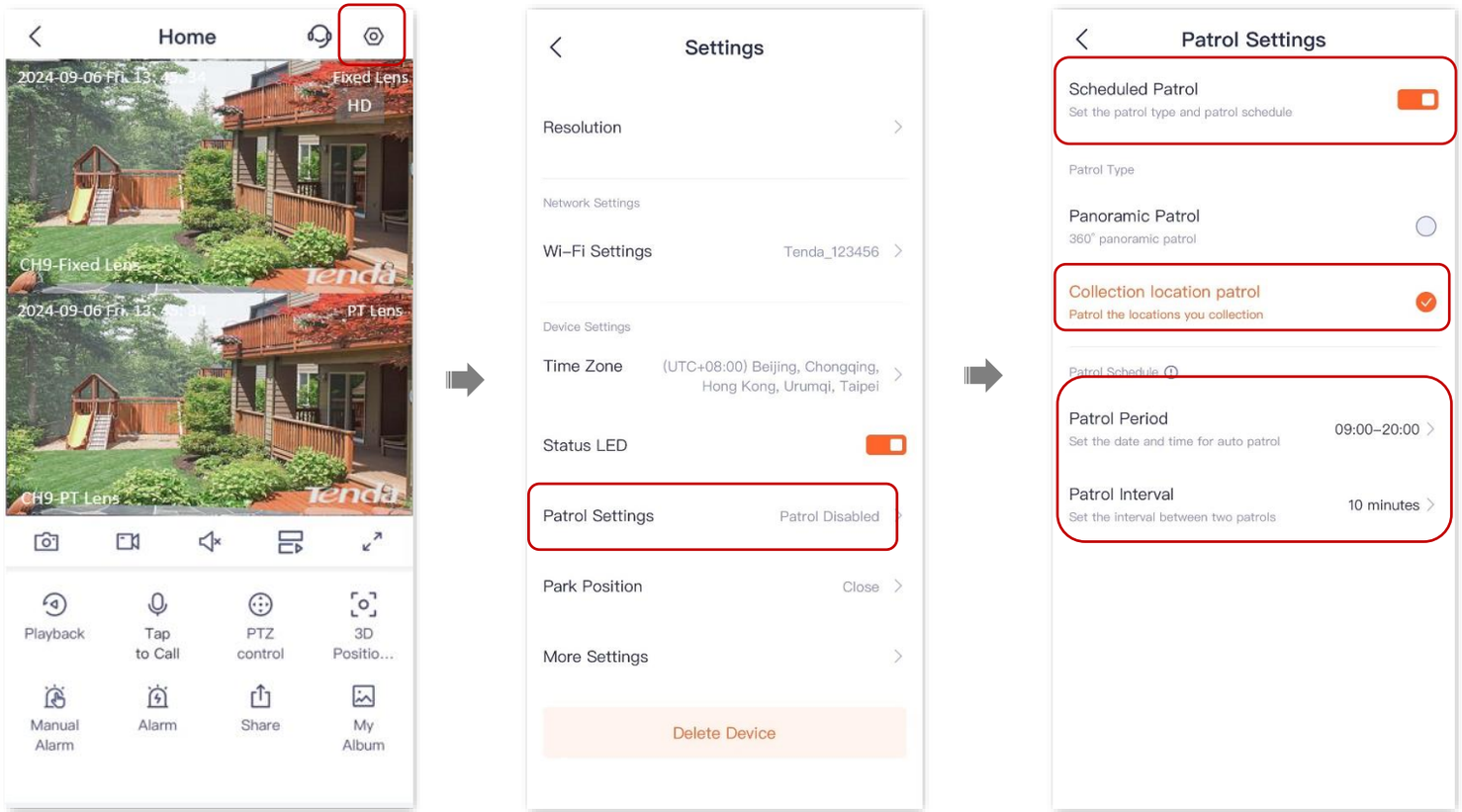


2. Set a camera to patrol the gate and garage area every 10 minutes at 9:00 to 20:00 from Monday to Friday.

   1) Enter the camera monitor page, tap ⚙ in the upper right corner, then tap **Patrol Settings**.

   2) Enable the **Scheduled Patrol** function, and select **Collection** location patrol.

   3) Set **Patrol Period** to **9:00-20:00** from **Monday** to **Friday**, and set **Patrol Interval** to **10 minutes**.



---End

Set up park position (Example: CH9-WCA)

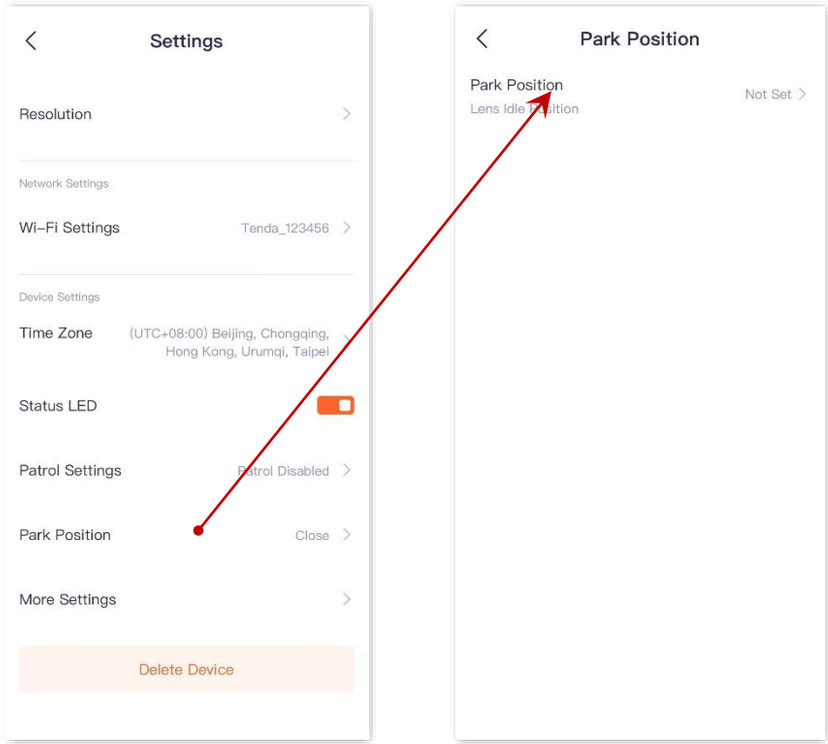
TIP

It is suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

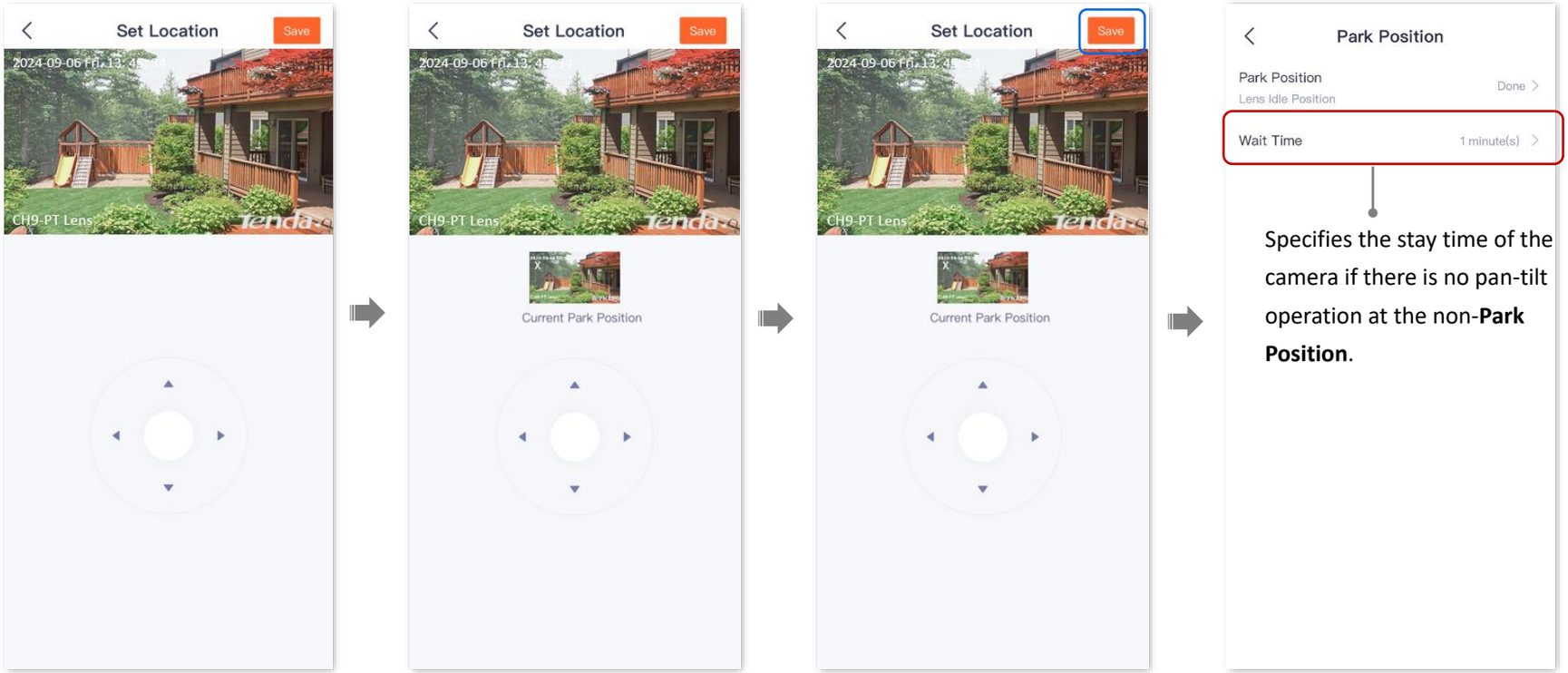
The **TDSEE** App with version 1.7.0 is used for illustrations here.

The park position is the monitoring position that the PT lens will automatically return to when there is no pan-tilt operation within the **Wait Time**.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to set up park position on the homepage, which is **Home i**n this example, tap ••• in the right corner , and tap **Device Settings**.
   - Method 2: Tap the camera you want to set up park position on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Swipe down to find and tap **Park Position** > **Park Position**.



3. Adjust the PT lens by to the position you want and tap **Save**. The current position will be set to the park position.
4. Tap ＜, and set **Wait Time**.


Set Location
Save
CH9-PT Lens
Current Park Position
Park Position
Park Position
Lens Idle Position
Done
Wait Time
1 minute(s)
Specifies the stay time of the camera if there is no pan-tilt operation at the non-**Park Position**.

---End

Cloud

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

The **TDSEE** App with version 1.8.4 is used for illustrations here, unless otherwise specified.

After you subscribe to the cloud storage service, the monitoring videos of the device will be stored on the cloud. You can check the video anytime anywhere.

Cloud storage service description:

- Cloud storage service is only applicable to Tenda IP cameras and NVR channels.
- The price of the cloud storage service is subject to that displayed on the **TDSEE** App page.
- At least 4 Mbps network bandwidth is required.
- The cloud storage service type of the camera refers to detection recording.
- The package types include subscription packages (automatic renewal, such as monthly plan) and standard packages (a one-time payment, such as for one month). You can cancel the automatic renewal service at any time. After cancellation, no further deduction will be made upon expiration.
- You can enjoy free cloud storage service (7 Days Detection Recording) for 3 months upon the first activation of the cloud service.
- Package service effective priority: Subscription package > Standard package > Free cloud storage package.

Subscribe to the cloud storage service

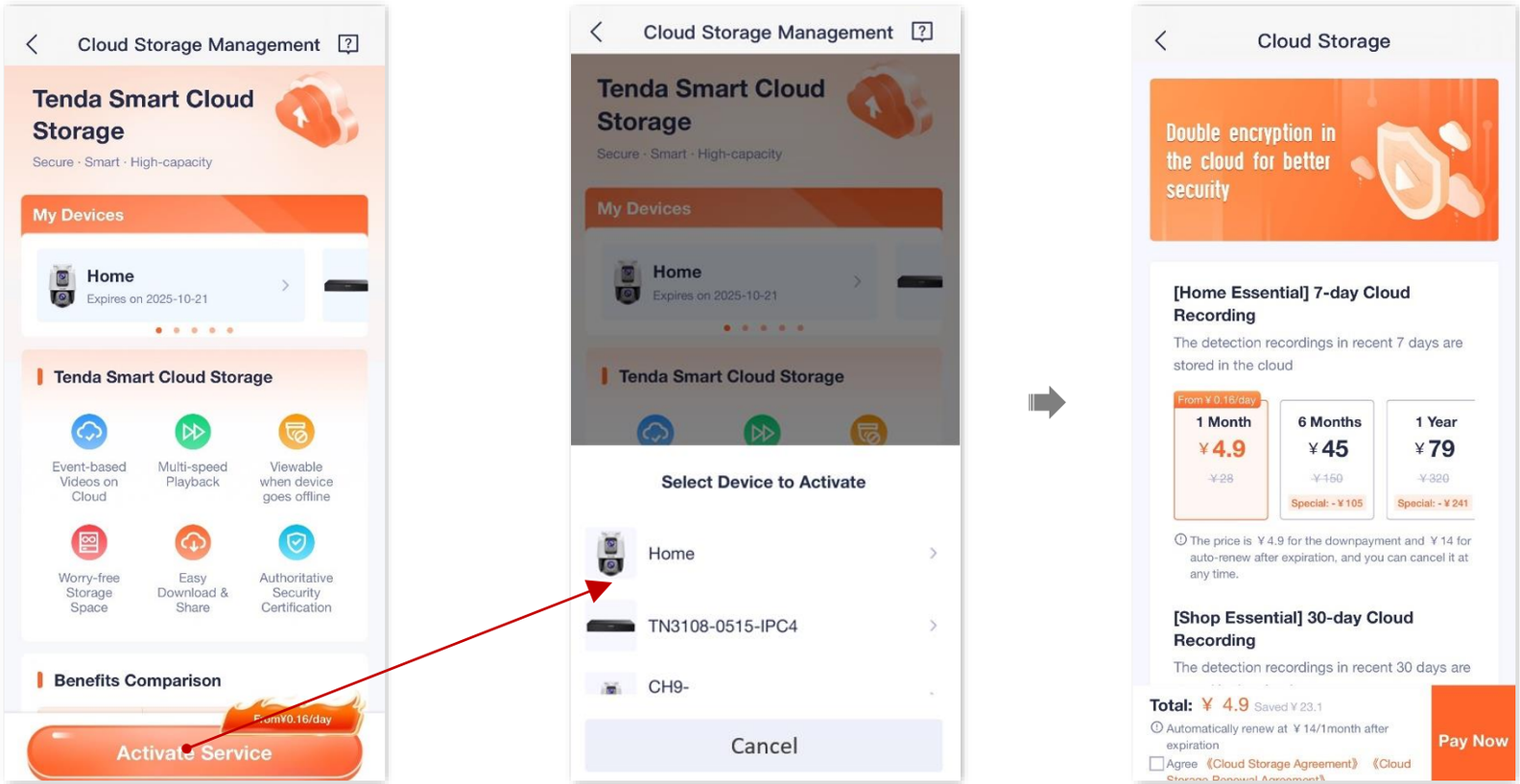
TIP

- Russia supports coupon code redemption.
- The 3-month free cloud storage is taken as an example here. It is for reference only.

1. Log in to TDSEE App, and enter the cloud storage page.
   - **Method 1:** Tap the **Tenda Smart Cloud Storage** in the **Home**, **Messages** or **Me** page.
   - **Method 2:** Tap the at the top of the homepage.
   - **Method 3:** Tap **Cloud Storage** in the **Me** page.
   - **Method 4:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap **Cloud** ( ) in the left corner.
   - **Method 5:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and tap **Cloud**.
   - **Method 6:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and go to **Device Settings** > **Cloud Storage**.
   - **Method 7:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap **Settings** (), and tap **Cloud Storage**.
2. Purchase the cloud storage service.

   Method 1:

   1) Tap **Activate Service**, and select the camera that you want to buy cloud storage service, which is the camera **Home** in this example.
   2) Follow the on-screen instructions to subscribe to the cloud storage service package.

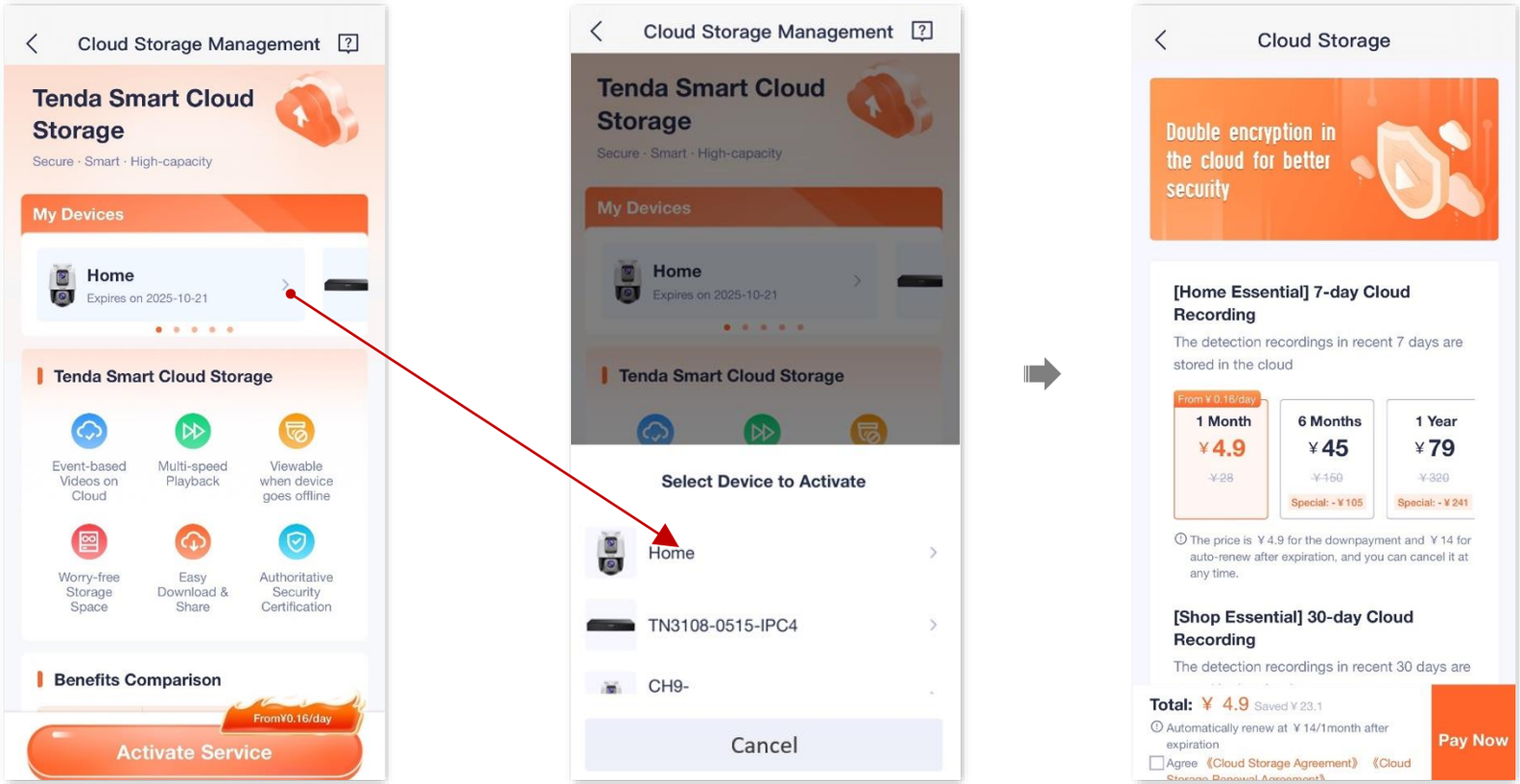

Cloud Storage Management
Tenda Smart Cloud Storage
Secure · Smart · High-capacity
My Devices
Home
Expires on 2025-10-21
Tenda Smart Cloud Storage
Event-based Videos on Cloud
Multi-speed Playback
Viewable when device goes offline
Worry-free Storage Space
Easy Download & Share
Authoritative Security Certification
Benefits Comparison
Activate Service
Cloud Storage Management
Tenda Smart Cloud Storage
Secure · Smart · High-capacity
My Devices
Home
Expires on 2025-10-21
Tenda Smart Cloud Storage
Select Device to Activate
Home
TN3108-0515-IPC4
CH9-
Cancel
Cloud Storage
Double encryption in the cloud for better security
[Home Essential] 7-day Cloud Recording
The detection recordings in recent 7 days are stored in the cloud
From ¥ 0.16/day
1 Month
¥ 4.9
¥ 28
6 Months
¥ 45
¥ 150
Special: - ¥ 105
1 Year
¥ 79
¥ 320
Special: - ¥ 241
The price is ¥ 4.9 for the downpayment and ¥ 14 for auto-renew after expiration, and you can cancel it at any time.
[Shop Essential] 30-day Cloud Recording
The detection recordings in recent 30 days are
Total: ¥ 4.9 Saved ¥ 23.1
Automatically renew at ¥ 14/1month after expiration
Agree 《Cloud Storage Agreement》 《Cloud
Pay Now

Method 2: (Only applicable to cameras with active cloud storage service)

1) Tap **>** in the right side of the camera that you want to buy cloud storage service, which is the camera **Home** in this example.

2) Tap **Purchase**.

3) Follow the on-screen instructions to subscribe to the cloud storage service package.



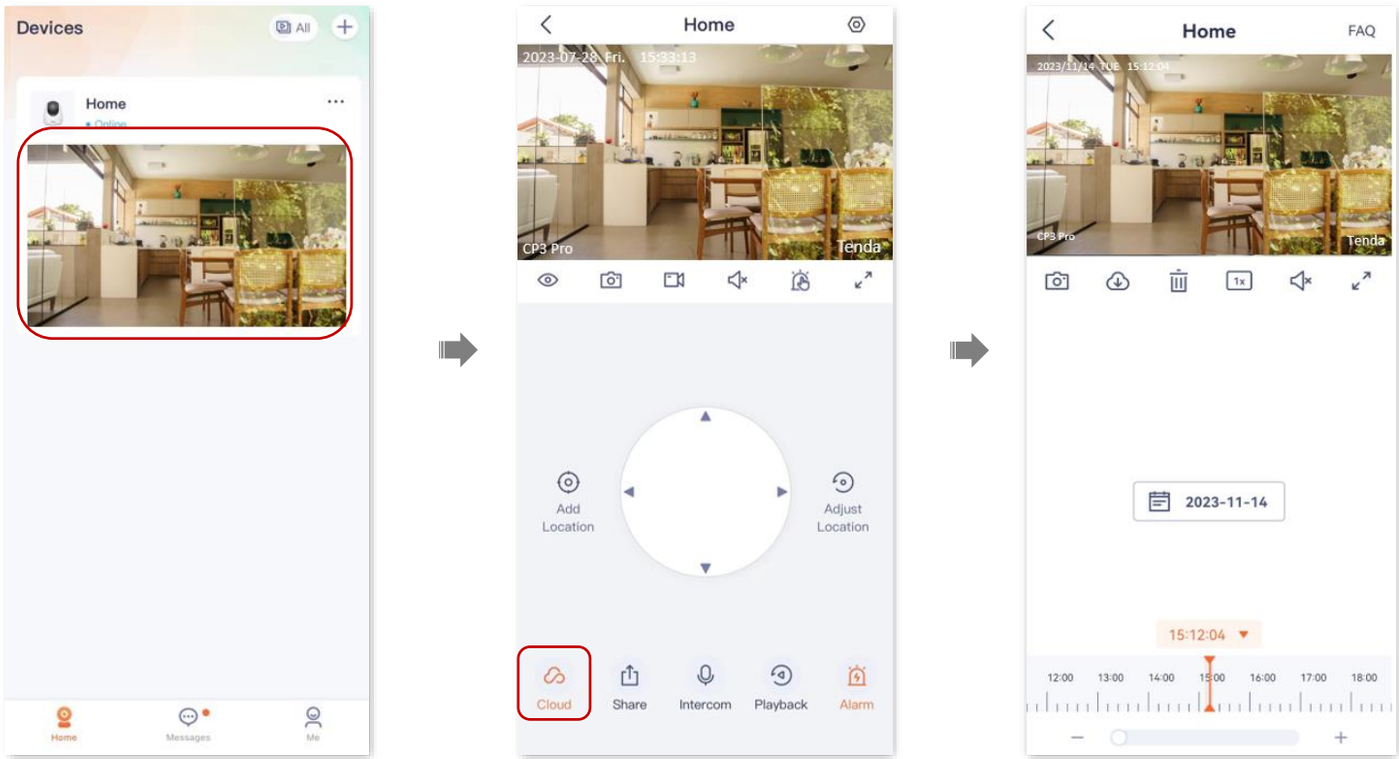
----End

Check and edit cloud storage video

Method 1

The **TDSEE** App with version 1.5.0 is used for illustrations here.

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap **Cloud** in the lower-left corner.
2. Check and edit the video as required.



----End

Cloud video parameter description

Parameter	Description
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.
	Download. Tap it to download the specific video to TDSEE Album. TIP Only one video can be downloaded at a time.
	Tap it to delete the specific cloud storage video. Deleted videos cannot be restored.
	Tap it to select a playback rate.
	Tap it to pause or play the video.
	Tap it to disable or enable the camera audio.
	Tap it to view the image in full screen.
Recording video timeline	Orange means detection recording. Gray means no recording. TIP You can choose a specific date above the timeline, slide the timeline left or right to choose a specific period, and adjust the scale of the timeline below the timeline.

Method 2 (Example: CH9-WCA)

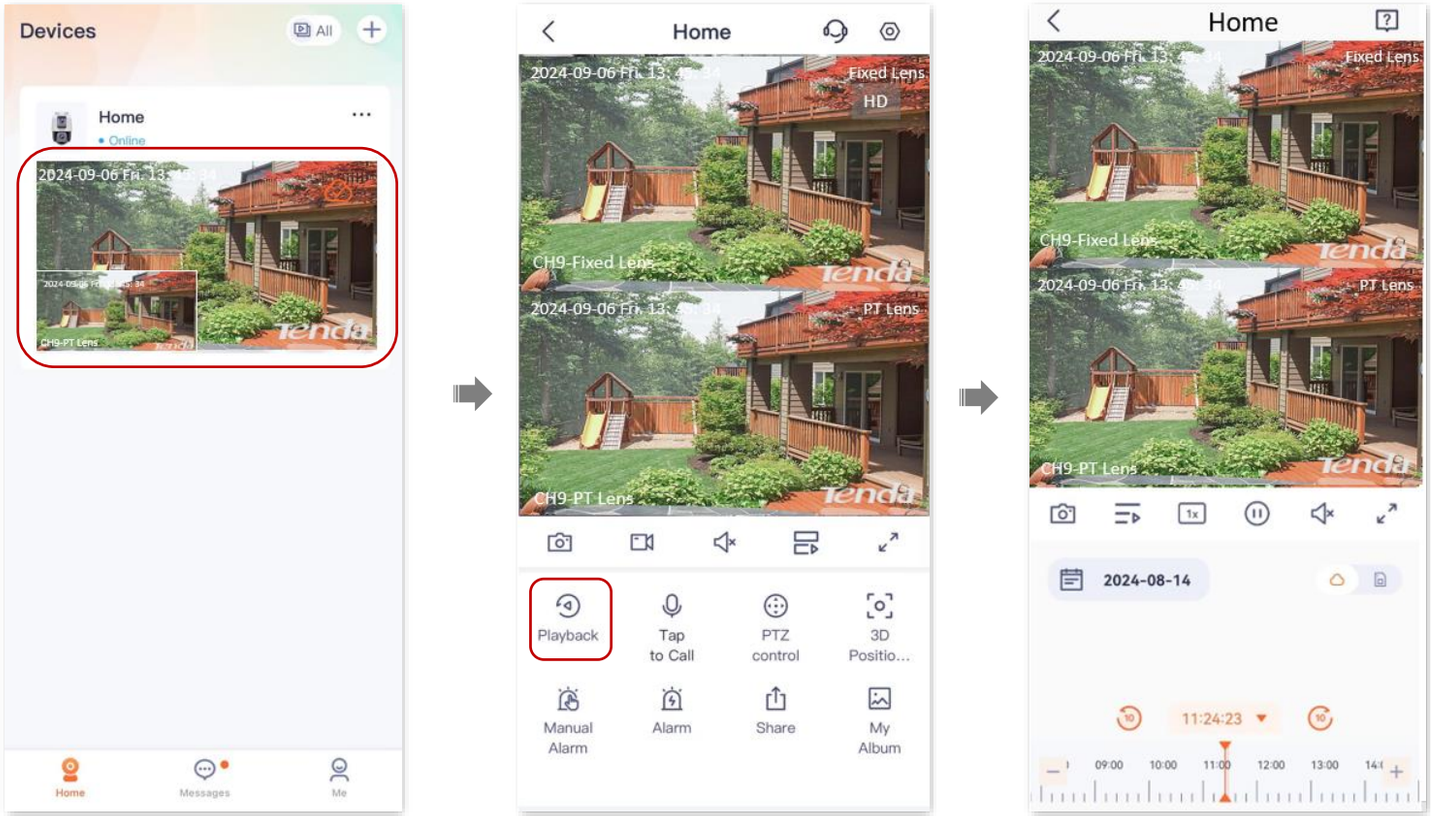
TIP

It is suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

The **TDSEE** App with version 1.7.0 is used for illustrations here.

Procedure:

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap **Playback** ( ) in the lower-left corner.
2. Check and edit the video as required.



---End

Parameter description

Parameter	Description
	Tap it to view cloud storage recordings.
	Tap it to view Micro SD card recordings.
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.

Parameter	Description
	Tap it to download cloud storage recordings. You can view the recording under PT lens and fixed lens and download it as required. The successfully downloaded files will be automatically saved to the App Album. Suitable for cloud storage recording.
	Tap it to start recording the monitoring image, and tap again to stop recording. Successfully recorded files will be automatically saved to the App Album. Suitable for Micro SD card recording.
	Tap it to select a playback rate.
	Tap it to pause or play the video.
	Tap it to disable or enable the camera audio.
	Tap it to view the image in full screen.
Recording video timeline	Orange means detection recording. Gray means no recording.  You can choose a specific date above the timeline, slide the timeline left or right to choose a specific period, and adjust the scale of the timeline below the timeline.

Disable the cloud storage service (Example: CH10)

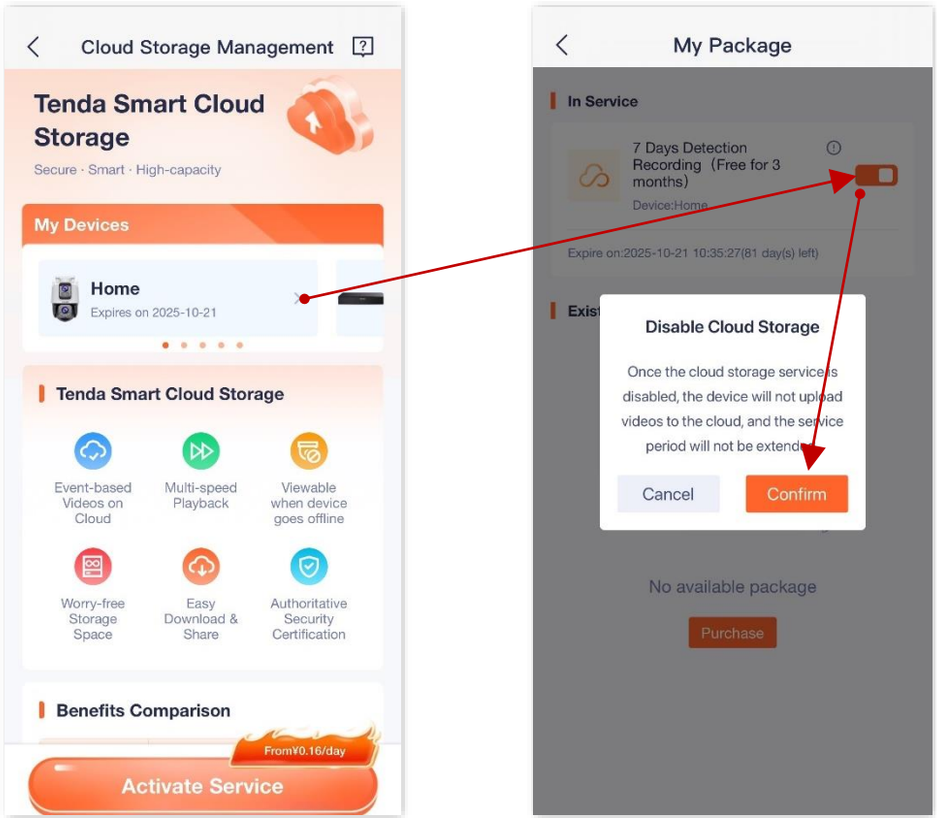
After the cloud storage service function is disabled, the device will not upload videos to the cloud. Please operate with caution.

TIP

Disabling the cloud storage service does not extend the validity period of the cloud storage service.

1. Log in to TDSEE App, and enter the cloud storage page.
   - **Method 1:** Tap the **Tenda Smart Cloud Storage** in the **Home**, **Messages** or **Me** page.
   - **Method 2:** Tap the  at the top of the homepage.
   - **Method 3:** Tap **Cloud Storage** in the **Me** page.
   - **Method 4:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and tap **Cloud**.
   - **Method 5:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and go to **Device Settings** > **Cloud Storage**.
   - **Method 6:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap **Settings** (⚙), and tap **Cloud Storage**.

2. Select a device on which you want to disable the cloud storage service, which is **Home** in this example.
3. Tap the **>** on the right side of the camera **Home**.
4. Disable the cloud storage service, read the prompt message, and tap **Confirm**.



----End

Transfer the cloud storage service package (Example: CP3 Pro)

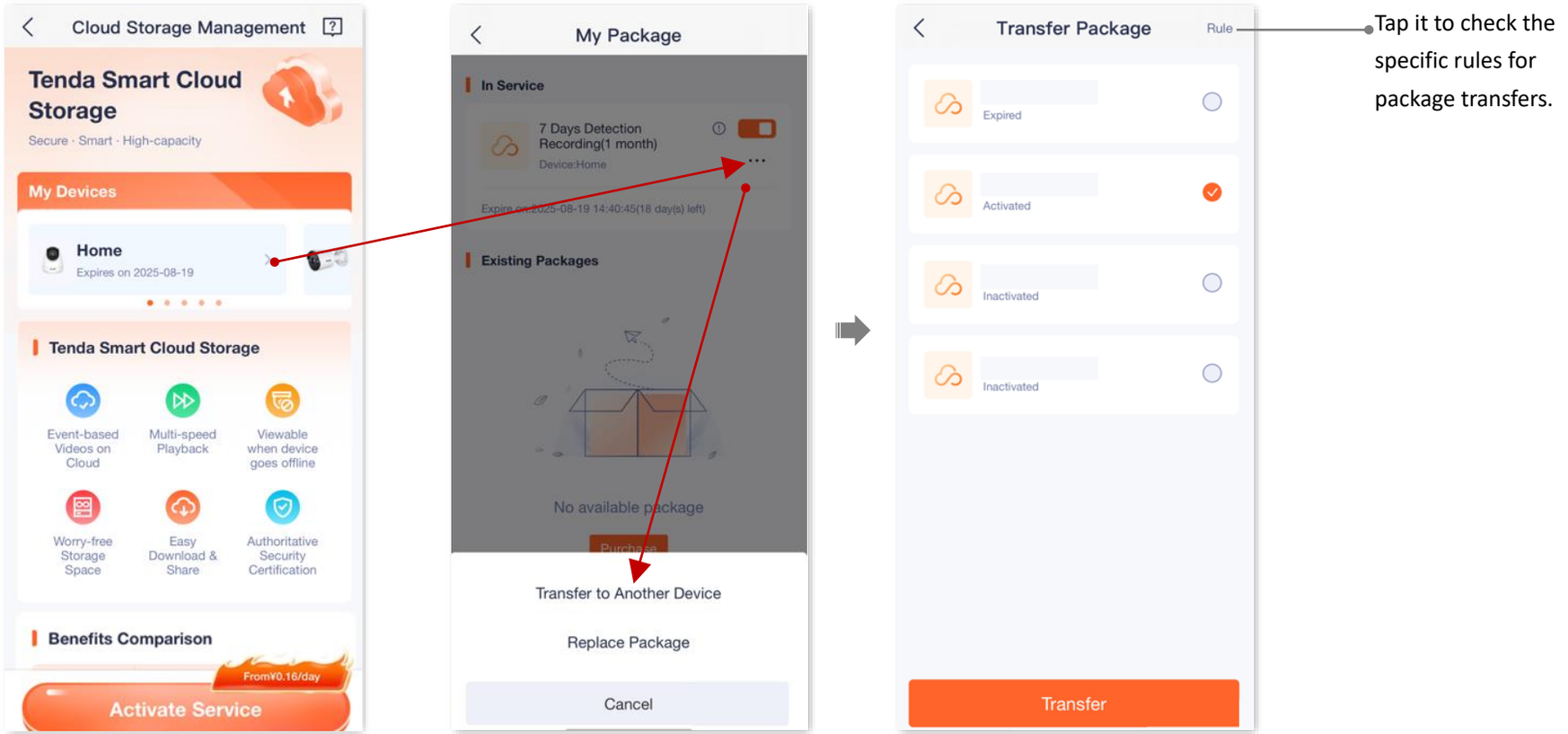
Packages in effect or to be effective can be transferred to other cameras under the same TDSEE account, which takes effect immediately after transfer.

TIP

- Free trial packages and preferential packages cannot be transferred.
- The package cannot be transferred to the camera that is using the subscription package.
- The cloud storage package can be transferred only once every day.

1. Log in to TDSEE App, and enter the cloud storage page.
   - **Method 1:** Tap the **Tenda Smart Cloud Storage** in the **Home**, **Messages** or **Me** page.
   - **Method 2:** Tap the  at the top of the homepage.
   - **Method 3:** Tap **Cloud Storage** in the **Me** page.
   - **Method 4:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and tap **Cloud**.
   - **Method 5:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and go to **Device Settings** > **Cloud Storage**.
   - **Method 6:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap **Settings** (), and tap **Cloud Storage**.

2. Select a device on which you want to transfer the cloud storage service, which is **Home** in this example. Tap the **>** on the right side of the camera **Home**.
3. Find the package to be transferred on **My Package** page, tap ••• on the right, and tap **Transfer to Another Device.**
4. Select the camera that accepts the package transfer and tap **Transfer**. Read the prompt message, and tap **Confirm**.



---End

Replace the cloud storage service package (Example: CP3 Pro)

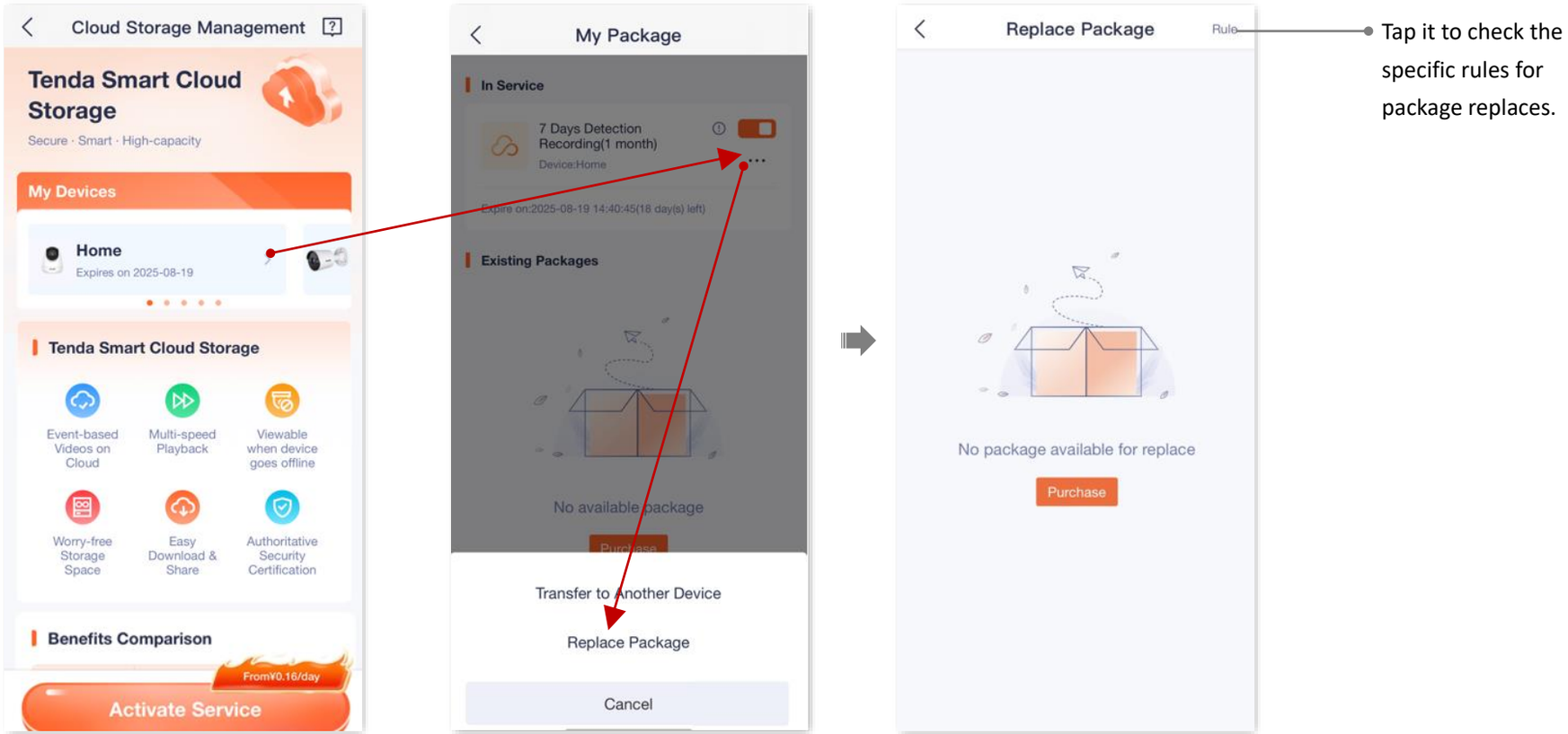
If you purchase multiple (≥2) standard paid packages for a single camera, you can replace the package in effect for another package.

TIP

- Free trial packages and preferential packages cannot be transferred.
- The cloud storage package can be replaced only once every day.

1. Log in to TDSEE App, and enter the cloud storage page.
   - **Method 1:** Tap the **Tenda Smart Cloud Storage** in the **Home**, **Messages** or **Me** page.
   - **Method 2:** Tap the at the top of the homepage.
   - **Method 3:** Tap **Cloud Storage** in the **Me** page.
   - **Method 4:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and tap **Cloud**.
   - **Method 5:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and go to **Device Settings** > **Cloud Storage**.
   - **Method 6:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap **Settings** (), and tap **Cloud Storage**.

2. Select a device on which you want to replace the cloud storage service, which is **Home** in this example. Tap the **>** on the right side of the camera **Home**.
3. Find the package to be replaced on **My Package** page, tap ••• on the right, and tap **Replace Package.**
4. Select the package to be replaced and tap **Replace**.



---End

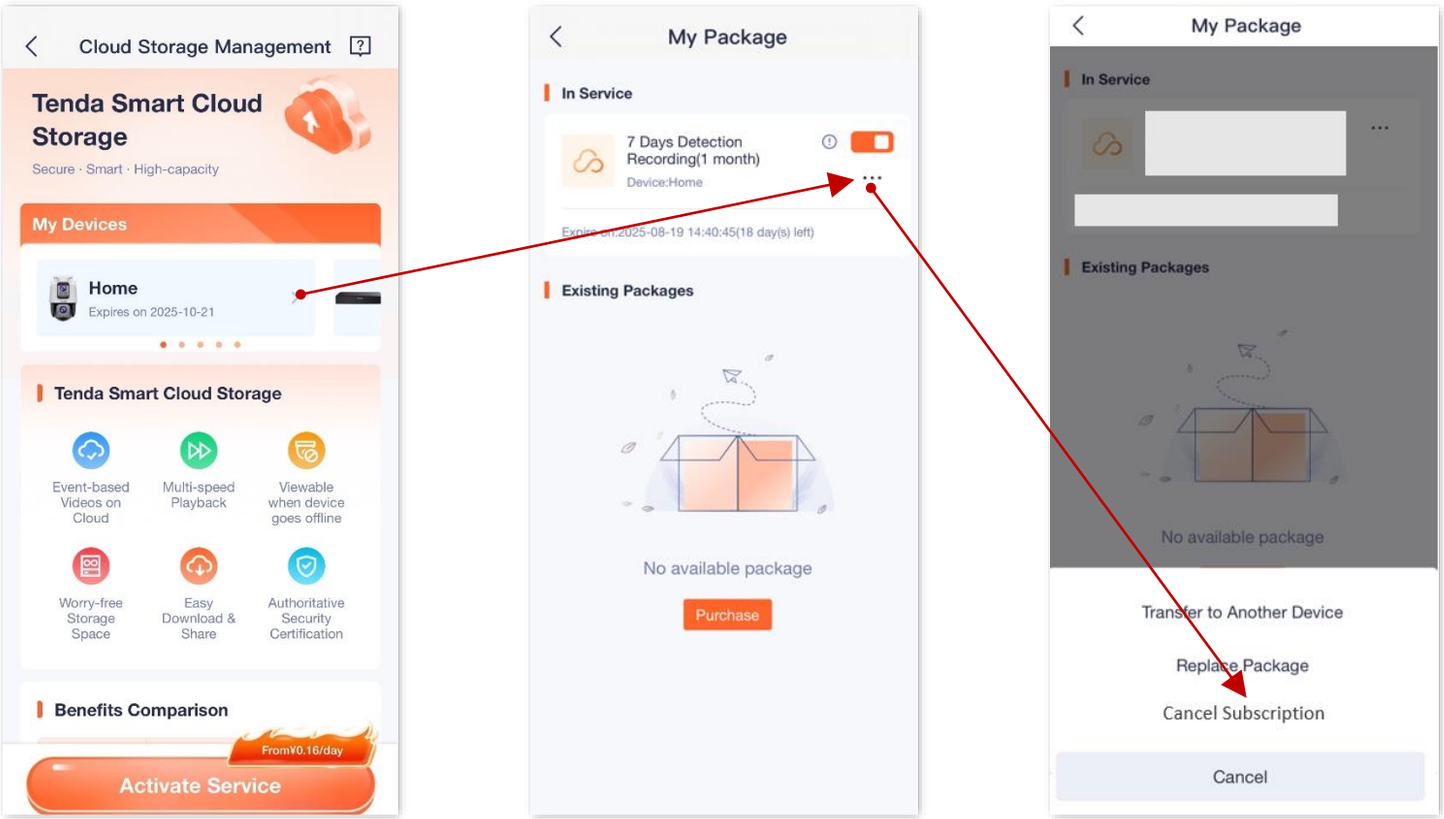
Cancel the subscription package

Subscription packages: Packages that renew automatically. This type of package will be automatically renewed upon expiration. You can also cancel the automatic renewal at any time, after cancellation, no further deduction will be made upon expiration.

1. Log in to TDSEE App, and enter the cloud storage page.

   - **Method 1:** Tap the **Tenda Smart Cloud Storage** in the **Home**, **Messages** or **Me** page.
   - **Method 2:** Tap the  at the top of the homepage.
   - **Method 3:** Tap **Cloud Storage** in the **Me** page.
   - **Method 4:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and tap **Cloud**.
   - **Method 5:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner, and go to **Device Settings** > **Cloud Storage**.
   - **Method 6:** Find the camera that you want to buy cloud storage service on the homepage, which is the camera **Home** in this example. Tap **Settings** (), and tap **Cloud Storage**.

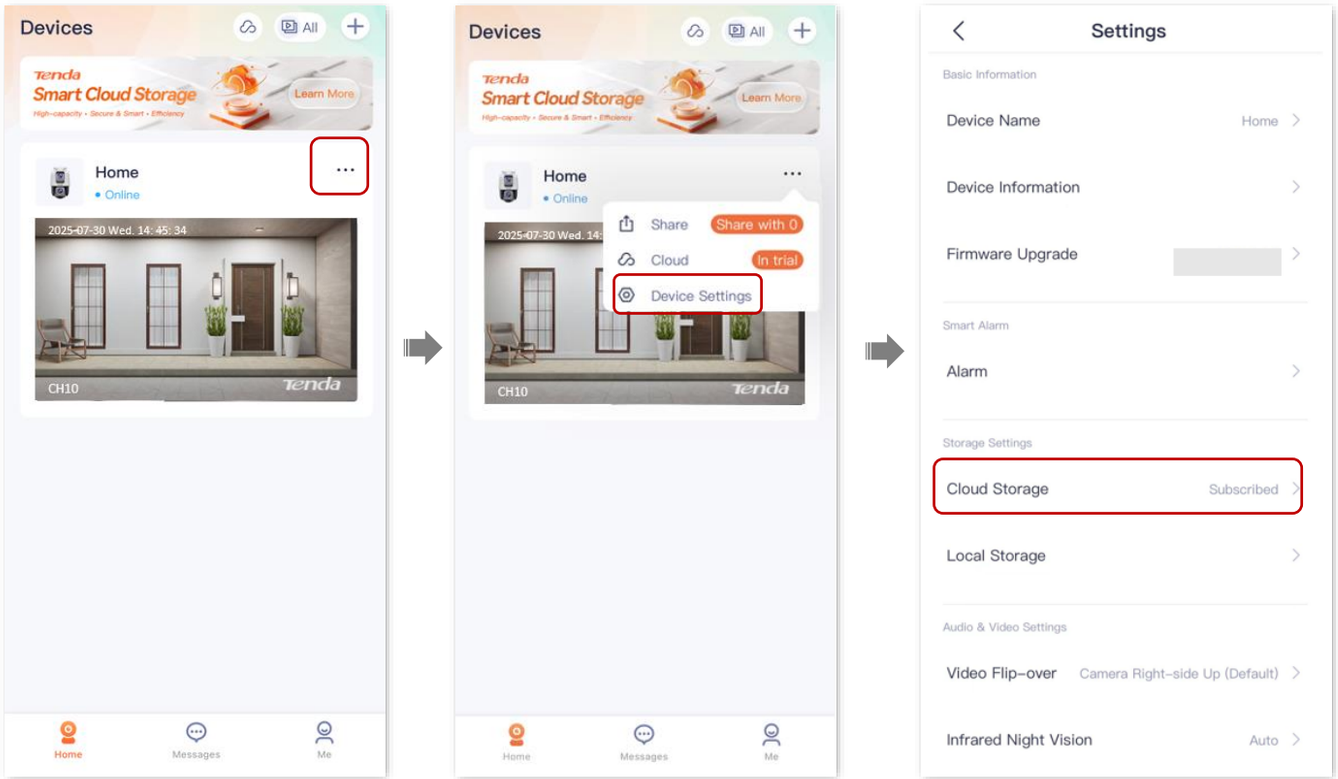
2. Select a device on which you want to cancel the cloud storage service, which is **Home** in this example.
3. Find the package to be cancelled on **My Package** page, tap ••• on the right, and tap **Cancel Subscription.** Read the prompt message, and tap **Confirm**.



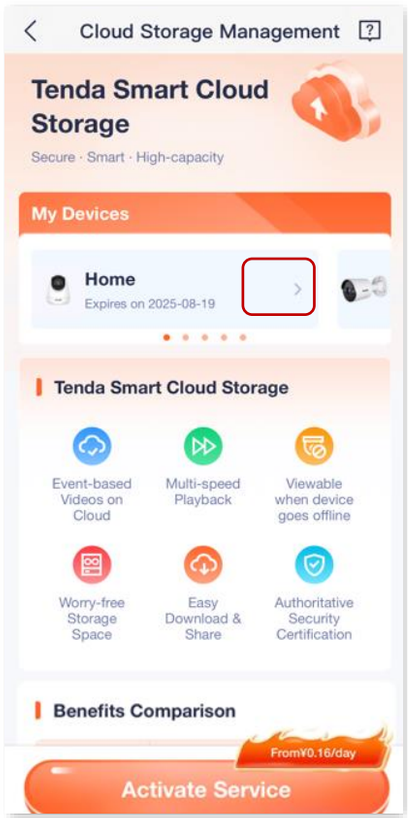
---End

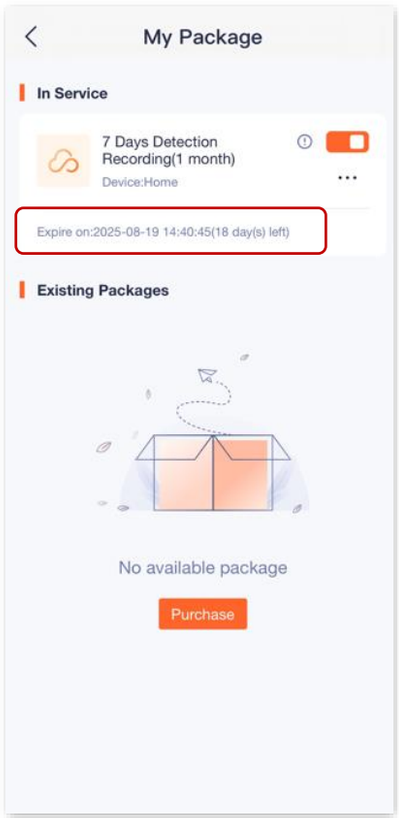
Check remaining time of cloud storage

1. Log in to TDSEE App, and enter the settings page of the camera. (The figure shows **Method 1** as an example)
   - Method 1: Find the camera you want to check the remaining time of the cloud storage on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to check the remaining time of the cloud storage on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **Cloud Storage**.



3. Tap the **>** on the right side of the **Home** camera to check remaining time of cloud storage service



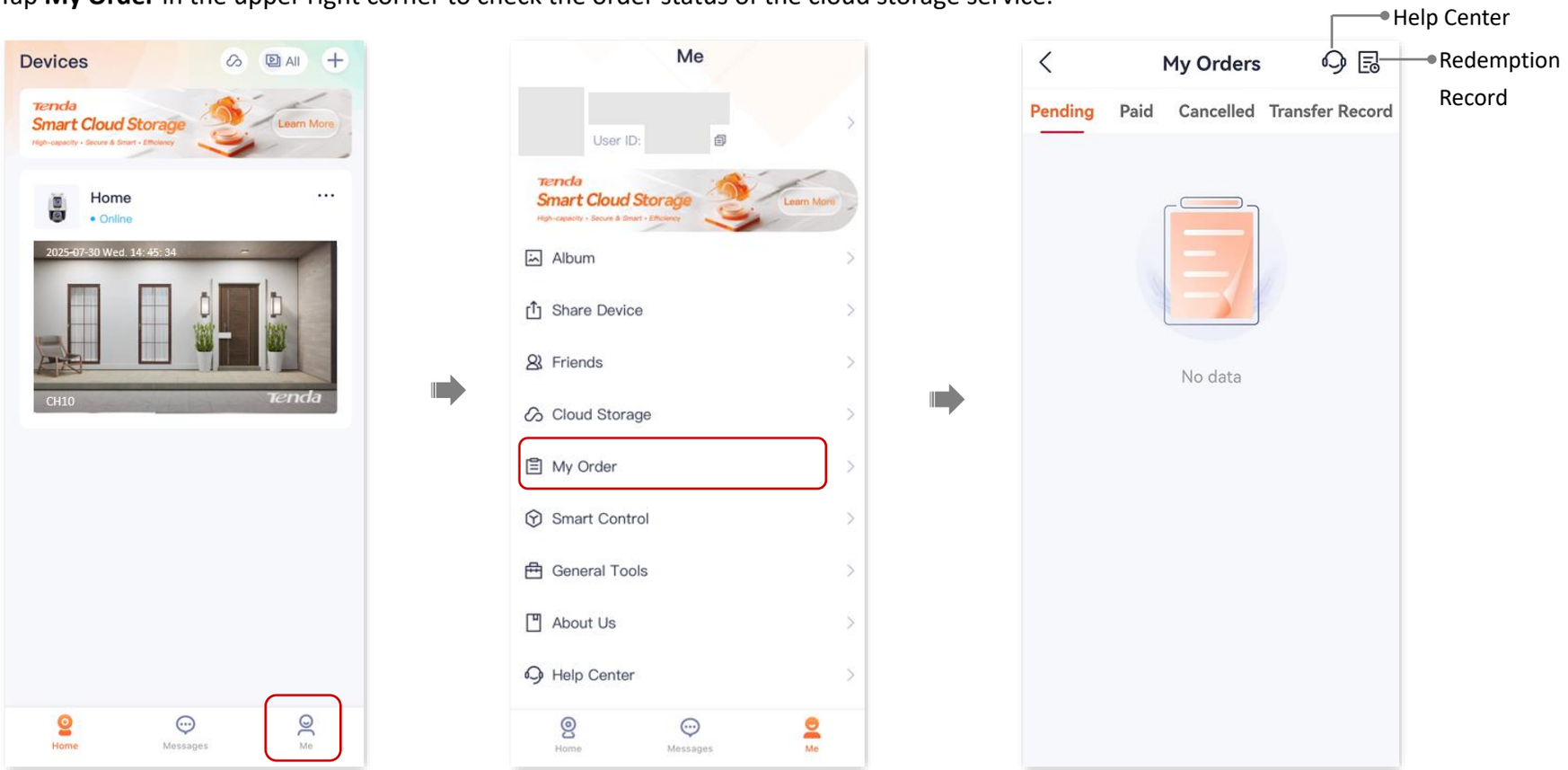


---End

Check/Modify/Cancel my order

You can check the order status of the cloud storage service, including pending payment orders, paid orders, cancelled orders and transfer records.

1. Log in to TDSEE App, and go to **Me** > **Cloud Storage**.
2. Tap **My Order** in the upper right corner to check the order status of the cloud storage service.



----End

Micro SD card recording storage

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

Use Micro SD card for the first time

Tenda camera supports storage recordings on Micro SD card (self-prepared by users). After the camera successfully identifies the Micro SD card, it will automatically start recording according to the recording mode.

TIP

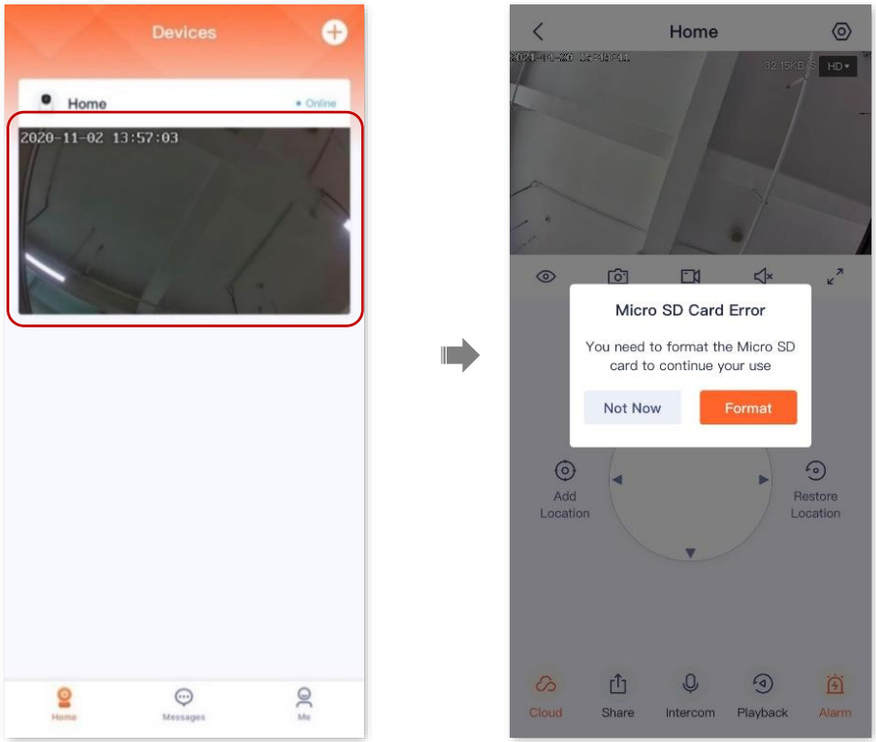
- Ensure that the storage capacity of the Micro SD card is 2 to 128 G, and the read and write speed is Class 10.
- Tenda camera supports recording via Micro SD card of FAT32, exFAT and NTFS formats.
- If the App prompts that the Micro SD card needs to be formatted, follow the on-screen instructions.

1. Insert the Micro SD card in the slot of the camera (turn the lens upward, then you can see it).



2. Log in to TDSEE App to check whether the Micro SD card can be identified normally.

   Tap the camera on the homepage. If a window pops up **Micro SD Card Error**, it indicates that the current format of the Micro SD card does not meet the requirements. Format it according to the instructions.



TIP

If the formatting of the Micro SD card fails, try the following solutions:

- Power off the camera, unplug and insert the Micro SD card, then power on the camera again.
- You can find a professional to test or use MyDiskTest software to check whether the Micro SD card is normal.

3. Set the recording mode of the Micro SD card. Refer to Micro SD card recording settings for detailed steps.

----End

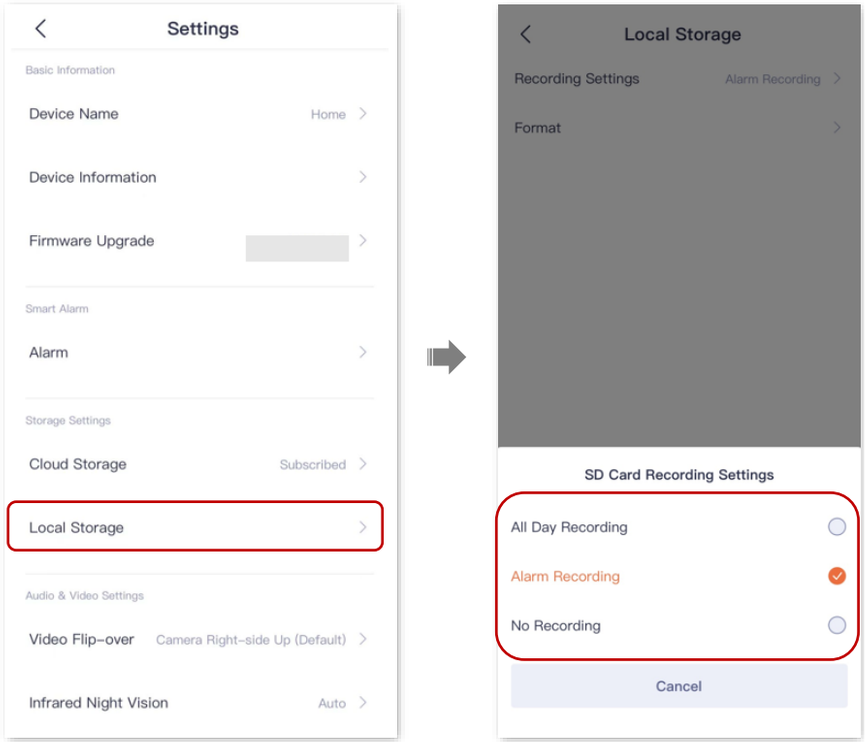
Set Micro SD card recording mode

Tenda camera supports recording storage on Micro SD card (self-prepared). You can set the recording type of the Micro SD card here.

The types of Micro SD card recording are the following:

- All-day recording: 24 hours continuous recording.
- Alarm recording: The camera starts recording once the alarm is triggered.
- No recording: Not recording.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to set Micro SD card recording mode on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to set Micro SD card recording mode on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Go to **Local Storage > Recording Settings**, and select the recording mode as required.


Settings
Basic Information
Device Name
Home
Device Information
Firmware Upgrade
Smart Alarm
Alarm
Storage Settings
Cloud Storage
Subscribed
Local Storage
Audio & Video Settings
Video Flip-over
Camera Right-side Up (Default)
Infrared Night Vision
Auto
Local Storage
Recording Settings
Alarm Recording
Format
SD Card Recording Settings
All Day Recording
Alarm Recording
No Recording
Cancel

----End

Format Micro SD card

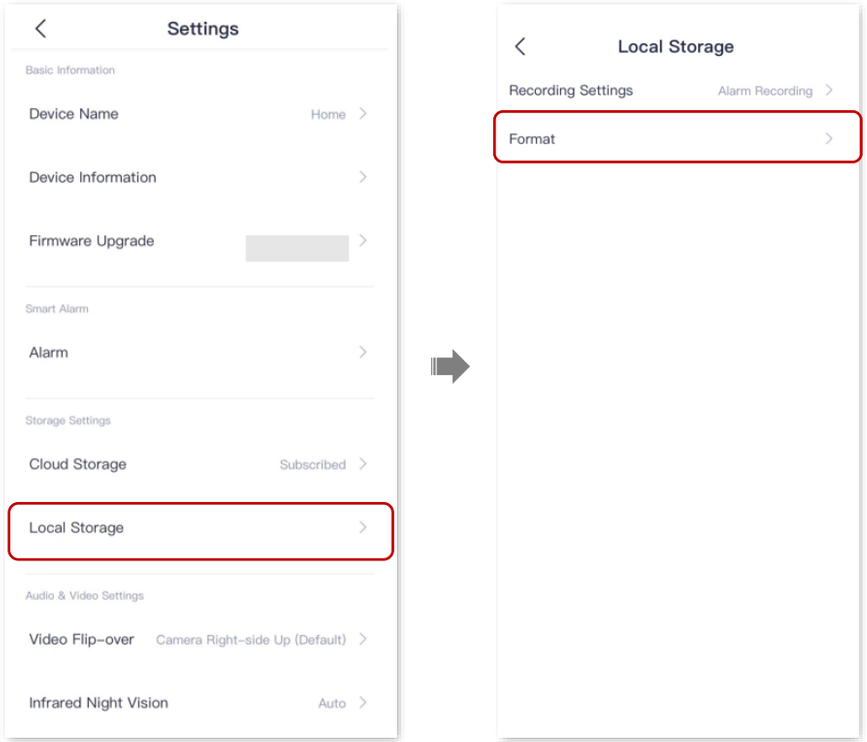
The **TDSEE** App with version 1.3.0 is used for illustrations here.

If the camera cannot identify the Micro SD card, or you want to clear the recording video of the Micro SD, you can format the Micro SD card.

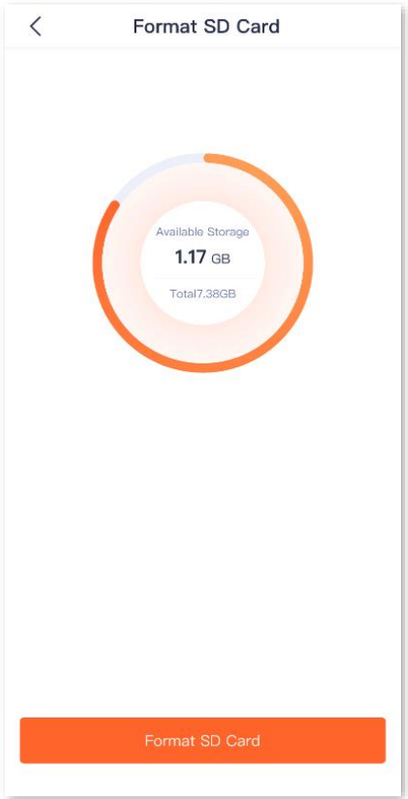
NOTE

Do not cut off the power of the camera during the formatting; otherwise, the Micro SD card may fail to format or even be damaged.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to format Micro SD card on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to format Micro SD card on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Go to **Local Storage** > **Format**.


Settings
Basic Information
Device Name
Home
Device Information
Firmware Upgrade
Smart Alarm
Alarm
Storage Settings
Cloud Storage
Subscribed
Local Storage
Audio & Video Settings
Video Flip-over
Camera Right-side Up (Default)
Infrared Night Vision
Auto
Local Storage
Recording Settings
Alarm Recording
Format

3. Tap **Format SD Card**.



----End

TIP

If the formatting of the Micro SD card fails, try the following solutions:

– Cut off the power of the camera, unplug and insert the Micro SD card, then power on the camera again.

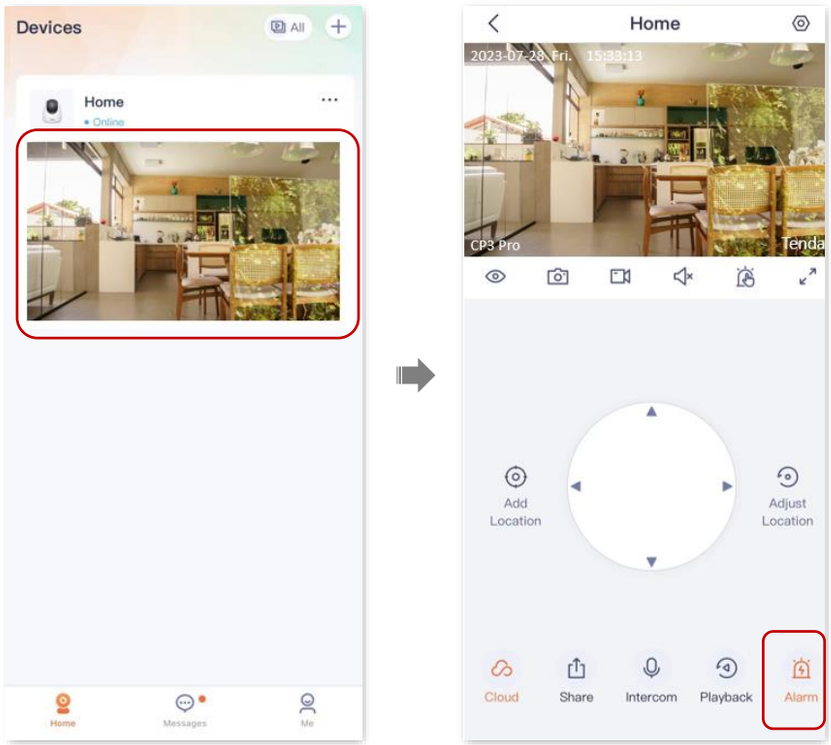
– You can find a professional to test or use MyDiskTest software to check whether the Micro SD card is normal.

Check or edit the Micro SD card video

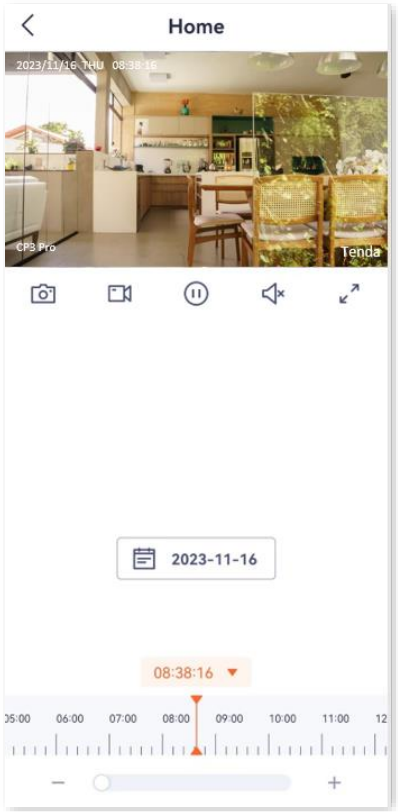
Method 1

The **TDSEE** App with version 1.5.0 is used for illustrations here.

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Then tap **Playback** in the lower right corner**.**



2. You can check and edit the video as required.



----End

Parameter description

Parameter	Description
	Screenshots. Tap it to save the screenshot of the current monitoring image to TDSEE Album.
	Recordings. Tap it to start recording, and tap it again to stop recording. Successful recordings are automatically saved to TDSEE Album.
	Tap it to pause or play the video.
	Tap it to disable or enable the camera audio.
	Tap it to view the image in full screen.
Recording video timeline	Orange means detection recording. Blue means all day recording. Gray means no recording. TIP You can choose a specific date above the timeline, slide the timeline left or right to choose a specific period, and adjust the scale of the timeline below the timeline.

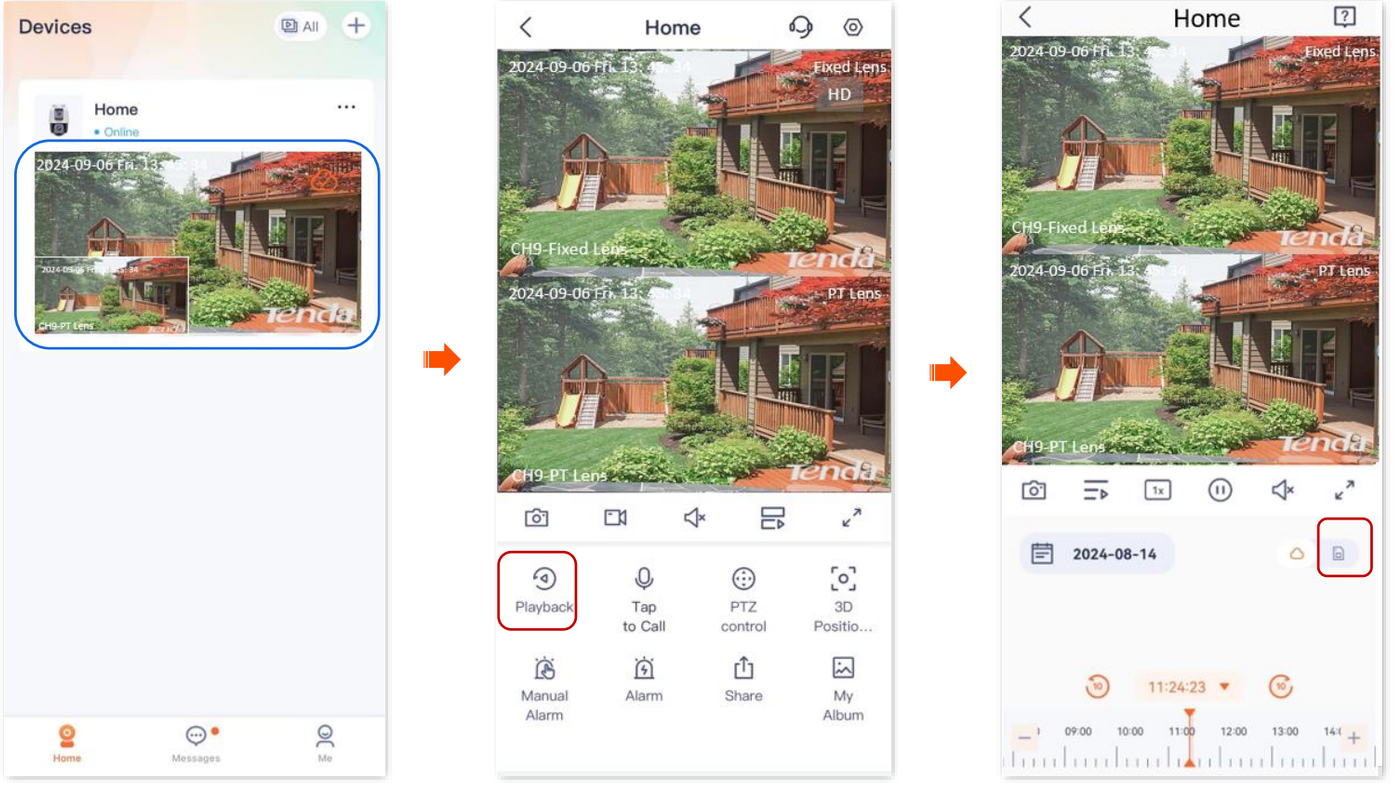
Method 2 (Example: CH9-WCA)

TIP

It is suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

The **TDSEE** App with version 1.7.0 is used for illustrations here.

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap **Playback** ( ) in the lower-left corner.
2. Check and edit the video as required.
3. Tap to view or edit the recording as required. If you have any questions, check the parameter description.

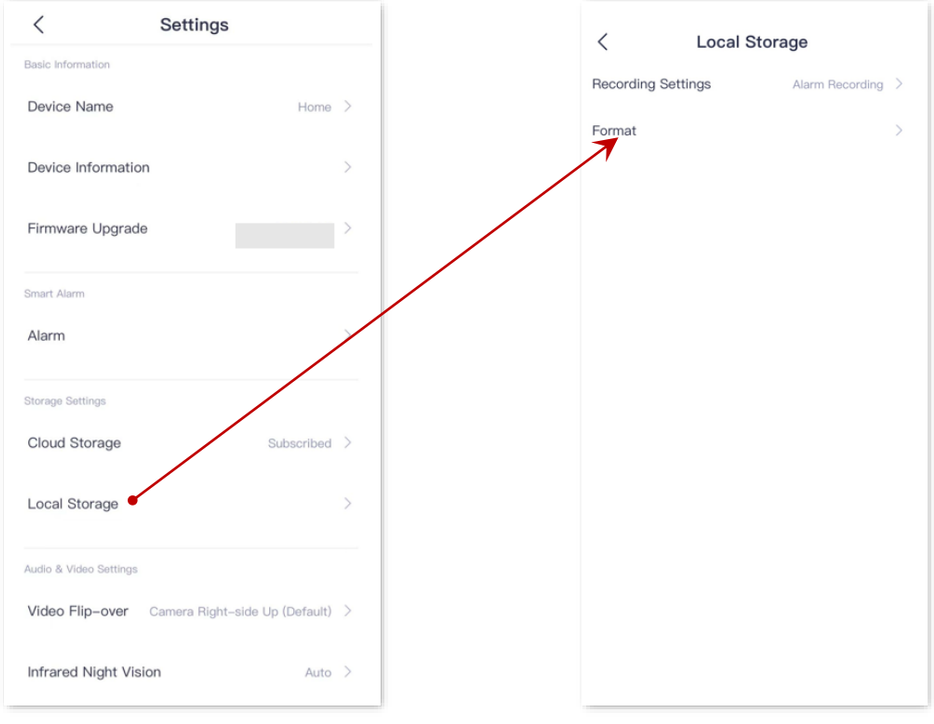


---End

Check Micro SD card available storage

The **TDSEE** App with version 1.3.0 is used for illustrations here.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to check Micro SD card available storage on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to check Micro SD card available storage on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Go to **Local Storage** > **Format**.



---End

You can check the available storage of the Micro SD card.

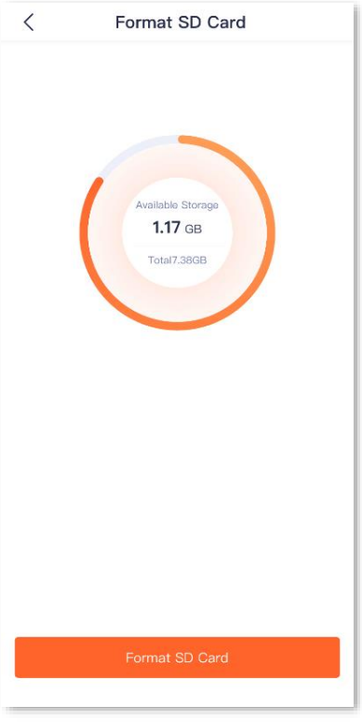


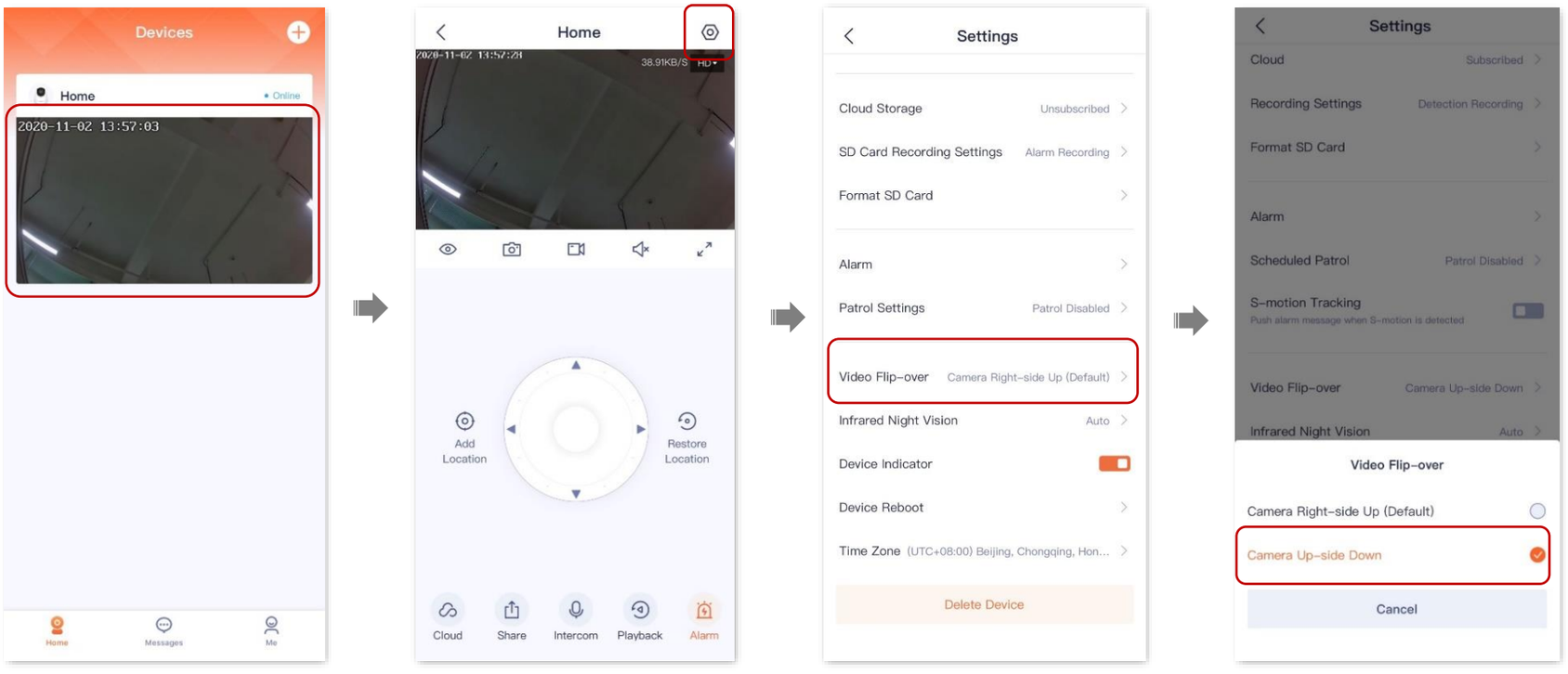
Image and recording display

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

Set up video flip-over

If the camera installation method is ceiling mounting, to facilitate monitoring, you need to set the direction to **Camera Up-side Down.**

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap ⚙ in the upper right corner.
2. Scroll down to the bottom of the page, tap **Video Flip-over**, and select **Camera Up-side Down**.



----End

Set up night vision mode

It is applicable for the full-color version camera.

You can set the monitoring mode of the camera at night. In a dark environment without visible light or with weak light, the camera turns on the fill light and infrared light according to the situation to ensure that it can monitor normally.

The full-color camera supports three night-vision modes: Smart mode, full-color mode, and black & white mode. The monitoring image effect and light status of the camera in each mode are shown below.

Night vision mode	Monitoring images at night
Smart mode	- When the camera does not detect an alarm, the monitoring image is black and white (IR lights are on while spotlights are off). - When the camera detects an alarm, the monitoring image is colorful (spotlights are solid on for fill light while IR lights are off).
Full-color mode	The monitoring image is always colorful (spotlights are always solid on to fill the light. IR lights are always off).
Black & white mode	- When the white flashlight function is enabled: The monitoring image is always black and white (IR lights are always on), and when the camera detects an alarm, the spotlights flash (to alarm). - When the white flashlight function is disabled: The monitoring image is always black and white (IR lights are always on while spotlights are always off)

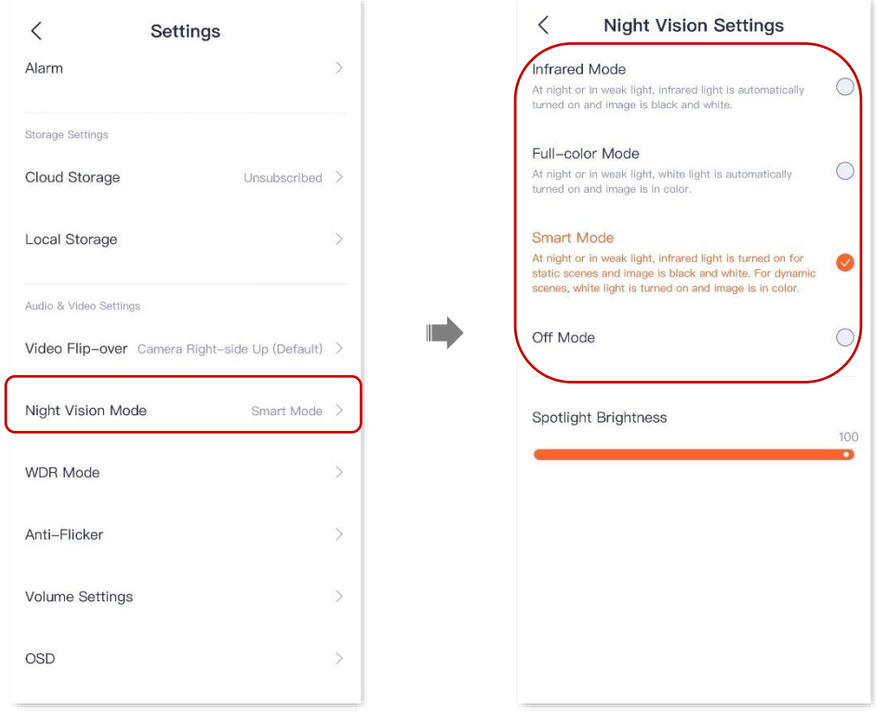
Procedure:

The TDSEE App with version 1.7.0 is used for illustrations here. The CH9-WCA is taken as an example.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to set up night vision mode on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Find the camera you want to set up night vision mode on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Swipe down to find and tap **Night Vision Mode**, select the corresponding night vision mode according to the actual situation. The following figure is for reference only.

TIP

If you manually turn on the fill light, the monitoring image will be in color no matter what **Night Vision Mode** the camera works in.



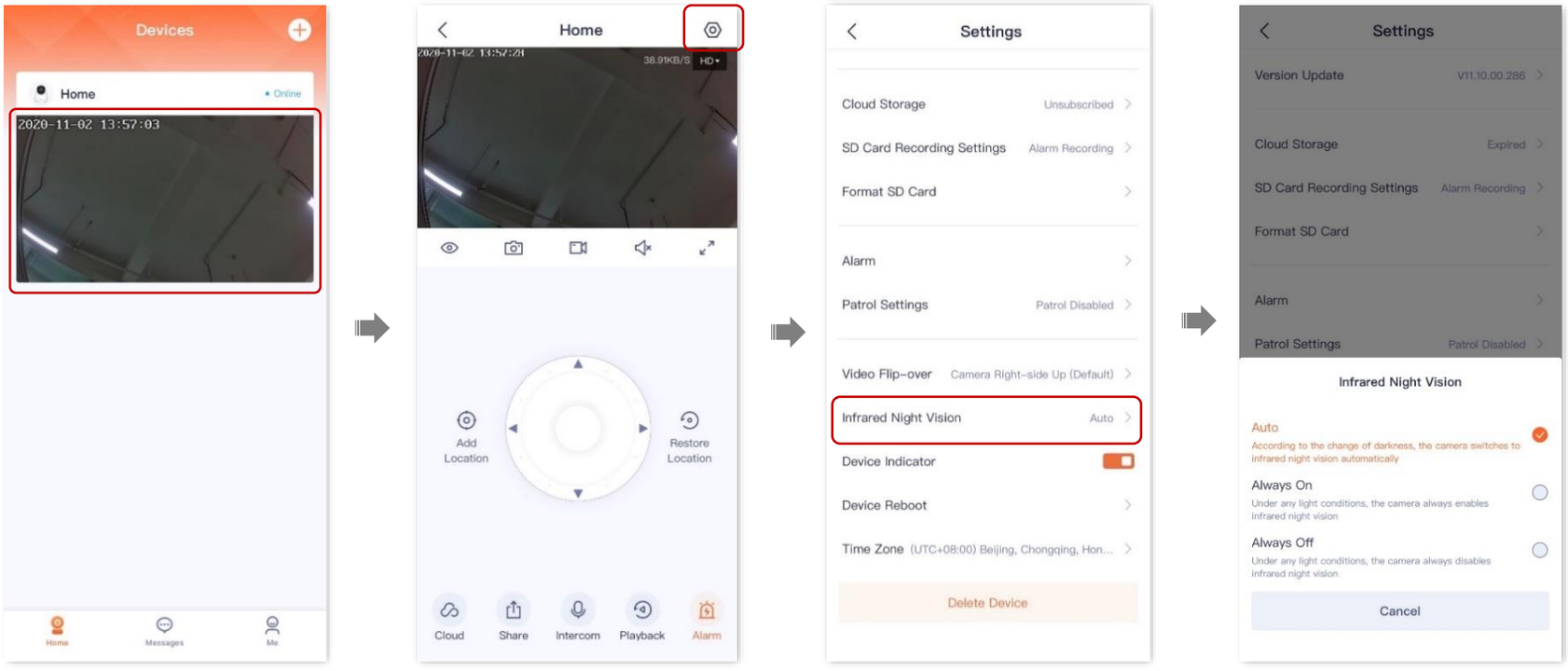
----End

Set up infrared night vision

It applies to the infrared version camera. CP6 is used as an example for illustrations.

Infrared night vision indicates that in a dark environment without visible light or with weak light, the camera turns on the infrared light to ensure that the camera can monitor normally, and the image is black and white.

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap ⚙ in the upper right corner.
2. Scroll down to the bottom of the page, find and tap **Infrared Night Vision**. Select the mode according to the actual conditions.



----End

Parameter description

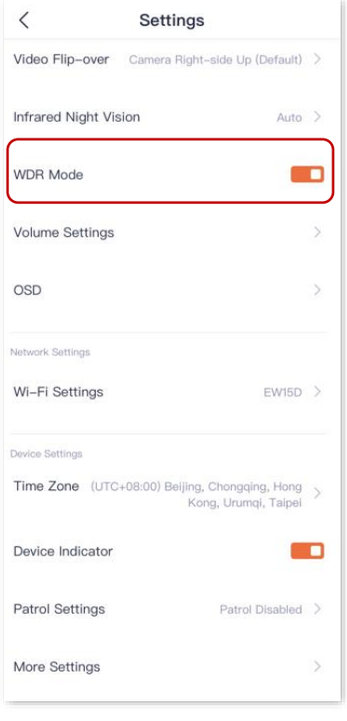
Infrared night vision	IR light status & Monitoring image
Auto	According to the brightness change of ambient light, the camera turns on or off the infrared night vision automatically to adjust the color of the monitoring image. - If the brightness is strong enough, the monitoring image is colorful (IR lights are off). - If there is no light or weak light, the monitoring image is black and white (IR lights are on).
Always on	The camera always enables infrared night vision, and the monitoring image is black and white.
Always off	The camera always disables infrared night vision. - If the brightness is strong enough, the monitoring image is colorful. - If there is no light or weak light, the camera cannot monitor normally.

Enable WDR mode (Example: CH7-WCA)

The **TDSEE** App with version 1.3.0 is used for illustrations here.

In backlight mode, the monitoring image of the camera may be uneven. After the WDR Mode is enabled, the system will automatically adjust the brightness of the dark and bright areas in the image to make the image clearer.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to enable WDR mode on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to enable WDR mode on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **WDR Mode**, and enable **WDR Mode**.



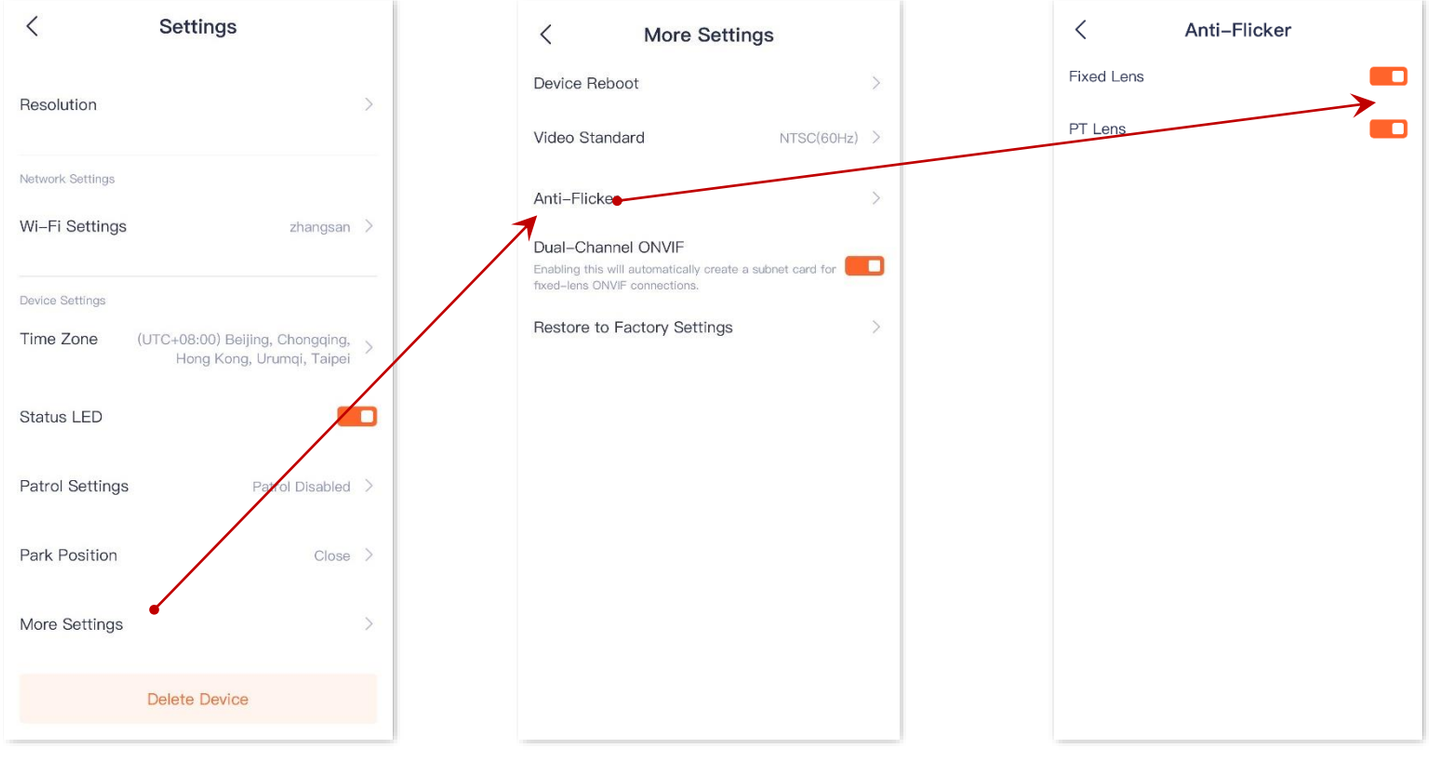
---End

Enable anti-flicker (Example: CH10)

The **TDSEE** App with version 1.8.4 is used for illustrations here.

If the monitoring image is streaking, you can enable this function and the electronic shutter of the camera will change to an integer multiple or 0.5 times the frequency of the light flashing to prevent the image from streaking.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to enable anti-flicker on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to enable anti-flicker on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Swipe down to find and enable **Anti-Flicker** function.
3. Enable the anti-flicker as required.



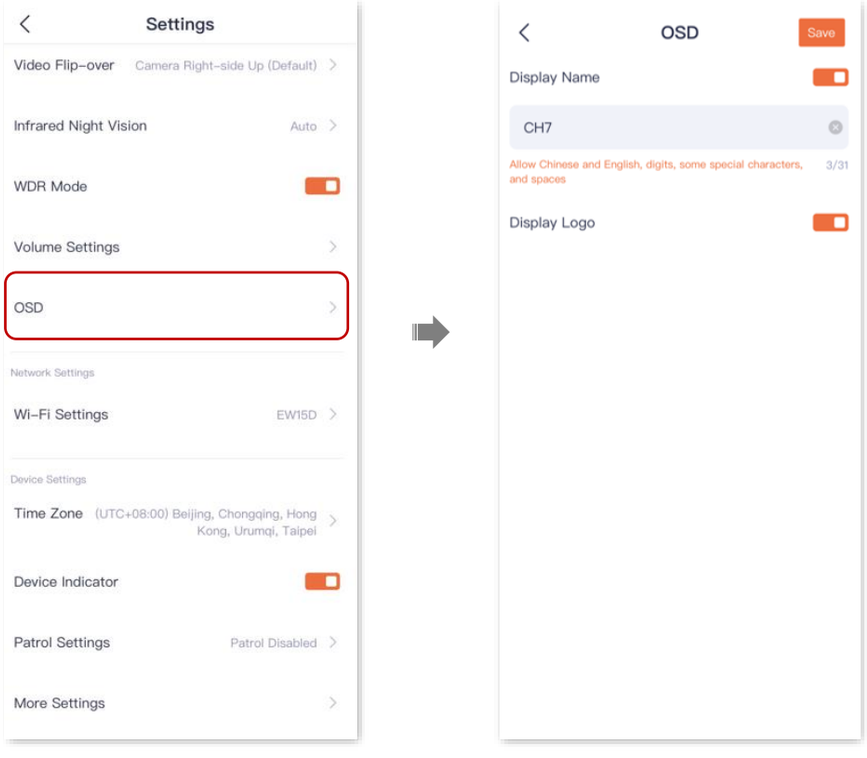
---End

Set up OSD (Example: CH7-WCA)

The **TDSEE** App with version 1.3.0 is used for illustrations here.

After an OSD is set, you can see the camera name and Tenda logo in the monitoring image, which can enhance product publicity and visibility.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to set up OSD on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to set up OSD on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **OSD**, and set the camera name and display the Tenda logo as required.



---End

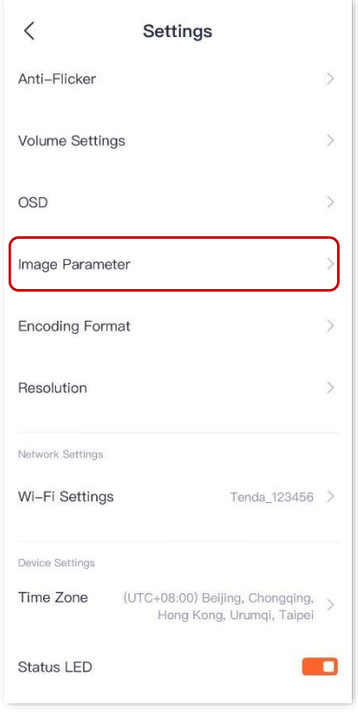
Adjust image display parameters (Example: CH9-WCA)

The **TDSEE** App with version 1.7.0 is used for illustrations here.

Here, you can adjust such parameters as brightness and contrast of the image to achieve the clarity image display.

Procedure:

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to adjust image display parameters on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to adjust image display parameters on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Swipe down to find and adjust the image parameters of the lens as required.



---End

Parameter description

Infrared night vision	IR light status & Monitoring image
Brightness	Specifies the brightness of the image. This value can be adjusted when the overall monitoring image is too dark or too bright. The larger the value, the brighter the image.
Contrast	Specifies the ratio between the brightest and darkest regions of the image. When the monitoring image has poor layering, it means that the white and black contrast of the image is insufficient, and this value can be adjusted. The larger the value, the greater the light and dark contrast of the image, and the clearer the image.
Saturation	Specifies the color vividness of the image. The larger the value, the more colorful the image.
Sharpness	Specifies the sharpness of the image's edges. The larger the value, the more obvious the image edge.

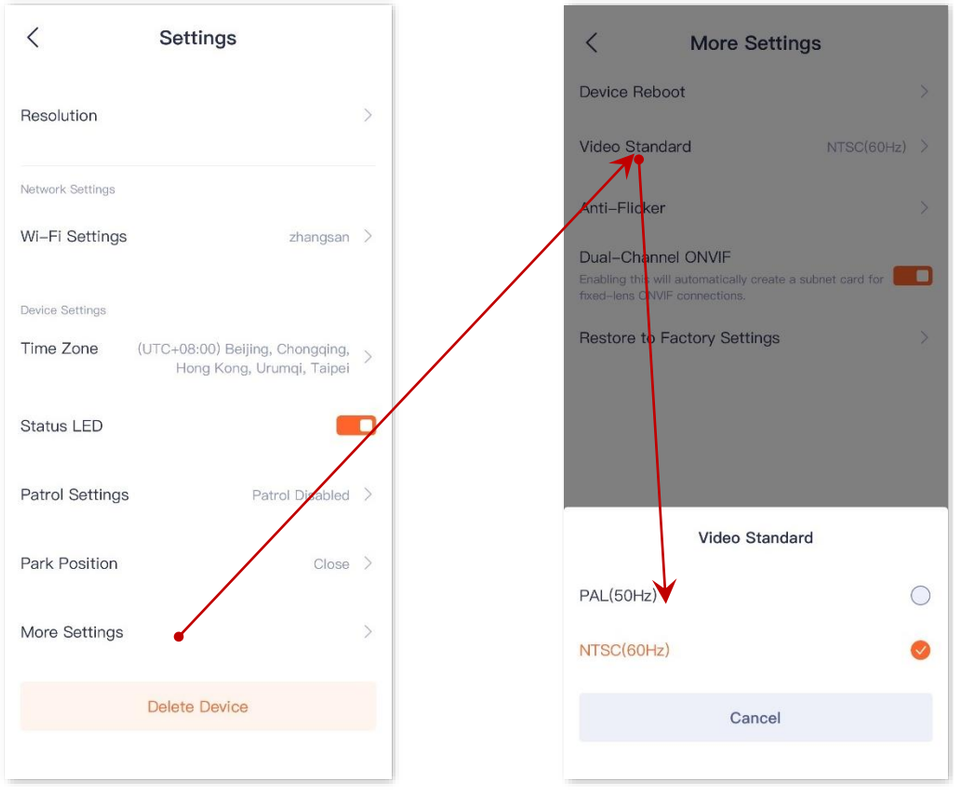
Modify encoding format (Example: CH10)

The **TDSEE** App with version 1.8.4 is used for illustrations here.

Some cameras support the following two video encoding formats, the default is H.265. Please modify it as required.

- H.264: A generation of highly compressed video codec standards after MPEG4, which improves compression efficiency under the same video quality.
- H.265: A generation of video coding standards after H.264, which improves the bit stream, coding quality, and delay to optimize encoding and save more bandwidth and capacity under the same video quality

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to modify video encoding format on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to modify video encoding format on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **Encoding Format**, and modify it as required.


Settings
Resolution
Network Settings
Wi-Fi Settings
zhangsan
Device Settings
Time Zone
(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi, Taipei
Status LED
Patrol Settings
Patrol Disabled
Park Position
Close
More Settings
Delete Device
More Settings
Device Reboot
Video Standard
NTSC(60Hz)
Anti-Flicker
Dual-Channel ONVIF
Enabling this will automatically create a subnet card for fixed-lens ONVIF connections.
Restore to Factory Settings
Video Standard
PAL(50Hz)
NTSC(60Hz)
Cancel

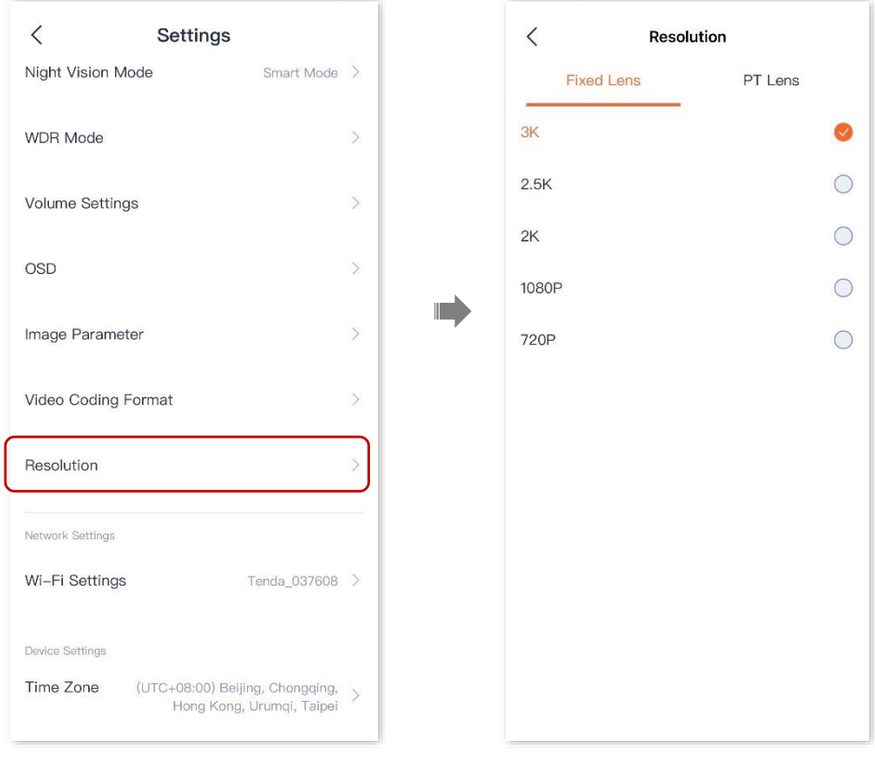
---End

Modify image resolution (Example: CH10)

The **TDSEE** App with version 1.8.4 is used for illustrations here.

Resolution is the number of pixels contained in a frame of image. The higher the resolution, the clearer the image and the more obvious the detail.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to modify resolution on the homepage, which is **Home** in this example, tap ••• in the right corner , and tap **Device Settings**.
   - Method 2: Tap the camera you want to modify resolution on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Tap **Resolution**, and modify it as required.



---End

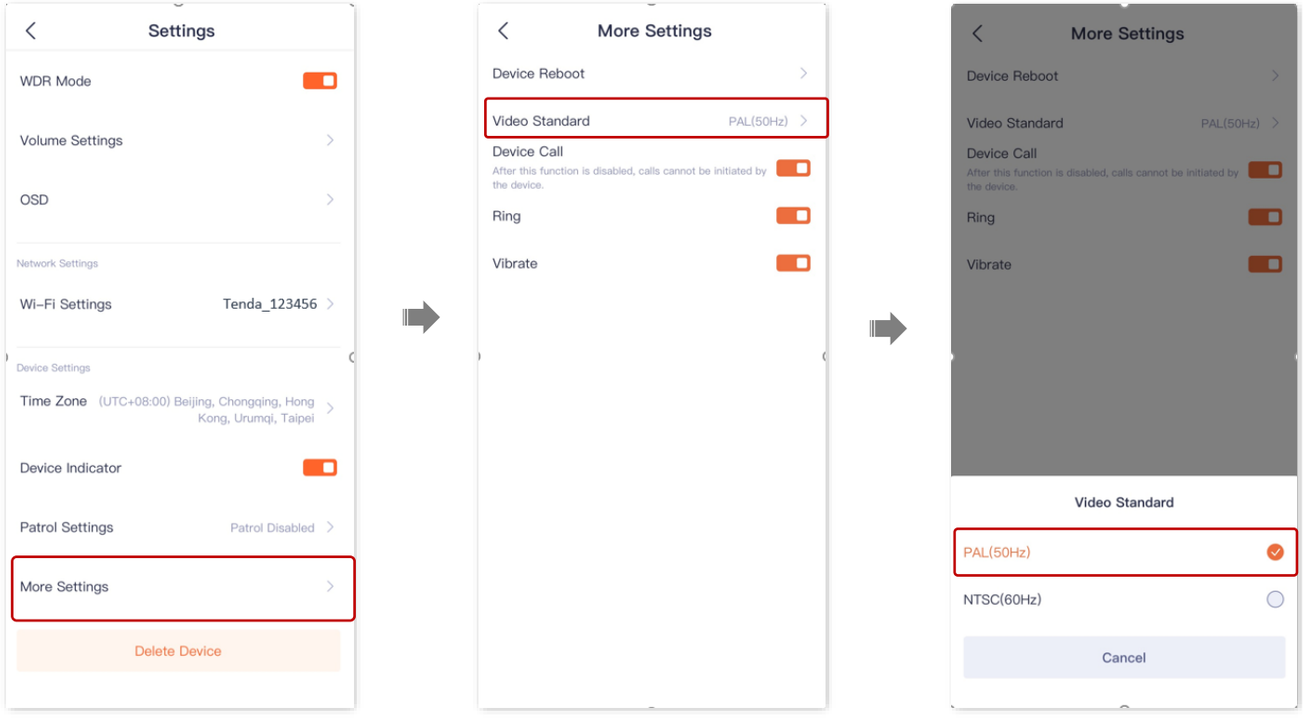
Modify the video standard (Example: CP3 Pro)

The **TDSEE** App with version 1.3.0 is used for illustrations here.

Log in to TDSEE App. Tap the specific device on the homepage. Tap ⚙ in the upper right corner, and go to **More Settings** > **Video Standard**.

Here, you can modify the video standard to solve the problem that the video cannot be displayed normally due to the different formats used in different countries/regions.

- PAL(50Hz): Phase Alternating Line. It is available for such countries or regions as mainland China, China Hong Kong, and the United Kingdom.
- NTSC(60Hz): National Television System Committee. It is available for such countries or regions as China Taiwan, the United States, Japan, and Canada.



Enable/Disable Dual-channel ONVIF (Example: CH10)

TIP

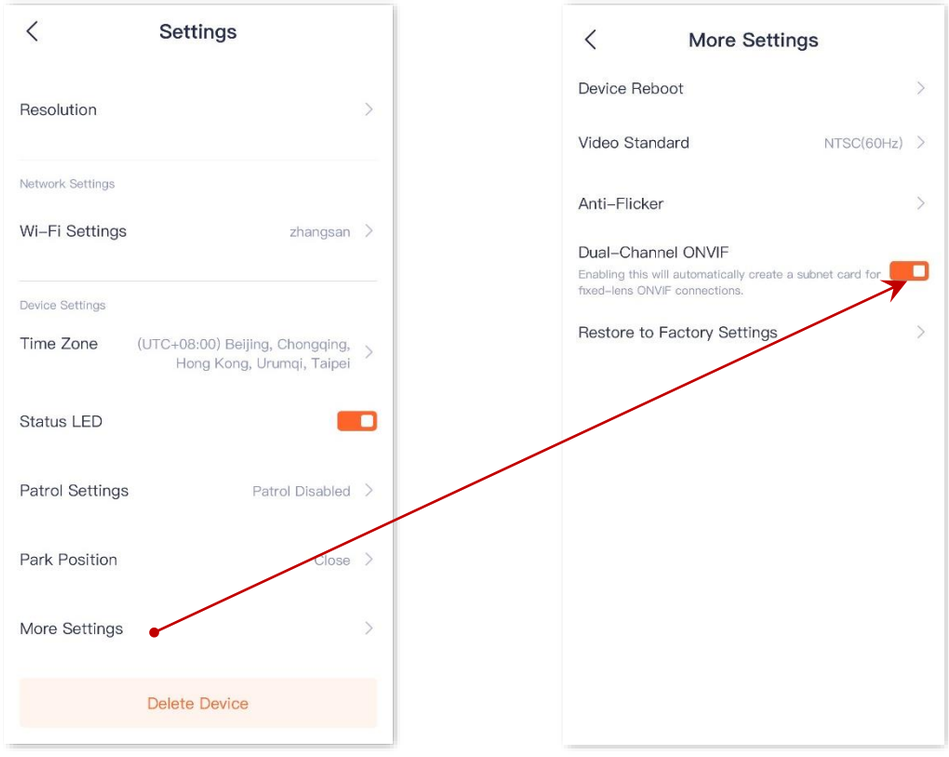
Applicable to dual-channel, dual-lens PTZ linkage Wi-Fi cameras.

The TDSEE App with version 1.8.5 is used for illustrations here.

The dual-channel ONVIF function is used to add a dual-channel dome camera to an NVR via the ONVIF protocol. It supports two independent ONVIF protocol channels, allowing both the PT lens and fixed lens channel video streams to be added to the NVR simultaneously, enhancing the flexibility and scalability of the surveillance system.

The dual-channel ONVIF function is enabled by default.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to enable or disable dual-channel ONVIF on the homepage, which is **Home** in this example, tap ••• in the right corner , and tap **Device Settings**.
   - Method 2: Tap the camera you want to enable or disable dual-channel ONVIF on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Swipe down, find and tap on **More Settings** > **Dual-Channel ONVIF**.
3. Enable or disable dual-channel ONVIF as required.


Settings
Resolution
Network Settings
Wi-Fi Settings
zhangsan
Device Settings
Time Zone
(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi, Taipei
Status LED
Patrol Settings
Patrol Disabled
Park Position
Close
More Settings
Delete Device
More Settings
Device Reboot
Video Standard
NTSC(60Hz)
Anti-Flicker
Dual-Channel ONVIF
Enabling this will automatically create a subnet card for fixed-lens ONVIF connections.
Restore to Factory Settings

---End

Device maintenance and sharing

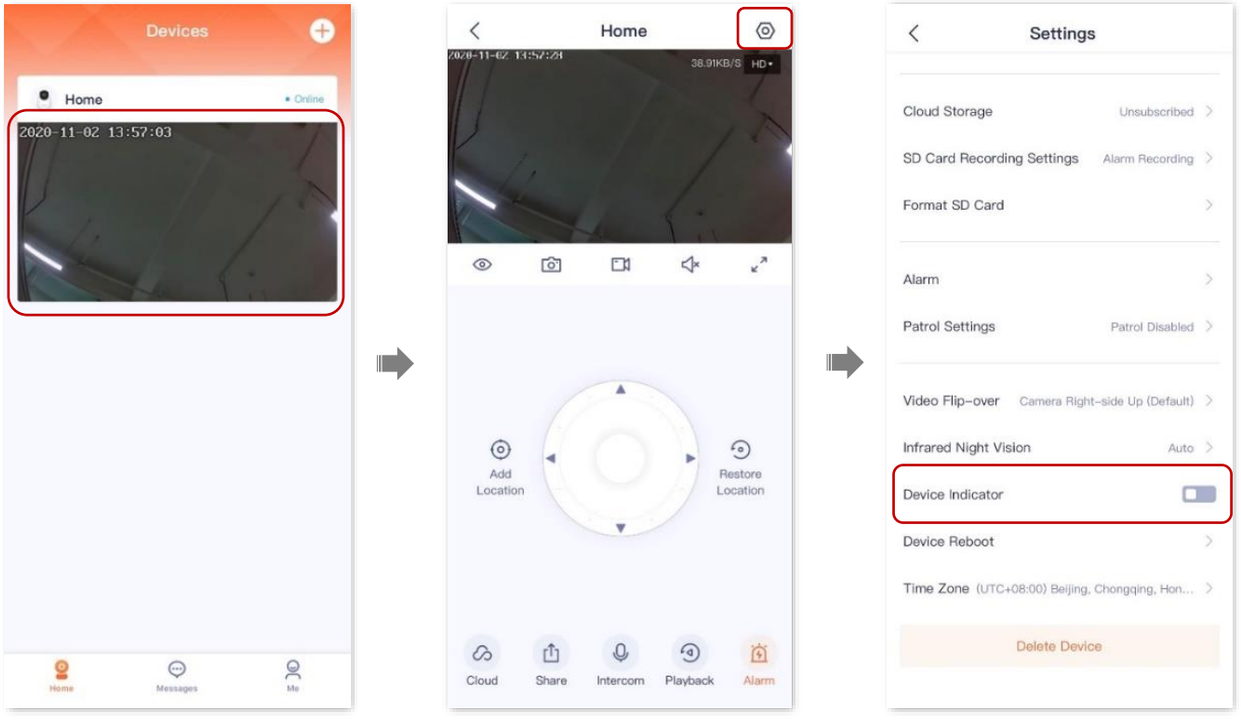
Features available in the camera may vary by model and software version. Camera availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual camera experience.

Turn off indicator

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap ⚙ in the upper right corner.
2. Scroll down to the bottom of the page, find **Device Indicator** and disable it.

TIP

After the indicator of the device is turned off, you can turn on it again on this page.



----End

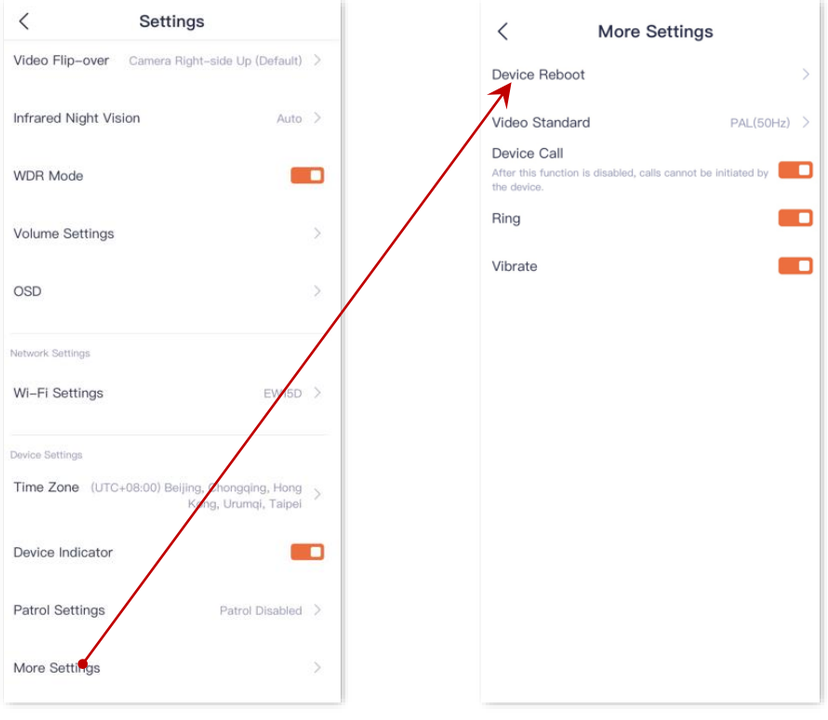
Device reboot (Example: CP3 Pro)

The **TDSEE** App with version 1.3.0 is used for illustrations here.

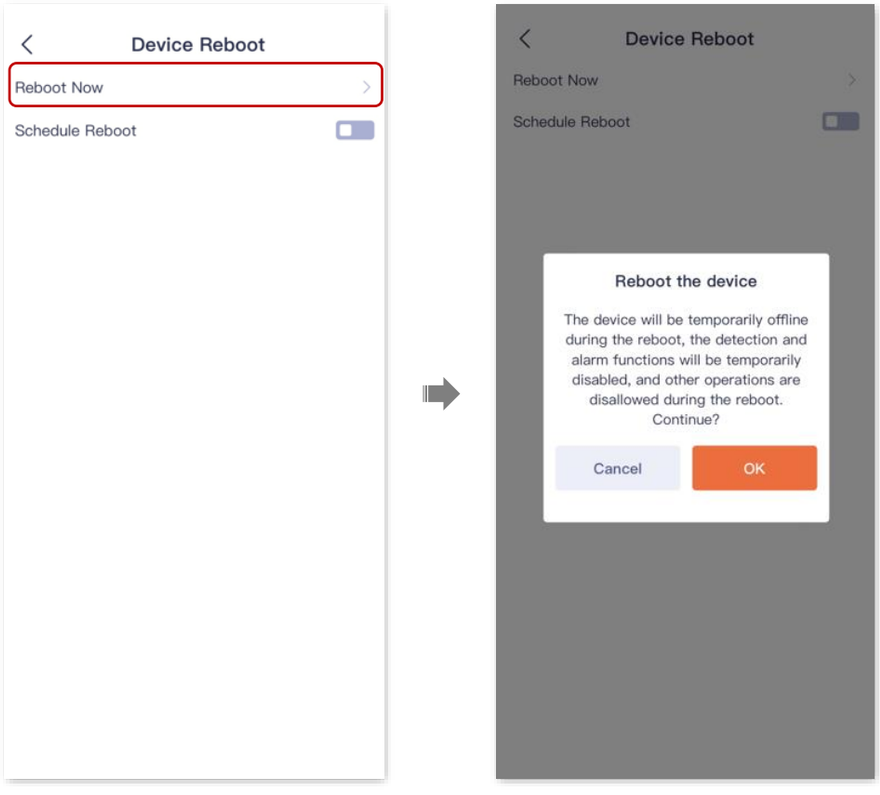
You can reboot the device on the **Settings** page. There are two methods to reboot the device: Reboot Now and Schedule Reboot.

Reboot the device now

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to reboot on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to reboot on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Scroll down to the bottom of the page, and go to **More Settings** > **Device Reboot**.



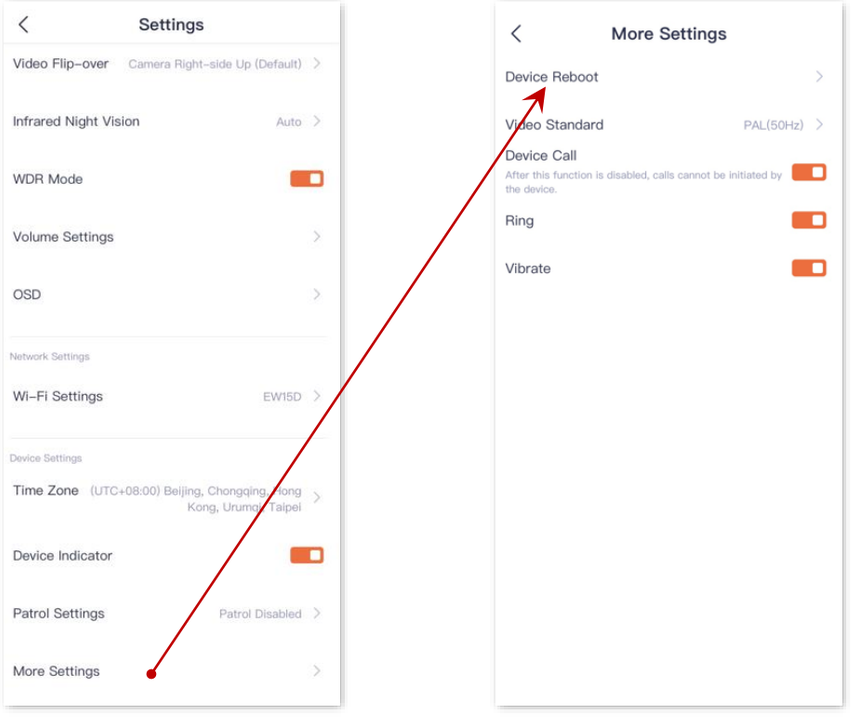
3. Tap **Reboot Now,** and then tap **OK** in the pop-up window.



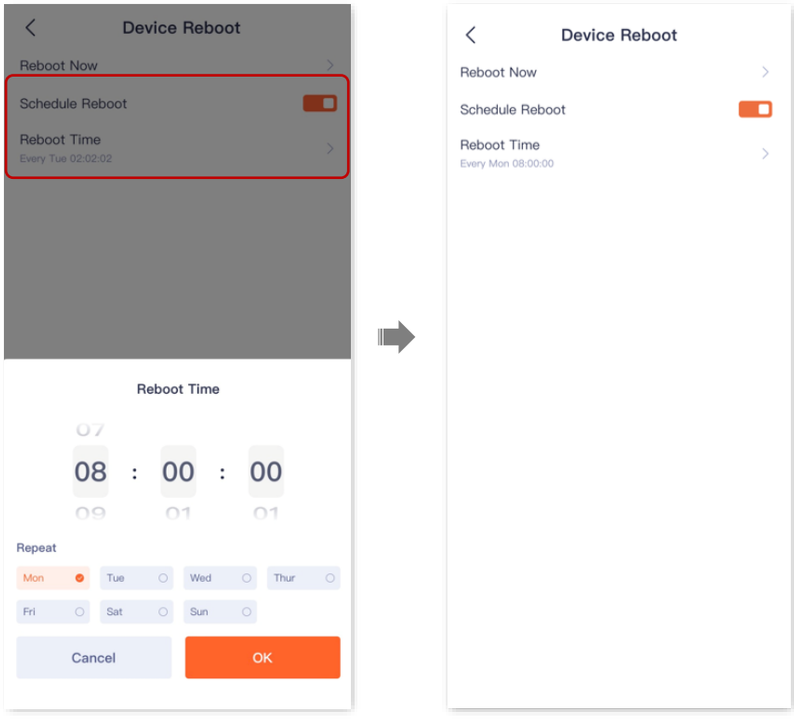
----End

Reboot schedule

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to set schedule reboot on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to set schedule reboot on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Scroll down to the bottom of the page, and go to **More Settings** > **Device Reboot**.



3. Enable the **Schedule Reboot**. Tap **Reboot Time** to set the time and date, which are **08:00:00** and **Mon** in this example, and then tap **OK**.



---End

Settings completed. The device will reboot automatically every Monday at 8:00 am.

Restore to factory settings (Example: CH9-WCA)

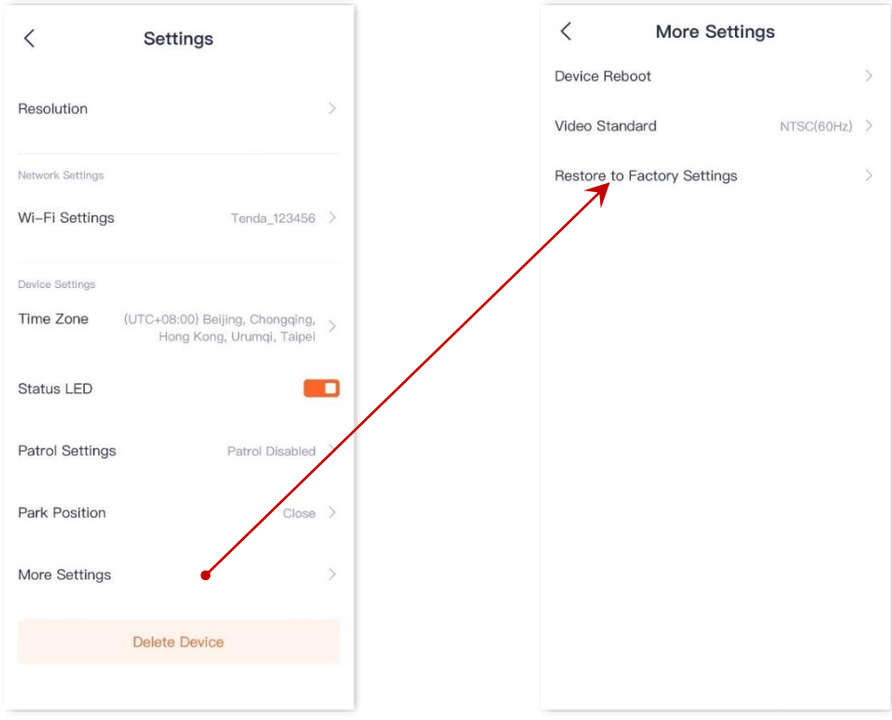
The **TDSEE** App with version 1.7.0 is used for illustrations here.

If the camera runs slow, or the configuration is not working, and so on, you can try to restore the camera to its default configuration.

NOTE

- When the camera is restored to factory settings, it will disconnect all current connections.
- To avoid damage to the camera, ensure that the camera power supply is normal during the process of restoring the configuration.
- After restoring to the default settings, all camera settings (except Wi-Fi settings, basic information) will be restored to the factory state, and you need to re-configure them.

1. Log in to TDSEE App, and enter the settings page of the camera.
   - Method 1: Find the camera you want to restore to factory settings on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Device Settings**.
   - Method 2: Tap the camera you want to restore to factory settings on the homepage, which is **Home** in this example, and tap **Settings** (⚙) in the upper-right corner.
2. Scroll down to the bottom of the page, go to **More Settings** > **Restore to Factory Settings**, and tap **OK**.


Settings
Resolution
Network Settings
Wi-Fi Settings
Tenda_123456
Device Settings
Time Zone
(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi, Taipei
Status LED
Patrol Settings
Patrol Disabled
Park Position
Close
More Settings
Delete Device
More Settings
Device Reboot
Video Standard
NTSC(60Hz)
Restore to Factory Settings

---End

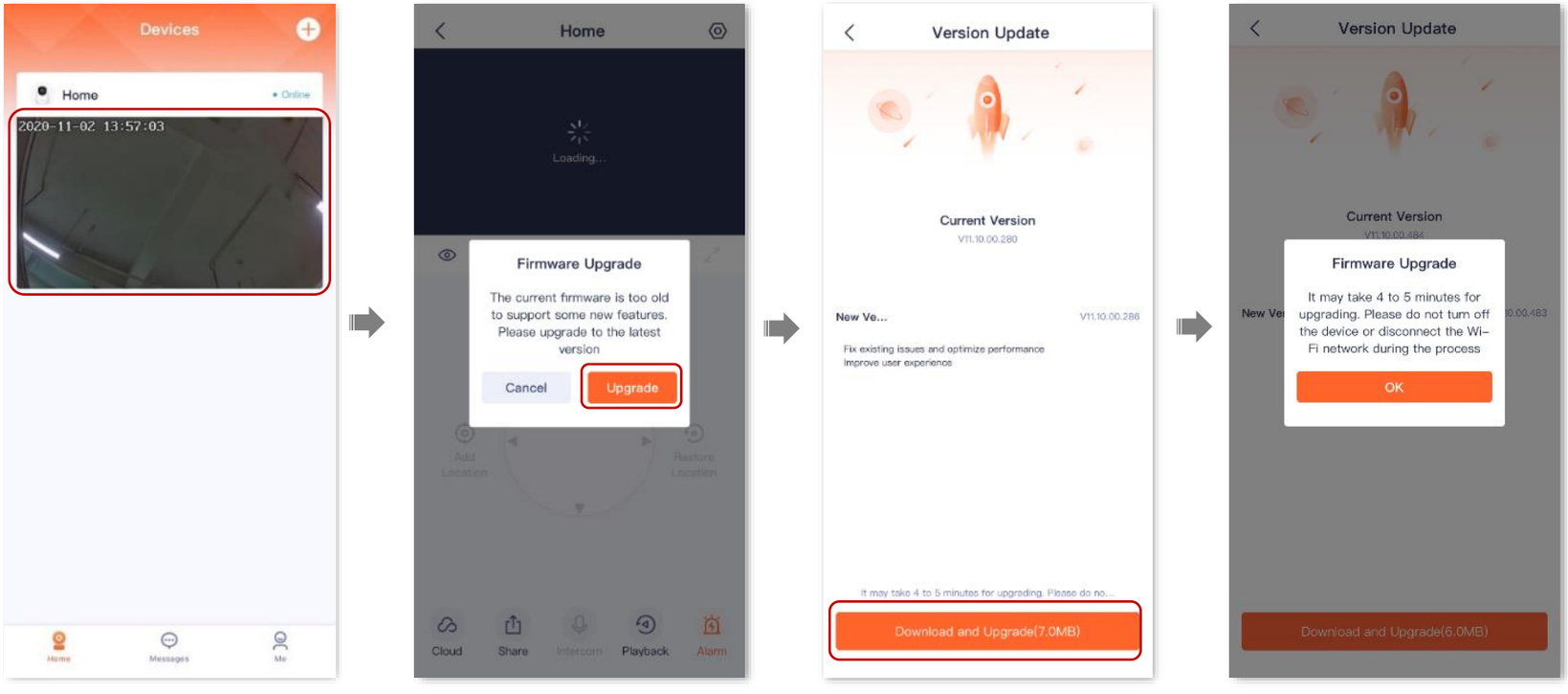
Upgrade device software

Tenda is devoted to constantly improving and innovating products to provide users with a smoother online experience. The device can achieve new functions or more stable performance through firmware upgrades. Upgrade the firmware if a new firmware version is detected.

NOTE

During the upgrade, do not cut off the power or disconnect the device from the internet, otherwise, the upgrade may fail and damage the device.

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. The firmware upgrade window will pop up if a new firmware version is detected. Tap **Upgrade**.
2. Tap **Download and Upgrade**, and tap **OK** in the pop-up window. The TDSEE App will download the firmware and upgrade automatically. After upgrading successfully, the device will automatically reboot.



----End

Reset device password

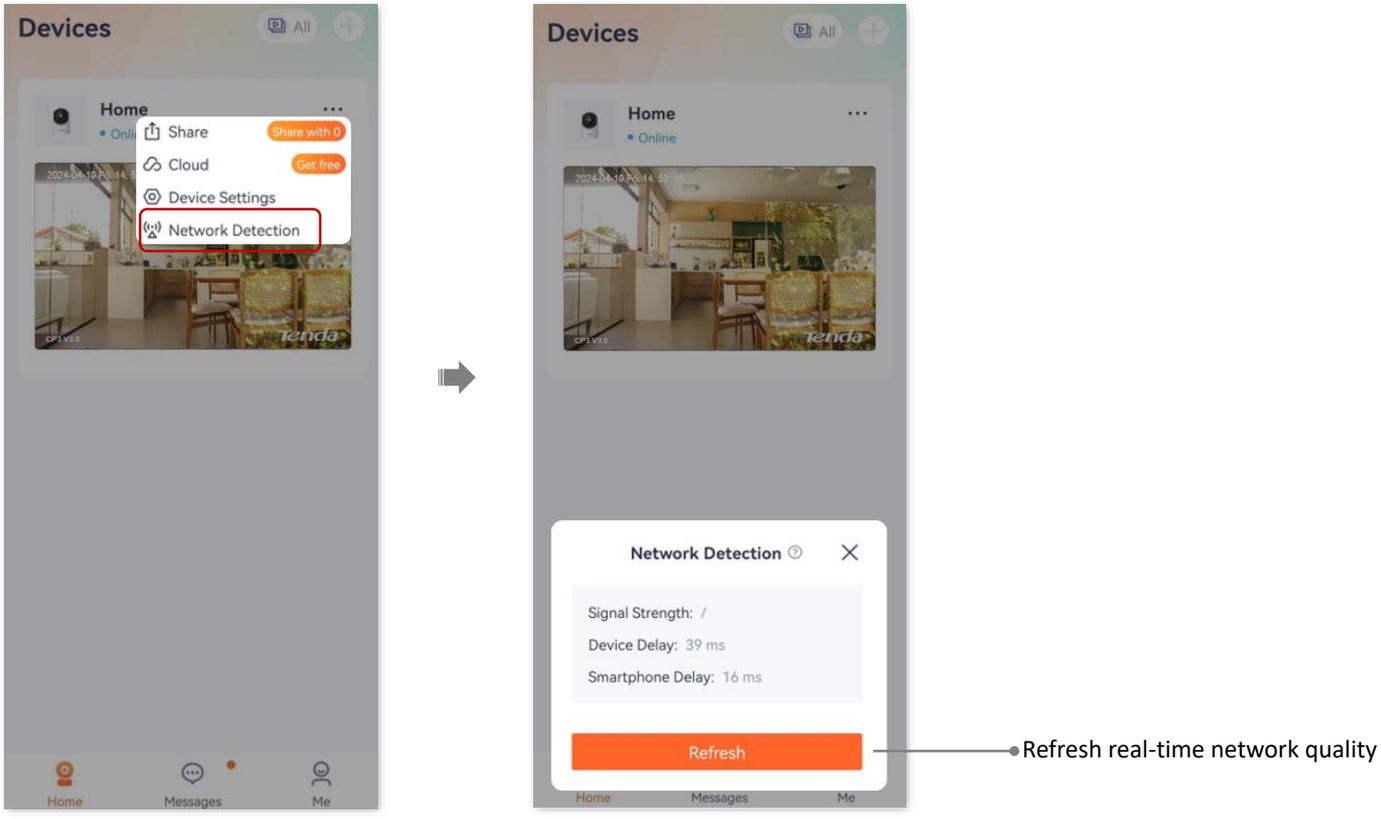
Go to **Me** > **General Tools** to enter the **Reset device password** page.

You can change the login password of the camera here. Currently, this function is in development and will be available soon.

Detect network quality (Example: CP3 v3.0)

The **TDSEE** App with version 1.6.2 is used for illustrations here.

1. Log in to TDSEE App. Find the camera that you want to detect network quality on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner.
2. Tap **Network Detection**. The system will detect the current network quality of the camera.



----End

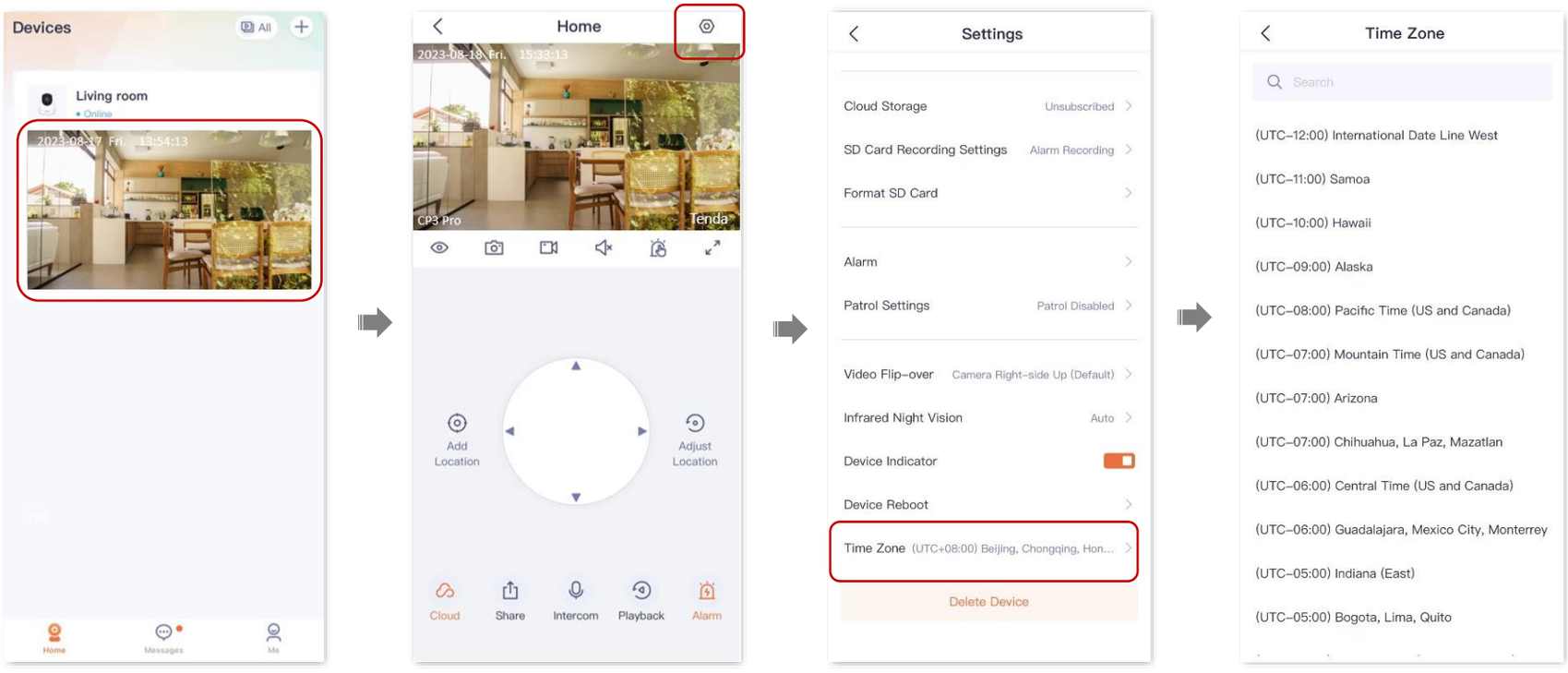
Modify the time zone

The **TDSEE** App with version 1.1.8 is used for illustrations here.

You can modify the time zone of the device here.

For time-based functions to take effect correctly, ensure that the time zone of your device is correct.

1. Log in to TDSEE App. Tap the specific device on the homepage, which is the camera **Home** in this example. Tap ⚙ in the upper right corner.
2. Scroll down to the bottom of the page, tap **Time Zone**, and select a time zone as required.



----End

Smart control

The **TDSEE** App with version 1.1.7 is used for illustrations here.

Go to **Me** > **Smart Control** to enter the **Smart Control** page.

TDSEE App supports the binding of Alexa. After binding successfully, you can control the camera with your voice through Echo show.

NOTE

- If you log in with a third-party account and have not registered a **TDSEE** App account, you cannot use the **Smart Control** function.
- Some areas do not support **Smart Control** function. The actual **TDSEE** App page prevails.
- Before binding, if the device configuration page has the encoding format and image resolution functions, you need to change the encoding format to H.264 and the image resolution to 1080P.

Method for binding Alexa account and TDSEE account

Method 1: Bind Alexa APP via TDSEE App

1. Download the Alexa App.

   Search for **Alexa** App in **Google Play** or **App Store**, download and install it onto your smartphone.





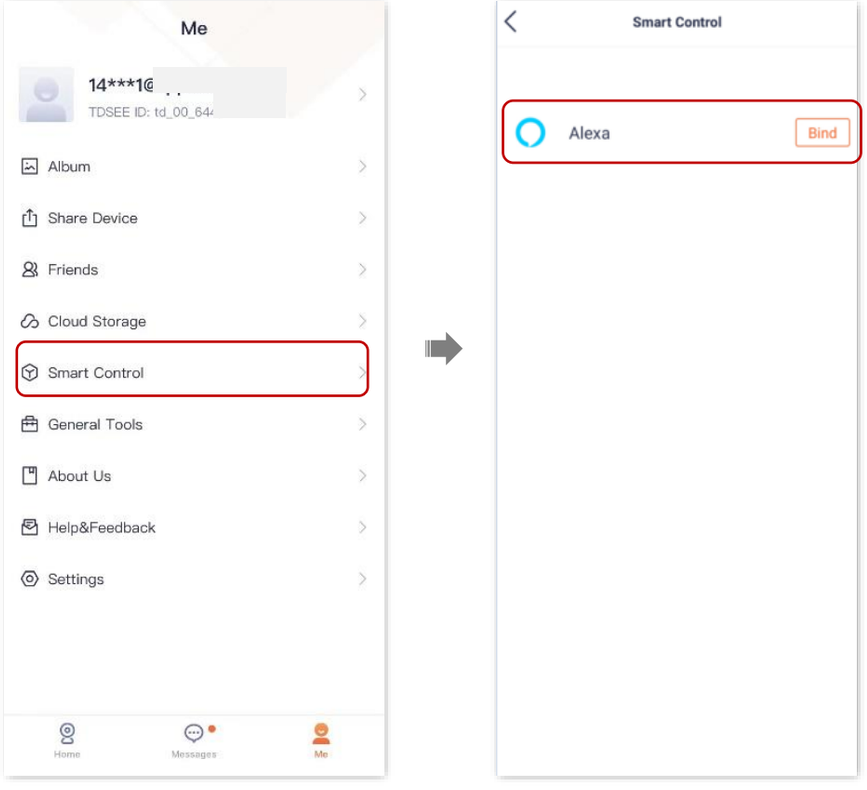


Amazon Alexa

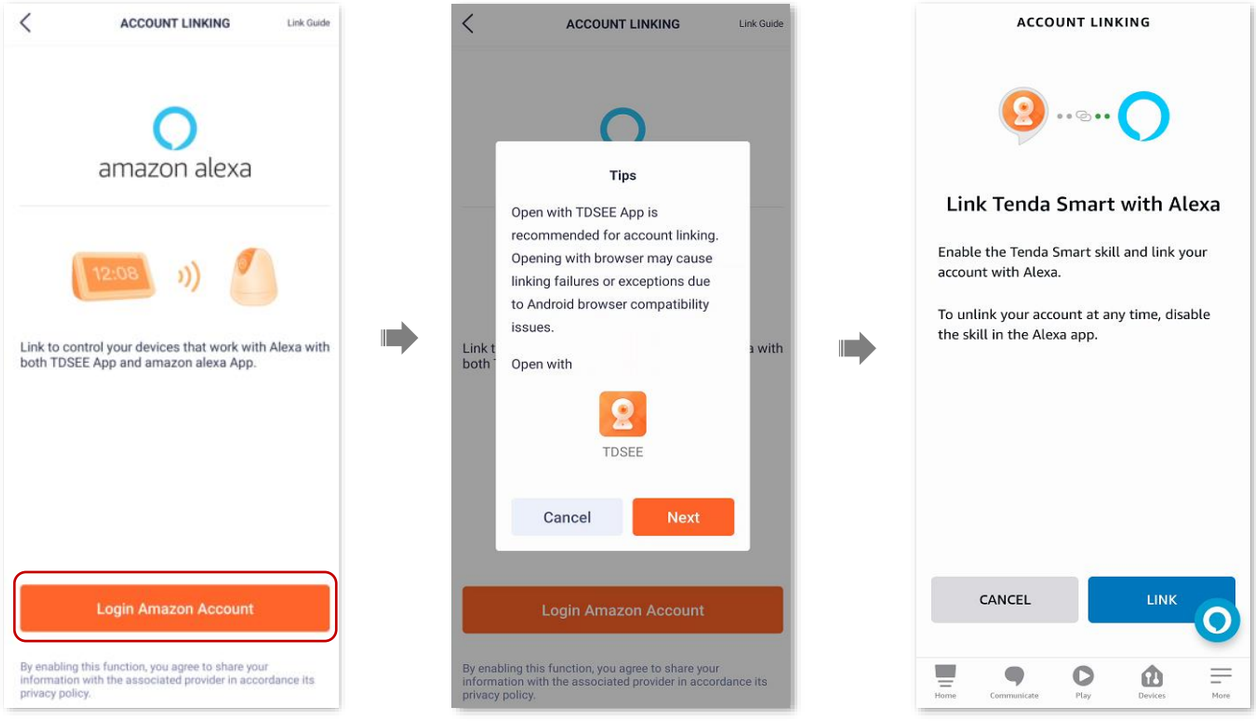
2. Log in to TDSEE App, go to **Me** > **Smart Contro**l, and tap **Bind**.

TIP

If you do not have installed the **TDSEE** App, refer to Install the TDSEE App to download and install the **TDSEE** App.



3. Tap **Login Amazon Account**, tap **Next** in the pop-up window, and then tap **LINK**.

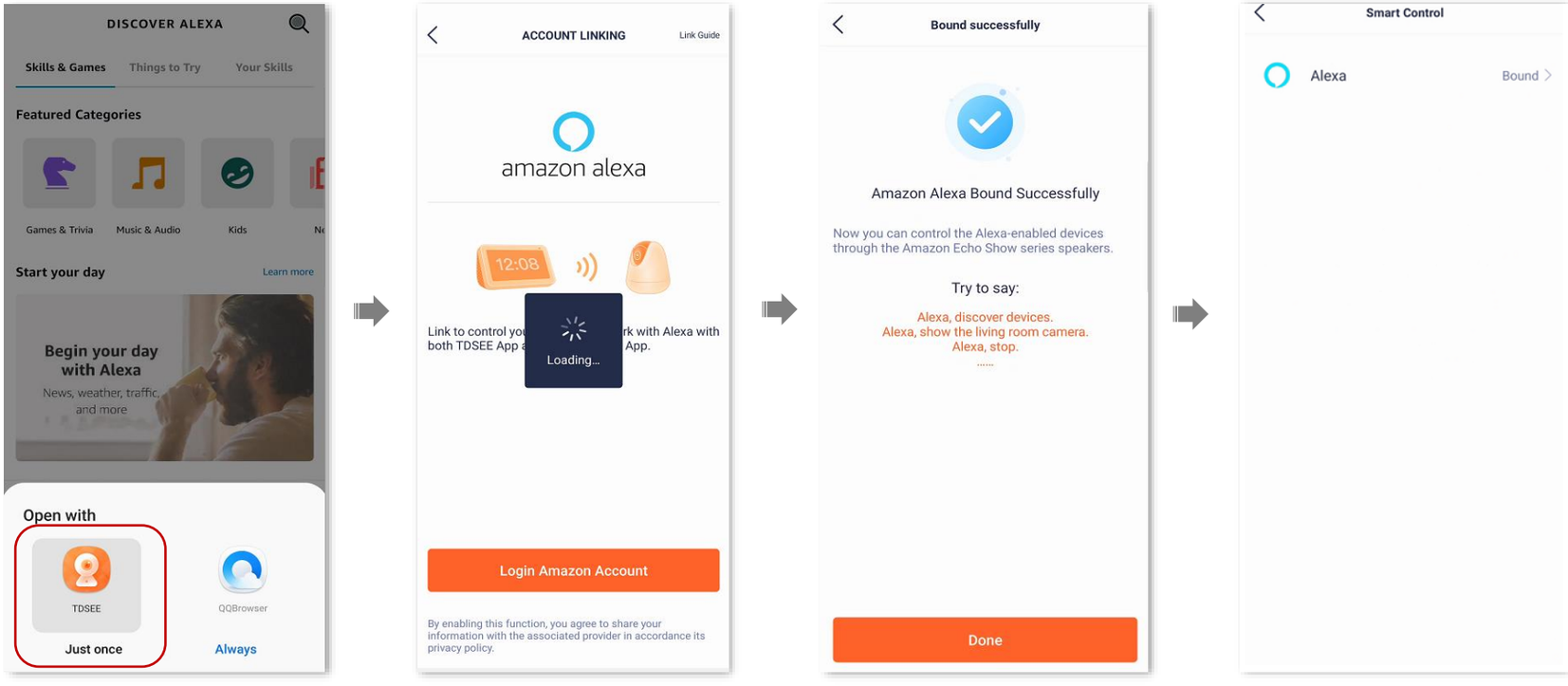


4. Select **Open with TDSEE**. Wait a moment, the Amazon Alexa bound successfully via **TDSEE** App.

TIP

If you use an Android system to bind Alexa App through **TDSEE** App, you are recommended to open with **TDSEE** App to link **Tenda Smart** and **Alexa**. If you open a browser to link **Tenda Smart** and **Alexa**, there is a risk of binding failure.

5. Tap **Done**.



---End

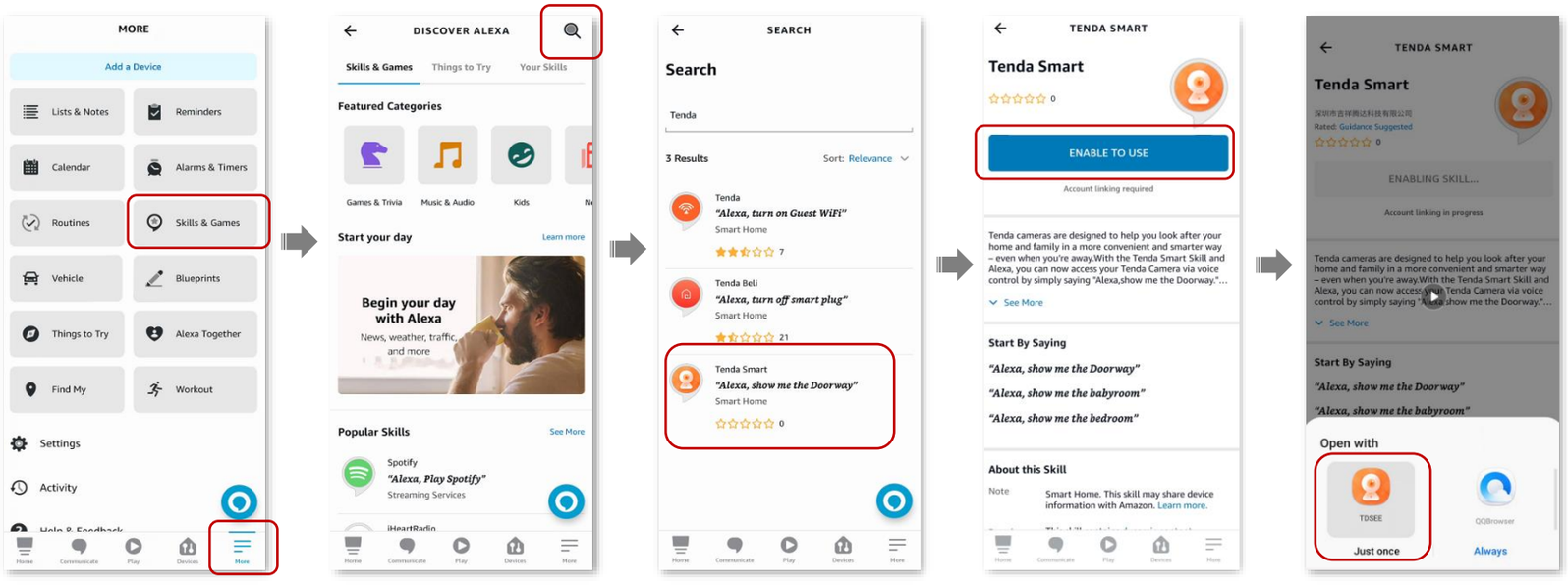
Method 2: Bind TDSEE APP through Alexa App

TIP

– For some Android smartphones, even if you have installed **TDSEE** App, when you bind **TDSEE** App through Alexa App, you may also need to redirect to the web page for binding.

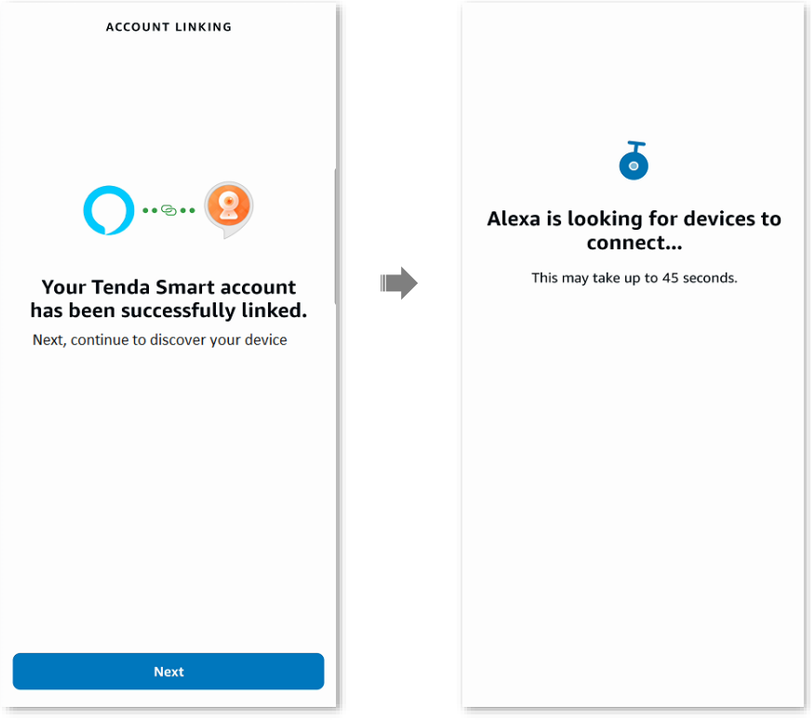
– If you do not have installed the **TDSEE** App, please follow the on-screen instructions.

1. Log in to your Alexa App with your registered account, and go to **More** > **Skills & Games**.
2. Tap **(SEARCH)** in the upper-right corner, search **Tenda Smart** in the search box and then tap **Tenda Smart**.
3. Tap **ENABLE TO USE**, and then select **Open with TDSEE**.



---End

Your Tenda Smart account has been successfully linked, you can tap **Next** to continue to discover your device.



TIP

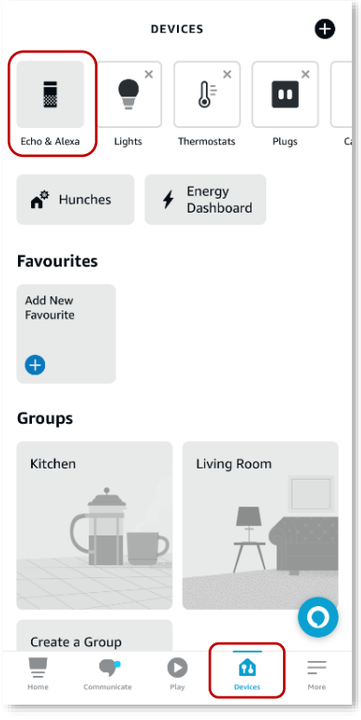
- If you want to unbind the relationship between the **Alexa** App and **TDSEE** App, log in to your **Alexa** App with your registered account, and go to **More** > **Skills & Games** > **Your Skills** to operate.
- If you want to delete the discovered devices on the **Alexa** App, log in to your **Alexa** App with your registered account, and go to **Device** > **Cameras** to operate.

Bind your Echo show with an Alexa account

1. Select Method 1 or Method 2 to bind your **TDSEE** App and **Alexa** App.
2. Open the Echo show, and then follow the instructions to enter the Alexa account and add the Echo show to **Alexa** App.

---End

When Alexa App successfully synchronizes the camera added in **TDSEE** App, you can voice control the camera through Echo show. For example, "Alexa, show me the bedroom."



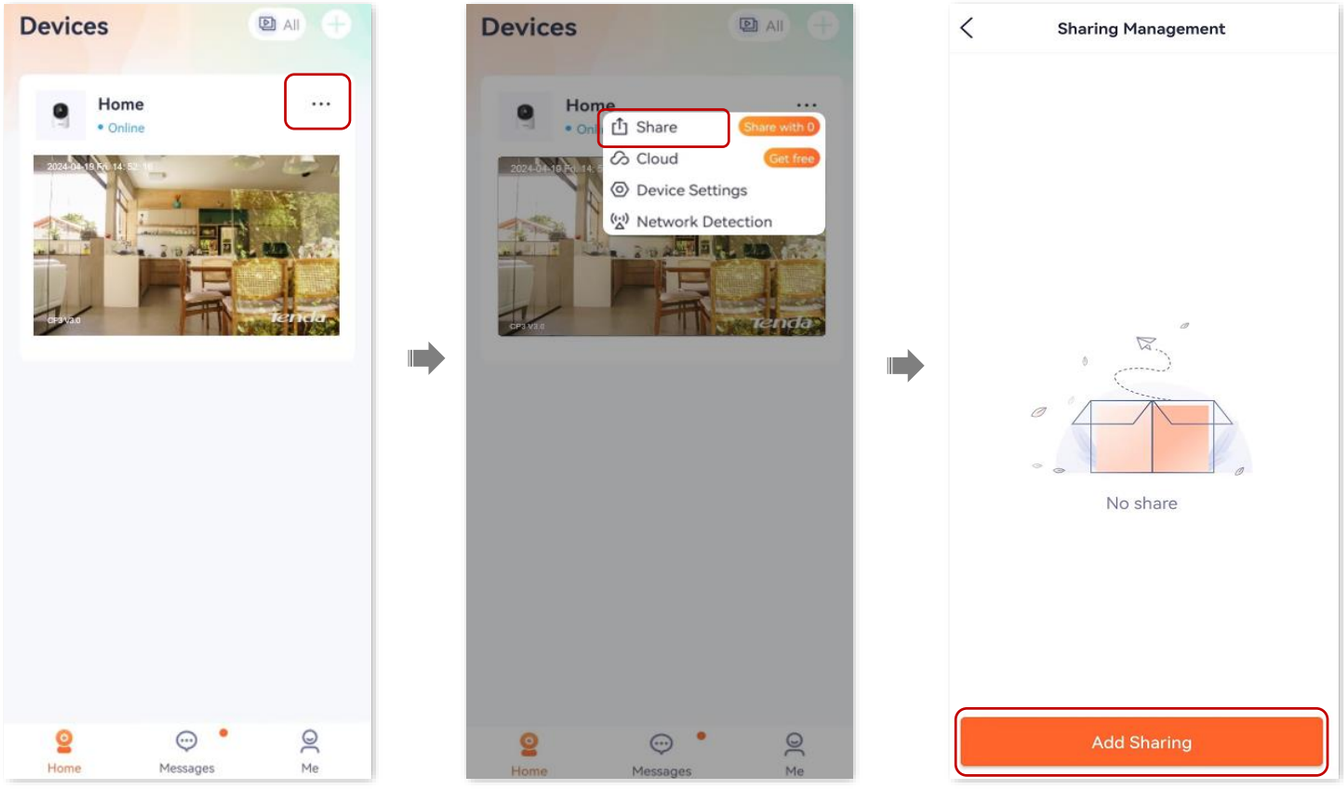
Share device (Example: CP3 v3.0)

The **TDSEE** App with version 1.6.2 is used for illustrations here, unless otherwise specified.

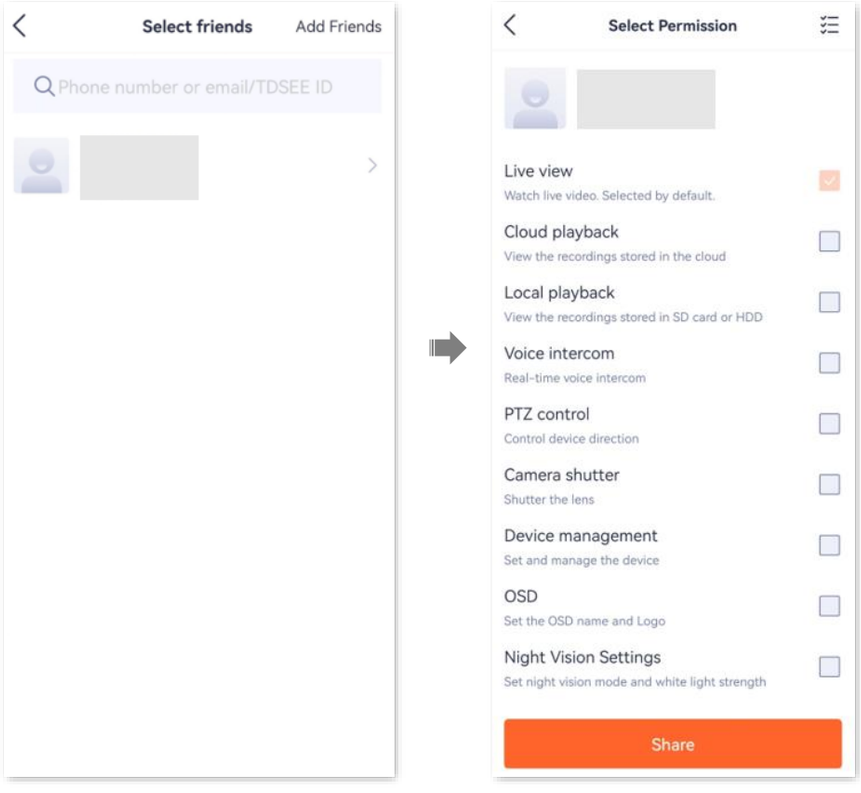
Sharing the devices under your account with friends, then your friends can check the monitoring video of the camera and obtain certain management permissions.

Method 1 (Recommended)

1. Add the **TDSEE** App account of your friends. Refer to Add your friends for detailed steps.
2. Share the device with your friend.
   1) Log in to TDSEE App, and find the camera you want to share with your friends on the homepage, which is **Home** in this example, tap ••• in the right corner, and tap **Share**.
   2) Tap **Add Sharing**.



3) Select a friend. Select the management permissions you want to share, and tap **Share**.

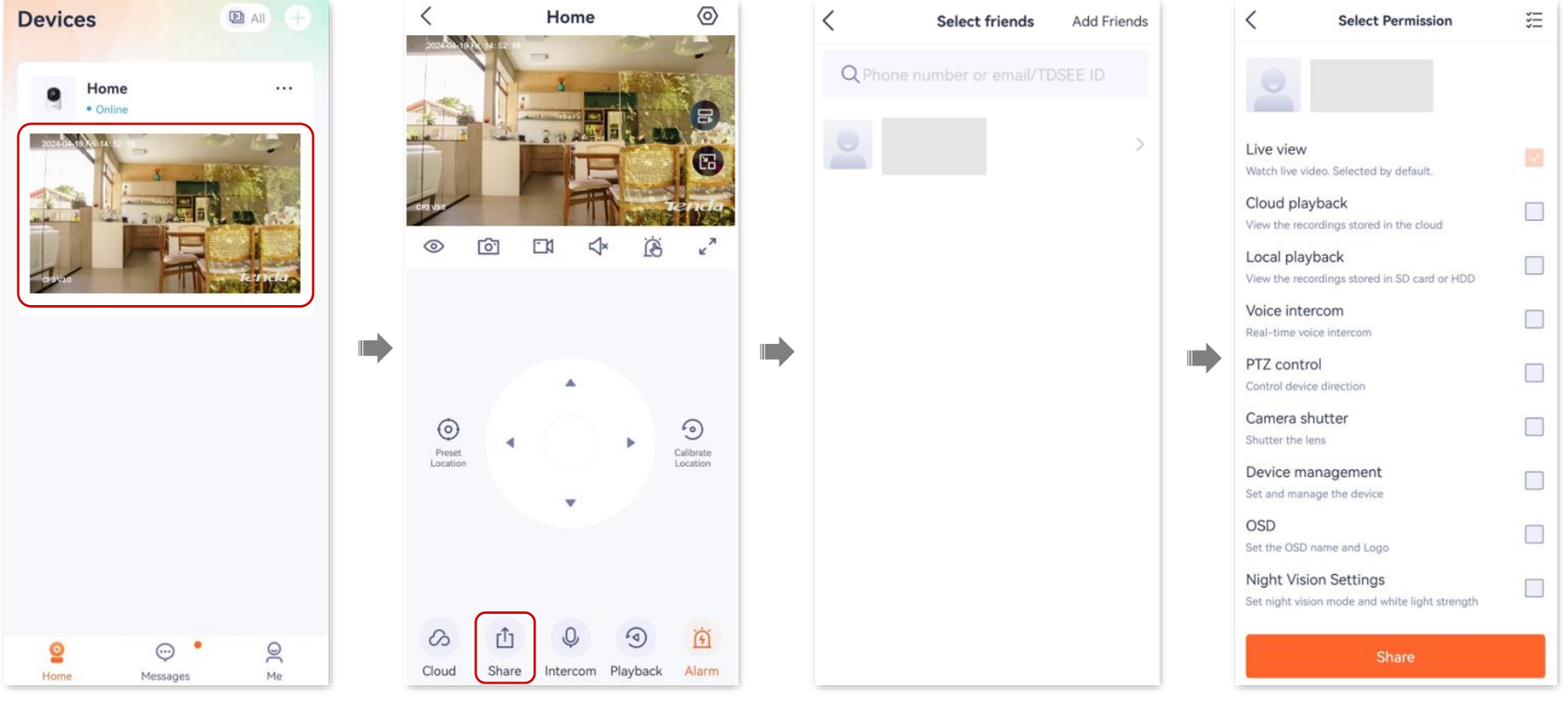


----End

After logging in to **TDSEE** App to accept the device shared from you, your friend can view the monitoring videos of the camera and enjoy certain management permissions.

Method 2

1. Add the **TDSEE** App account of your friends. Refer to Add your friends for detailed steps.
2. Share the device with your friend.
   1) Log in to TDSEE App. Tap the camera you want to share with your friends on the homepage, which is **Home** in this example, and then tap in the lower left corner.
   2) Select a friend. Select the management permissions you want to share, and tap **Share**.

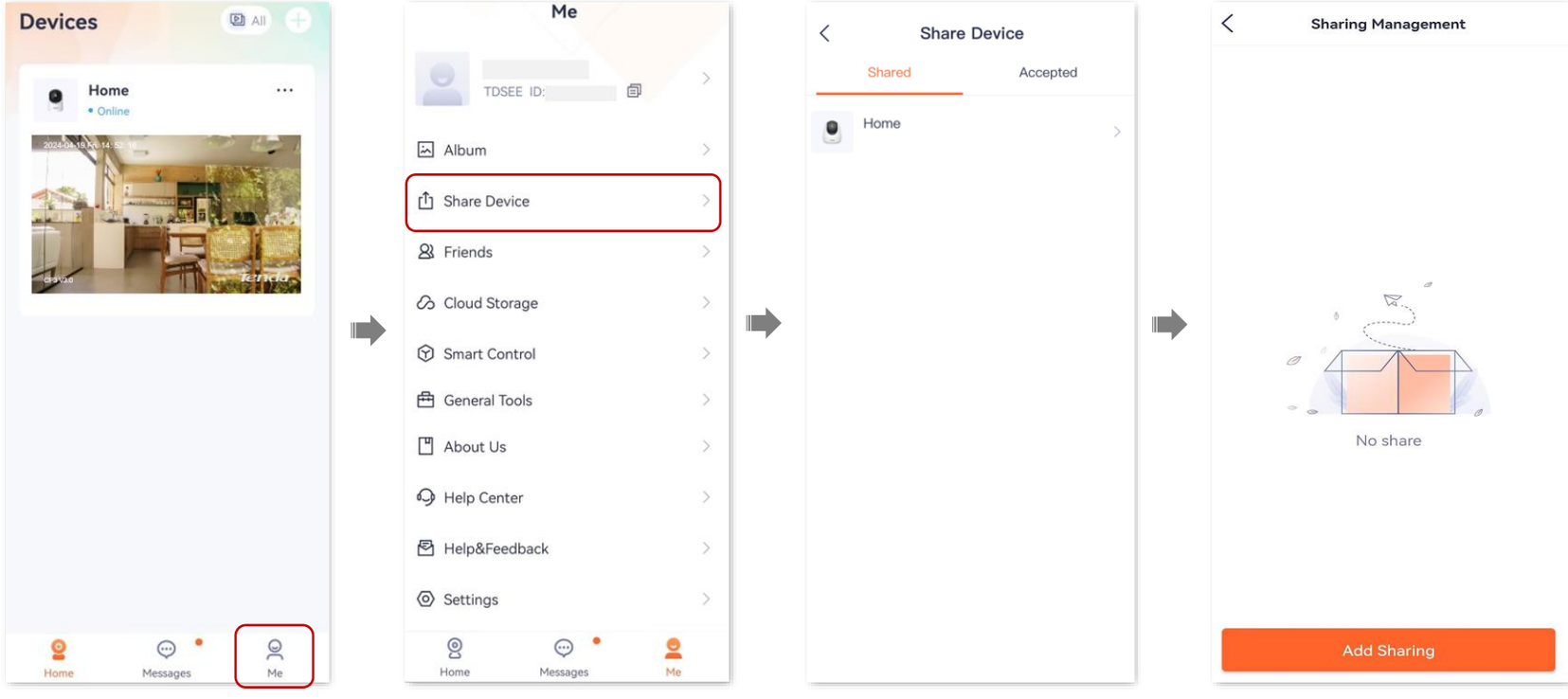


----End

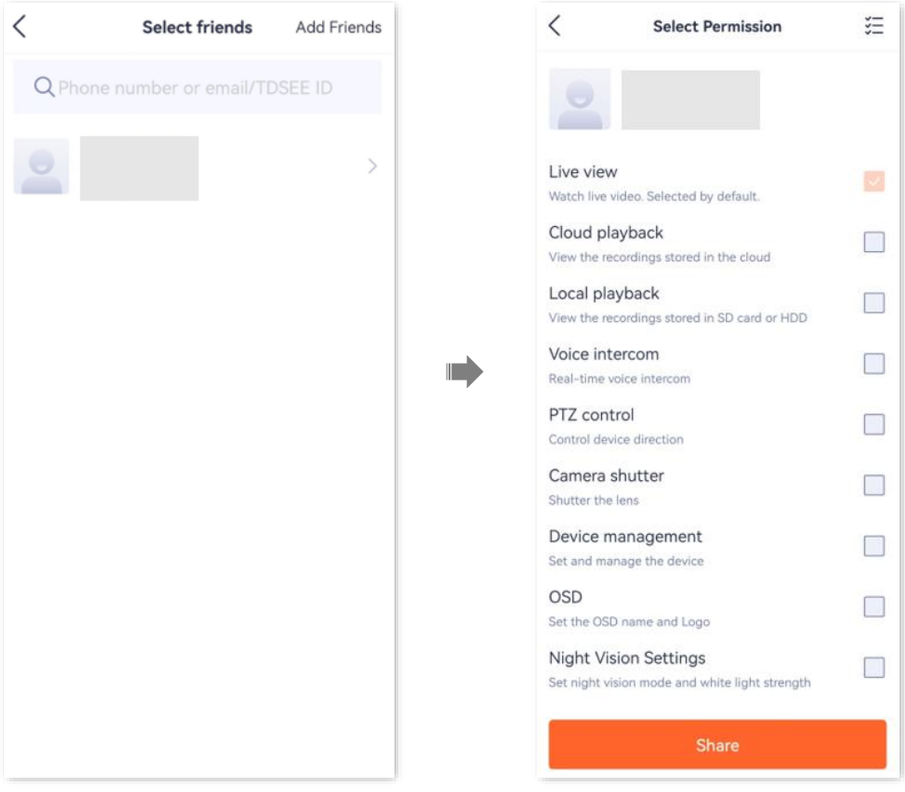
After logging in to **TDSEE** App to accept the device shared from you, your friend can view the monitoring videos of the camera and enjoy certain management permissions.

Method 3

1. Add the **TDSEE** App account of your friends. Refer to Add your friends for detailed steps.
2. Share the device with your friends.
   1) Log in to TDSEE App. Enter the homepage, and go to **Me** > **Share Device**.
   2) Select a device to share with your friend, which is **Home** in this example. Tap **Add Sharing.**



3) Select a friend. Select the management permissions you want to share, and tap **Share**.

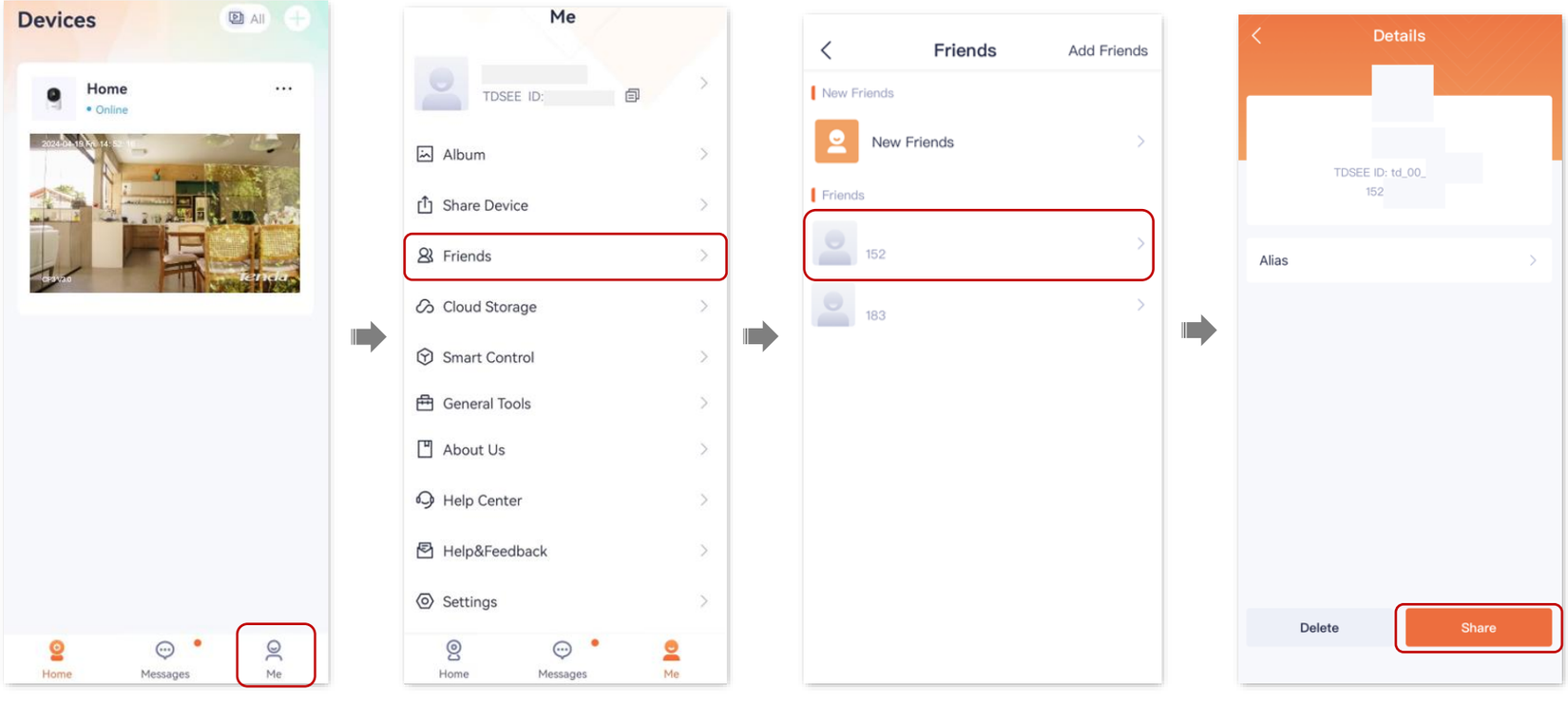


----End

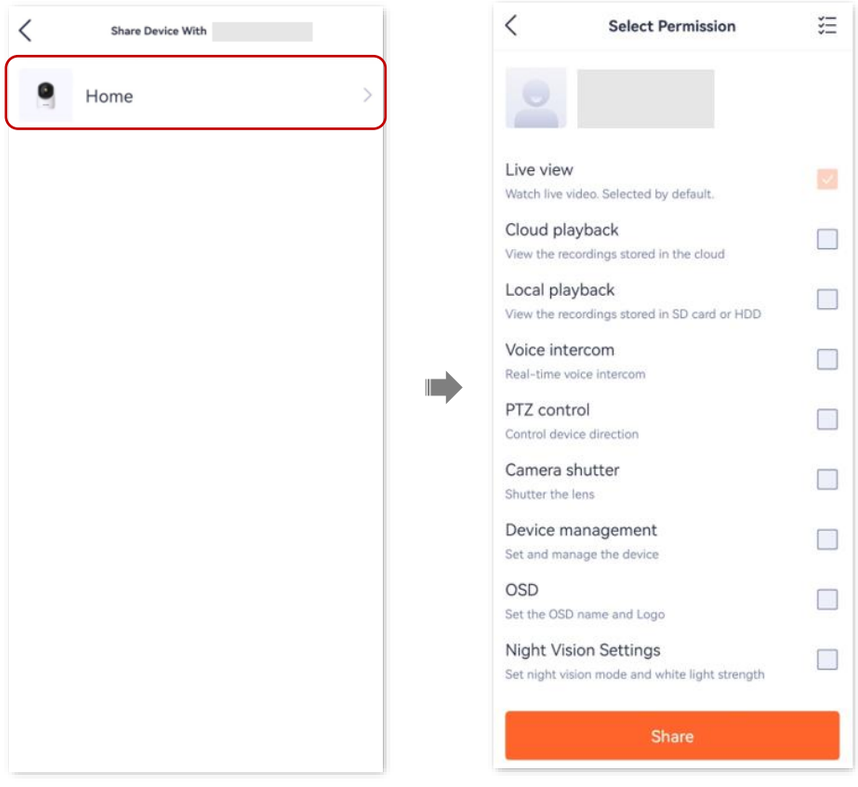
After logging in to **TDSEE** App to accept the device shared from you, your friends can view the monitoring video of the camera and enjoy certain management permissions.

Method 4

1. Add the **TDSEE** App account of your friends. Refer to Add your friends for detailed steps.
2. Share the device with your friends.
   1) Log in to TDSEE App. Enter the homepage, and go to **Me** > **Friends**.
   2) Select a friend, and tap **Share.**



3) Select a device to share with your friend, which is **Home** in this example. Select the management permissions you want to share, and tap **Share**.



----End

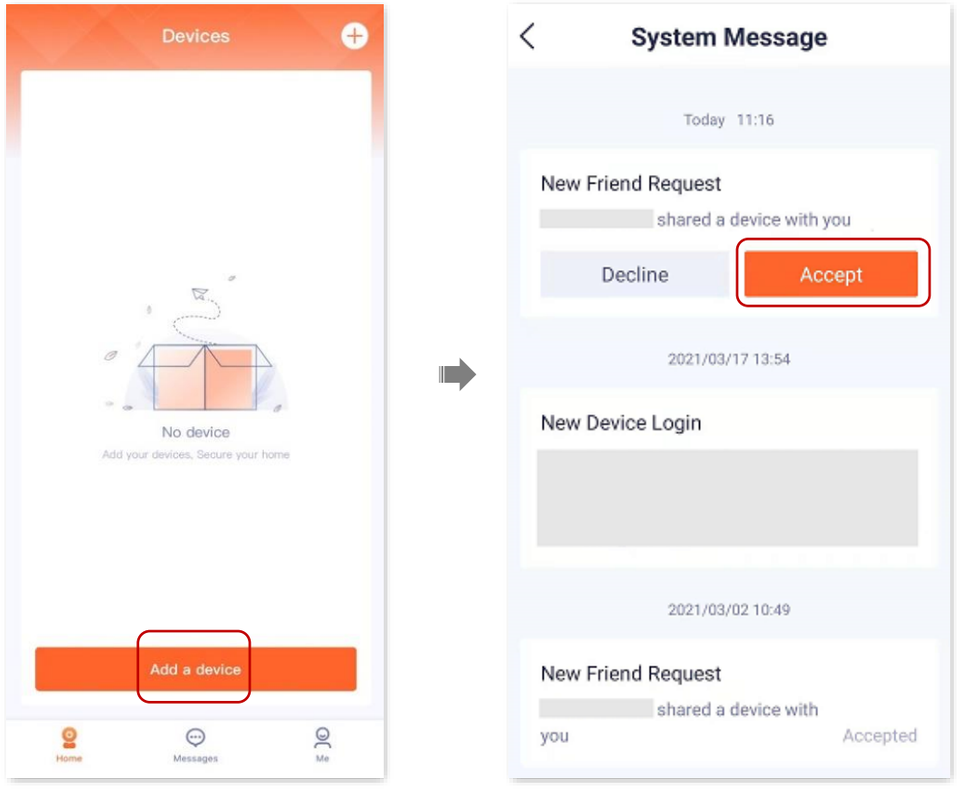
After logging in to **TDSEE** App to accept the device shared from you, your friends can view the monitoring video of the camera and enjoy certain management permissions.

Accept sharing

If someone shares a device with you, after you accept sharing request, you can check the monitoring videos and have some management permissions.

Method 1 (Recommended)

Log in to TDSEE App, tap **Messages** at the bottom of the homepage, find the corresponding notification message, and tap **Accept**.

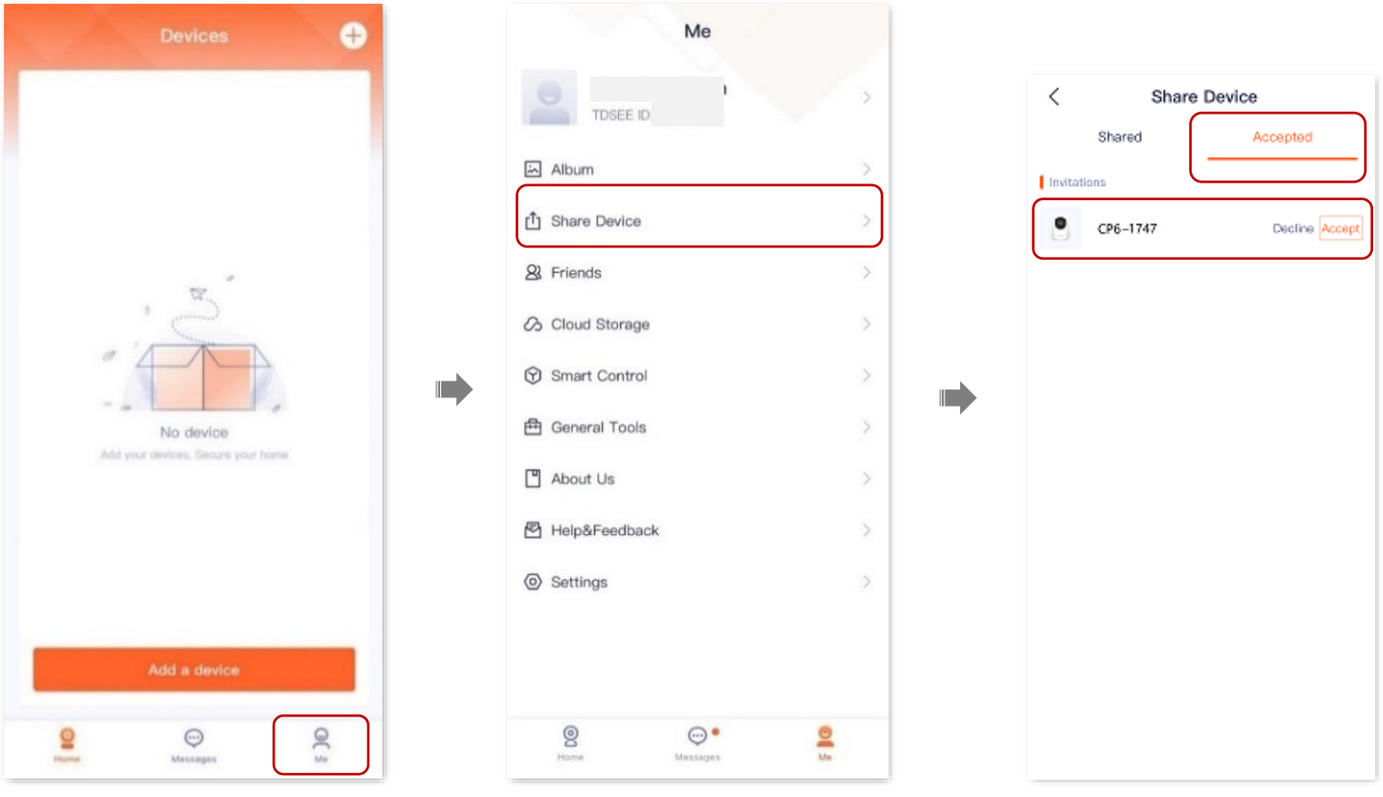


Method 2

1. Log in to TDSEE App, enter the homepage, and go to **Me** > **Share Device.**
2. Tap **Accepted**, find the device that your friends share with you, and tap **Accept**, which is **CP6-1747** in this example.

TIP

- The name of the shared camera is ***In the format of Camera model-Last four characters of the camera's UUID***, and the UUID can be found on the bottom of the device.
- After sharing succeeds, when the friend relationship is dissolved or the device is deleted, the sharing will be invalid.



----End

After accepting the shared device successfully, you can check the monitoring image of the camera on the homepage.

Delete sharing relationship

After you successfully share the device with your friends, if you do not want to continue to share the device, you can dissolve the sharing relationship. Methods to dissolve the sharing relationship are shown as follows:

- The sharer cancels the sharing relationship
- The accepter deletes the sharing relationship
- The accepter deletes the device

TIP

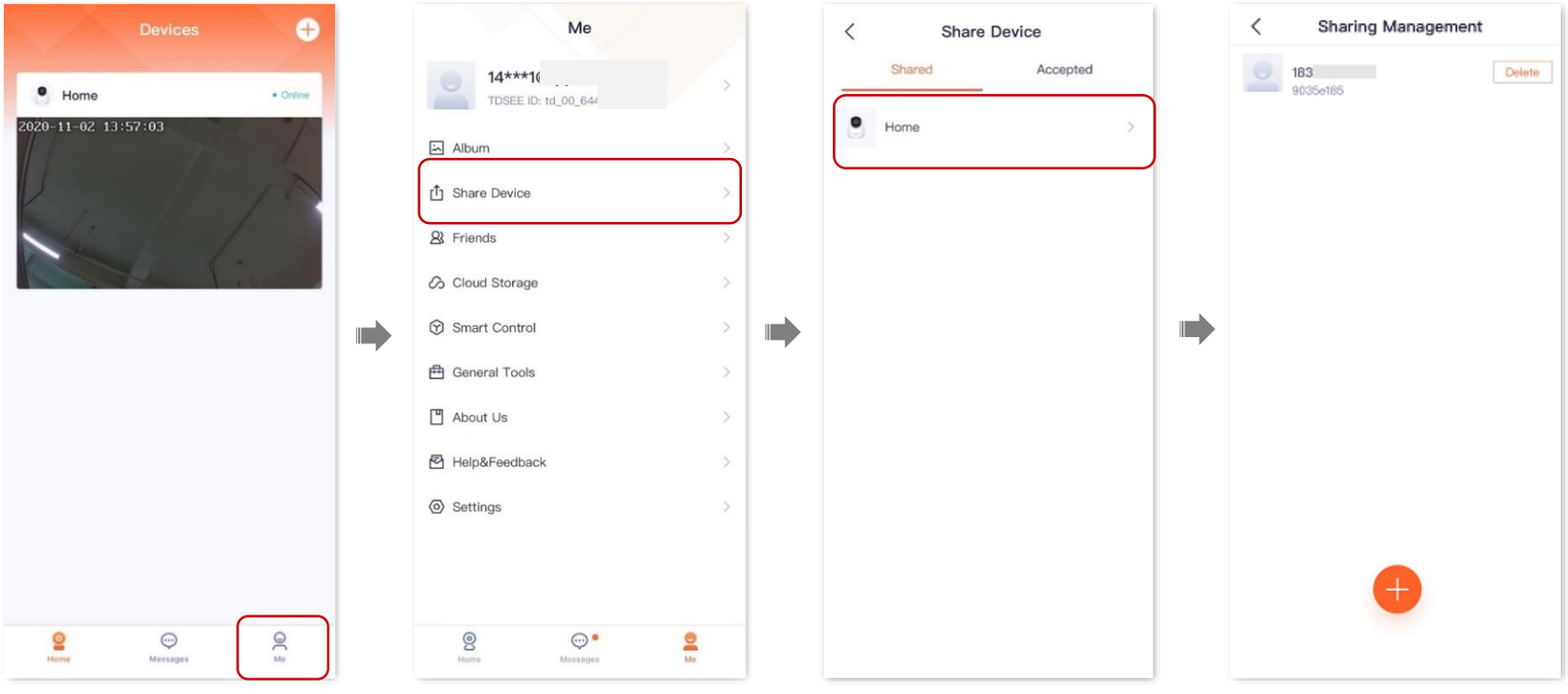
- The sharing relationship will also be dissolved in the following situations:
- The friend relationship is dissolved in the **TDSEE** App.
- The sharer deletes the shared device.

Method 1 The sharer cancels the sharing

TIP

The following steps are all performed by the sharer.

1. Log in to TDSEE App, enter the homepage, then tap **Share Device**.
2. Tap the device of which you want to cancel sharing, which is the camera **Home** in this example. Find the friend you want to cancel sharing with and tap **Delete**.



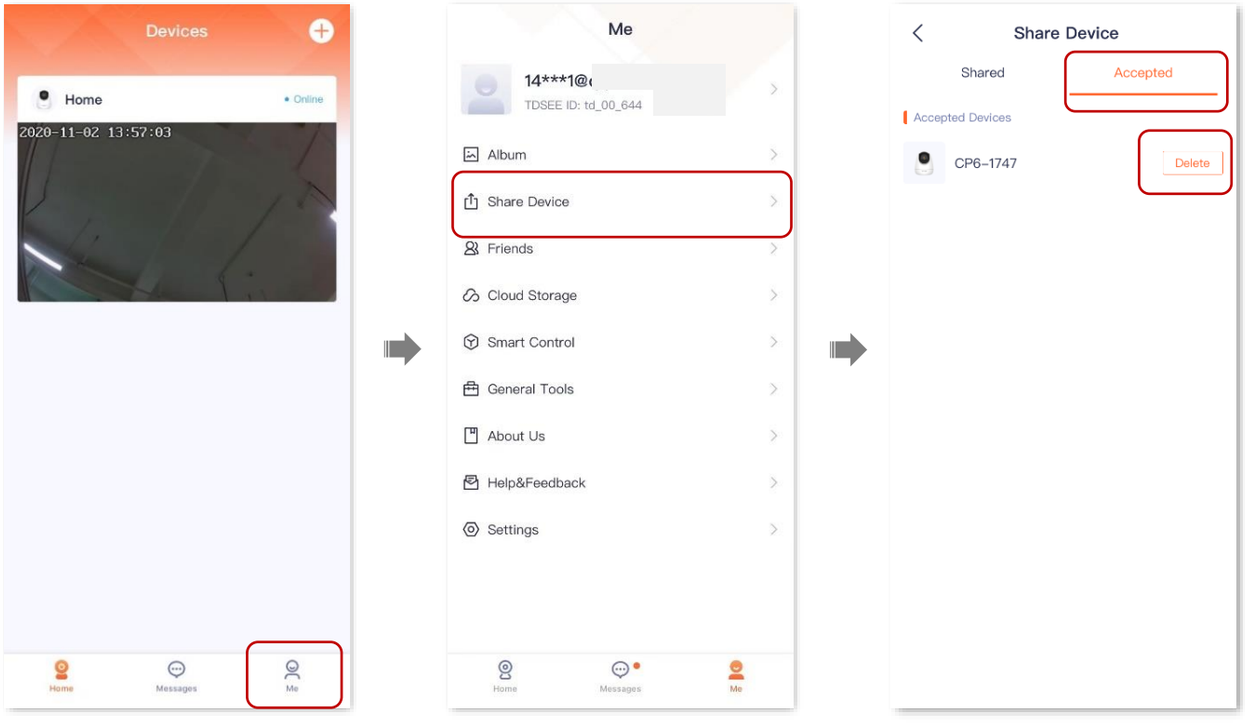
----End

Method 2 The accepter deletes the sharing

TIP

The following steps are all performed by the accepter.

1. Log in to TDSEE App, enter the homepage, then tap **Share Device**.
2. Tap **Accepted**, find the device shared by another user, which is **CP6-1747** in this example, and tap **Delete**.



----End

Method 3 The accepter deletes the device (Example: CP3 v3.0)

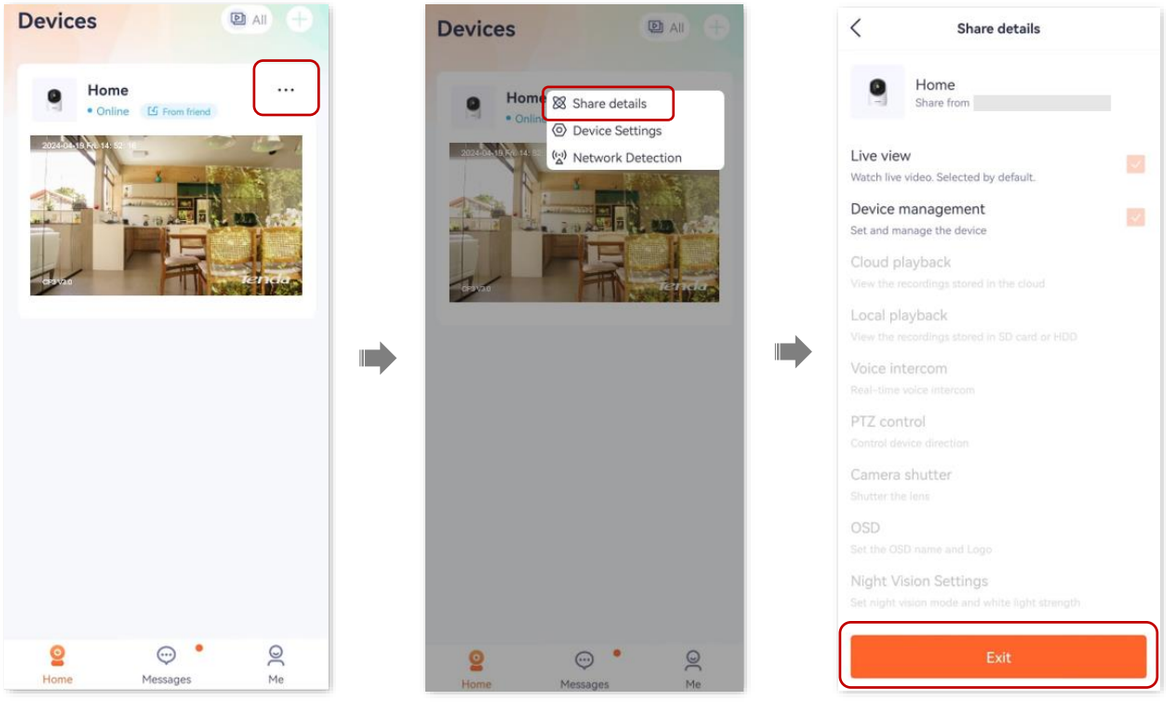
TIP

- The following steps are all performed by the accepter.
- The **TDSEE** App with version 1.6.2 is used for illustrations here.

1. Log in to TDSEE App. Find the camera that you want to delete on the homepage, which is the camera **Home** in this example. Tap ••• in the right corner.
2. Tap **Share details**, and tap **Exit**.

TIP

Tap **Share details**, you can see the permissions the sharer has given you. **Device Settings** is displayed if you have **Device management** permission.



----End

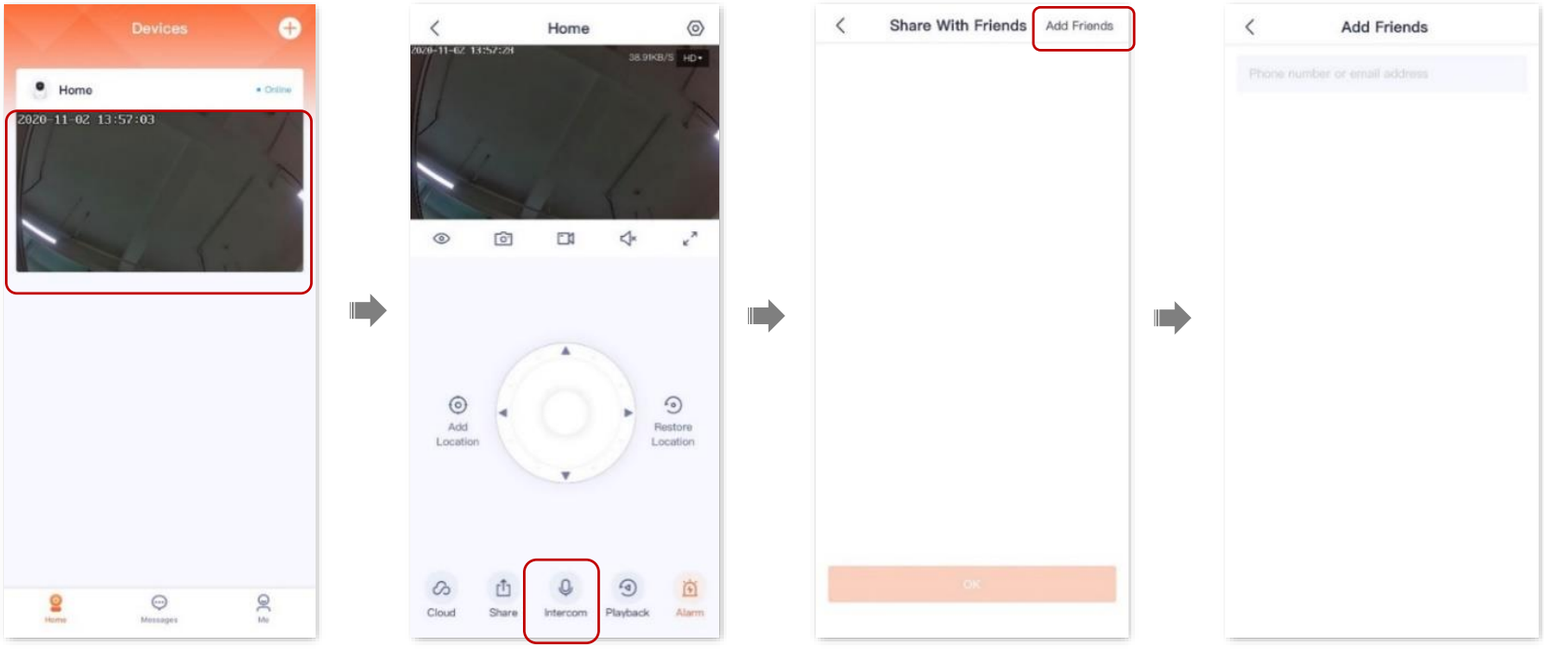
Add your friends

You can add the **TDSEE** App accounts of your friends here.

After adding friends successfully, you can share the devices under the current account of the **TDSEE** App with your friends, and your friends can also manage the device.

Method 1

1. Log in to TDSEE App, and tap the device you want to share with friends on the homepage, which is the camera **Home** in this example.
2. Tap **Share** in the lower left corner.
3. Tap **Add Friends** in the upper right corner, and enter the phone number or email address of your friends.

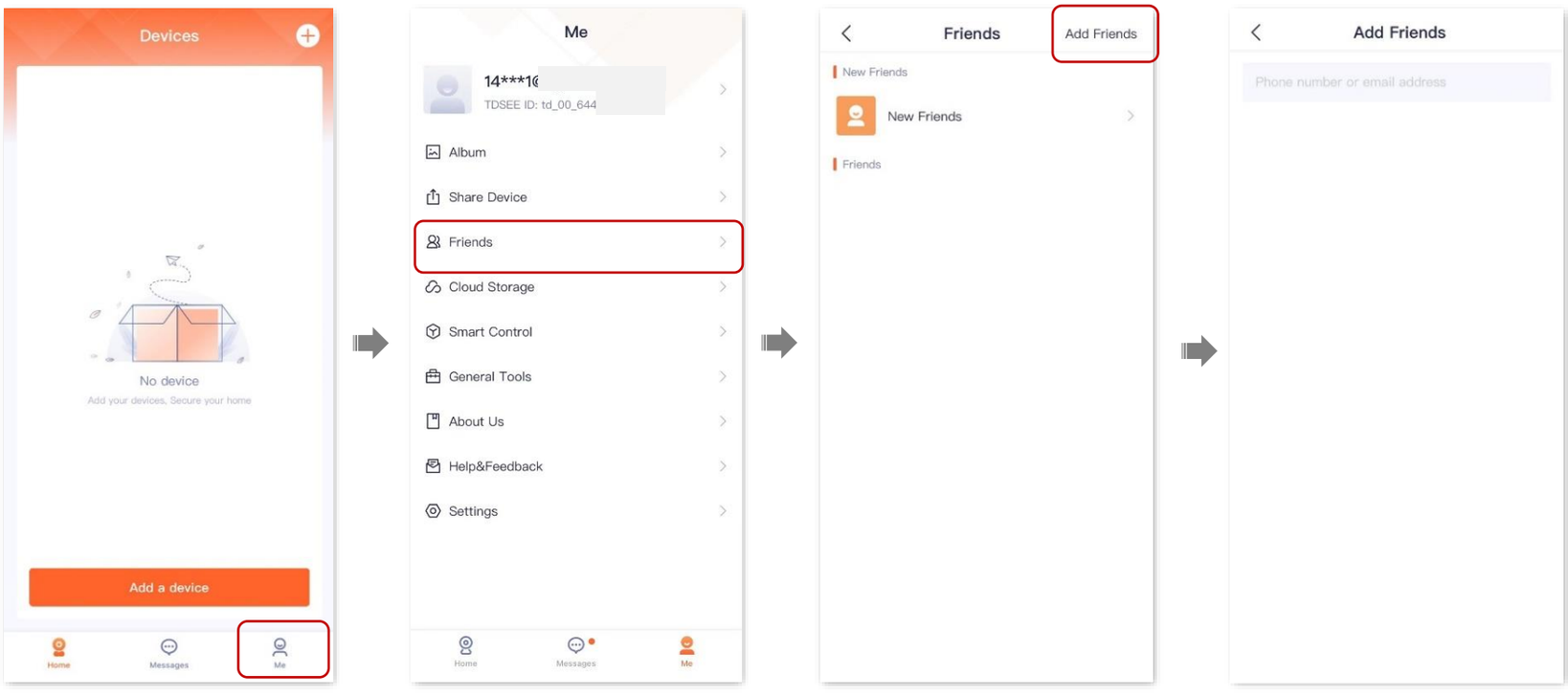


----End

Your friends log in to **TDSEE** App and accept the invitations from you. Refer to Accept invitation from your friends for detailed steps.

Method 2

1. Log in to TDSEE App, and go to **Me** > **Friends**.
2. Tap **Add Friends** in the upper right corner, and enter the phone number or email address.



----End

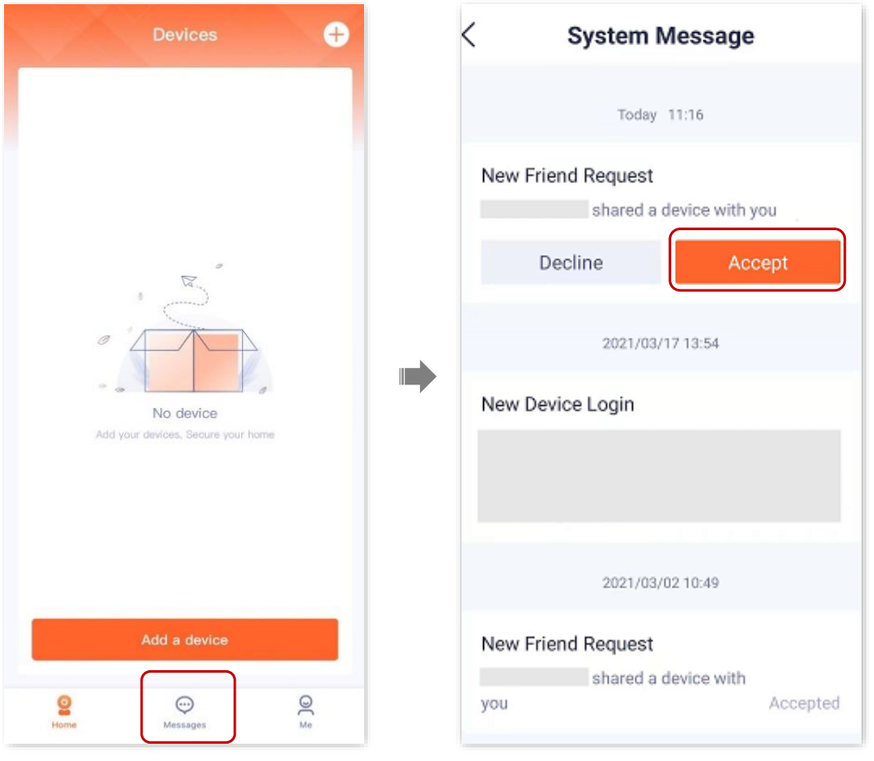
Your friends log in to **TDSEE** App and accept the invitation from you. Refer to Accept invitation from your friends for detailed steps.

Accept invitation from your friends

If someone has sent you an invitation to add you as a friend in **TDSEE** App, you can accept the invitation here.

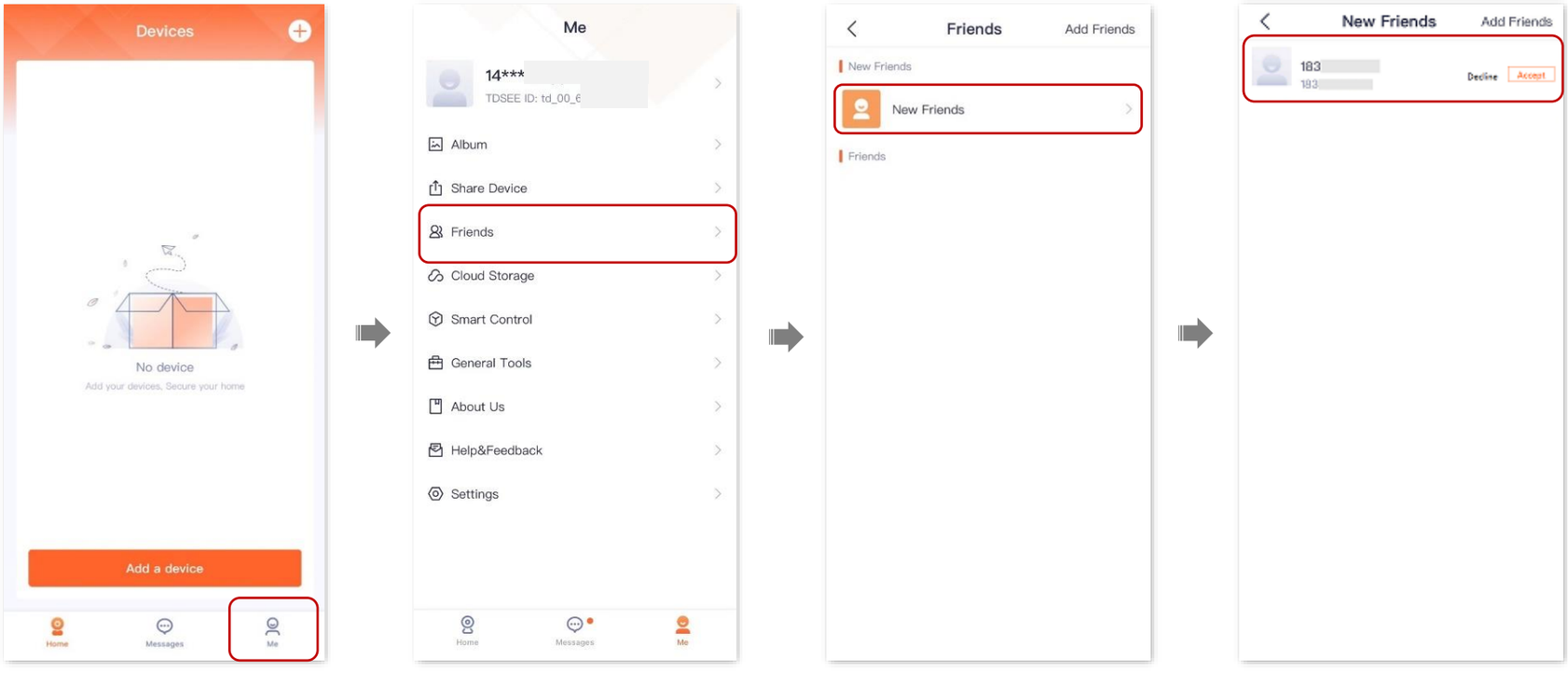
Method 1 (Recommended)

Log in to TDSEE App, and enter the **Messages** page. Find the corresponding notification message, then tap **Accept**.



Method 2

1. Log in to TDSEE App, and go to **Me** > **Friends**.
2. Tap **New Friends**. Find the invitation information, then tap **Accept**.

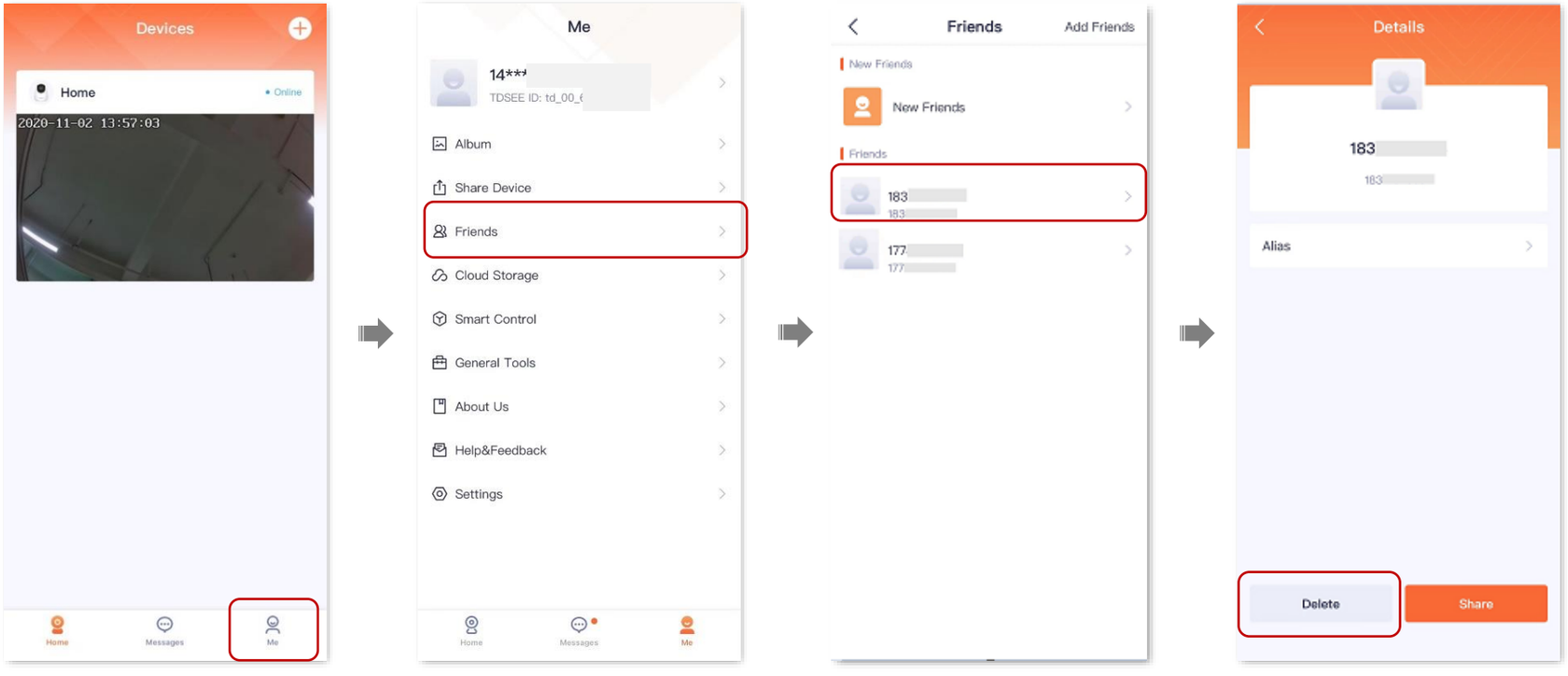


----End

Delete your friends

You can delete friends of the **TDSEE** App here.

1. Log in to TDSEE App, and go to **Me** > **Friends**.
2. Tap the account of a friend you want to delete, and tap **Delete**. Tap **Delete** in the pop-up window.



----End

Messages and album

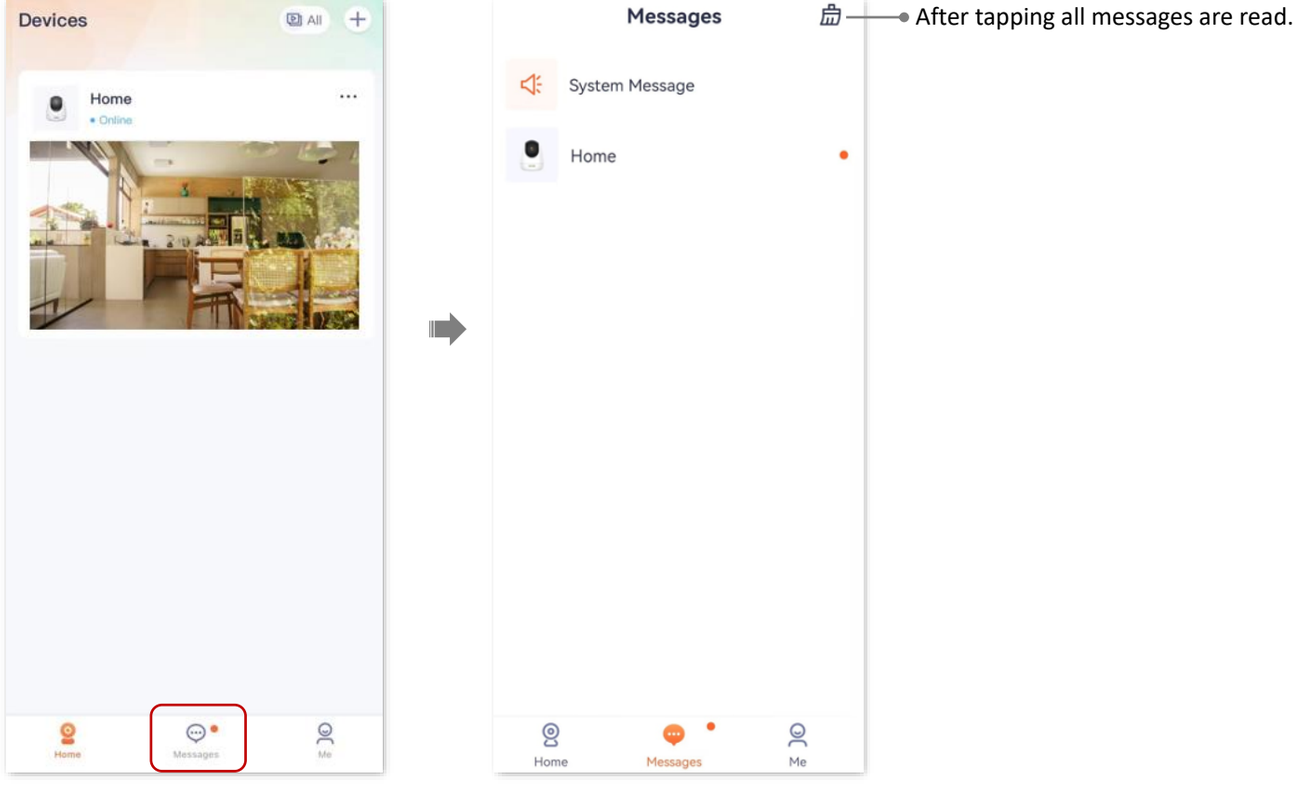
Features available in the camera may vary by model and software version. Camera availability may also vary by region. All images, steps, and descriptions in this guide are only examples and may not reflect your actual camera experience.

Check messages

The **TDSEE** App with version 1.5.0 is used for illustrations here.

You can check system messages and notification messages of each device on the **Messages** page.

Log in to TDSEE App. Go to **Messages** > **System Message** to check such information as login notifications, friend notifications, and device-sharing notifications. Tap the specific device to check relevant alarm messages.



Check messages settings

The **TDSEE** App with version 1.8.4 is used for illustrations here.

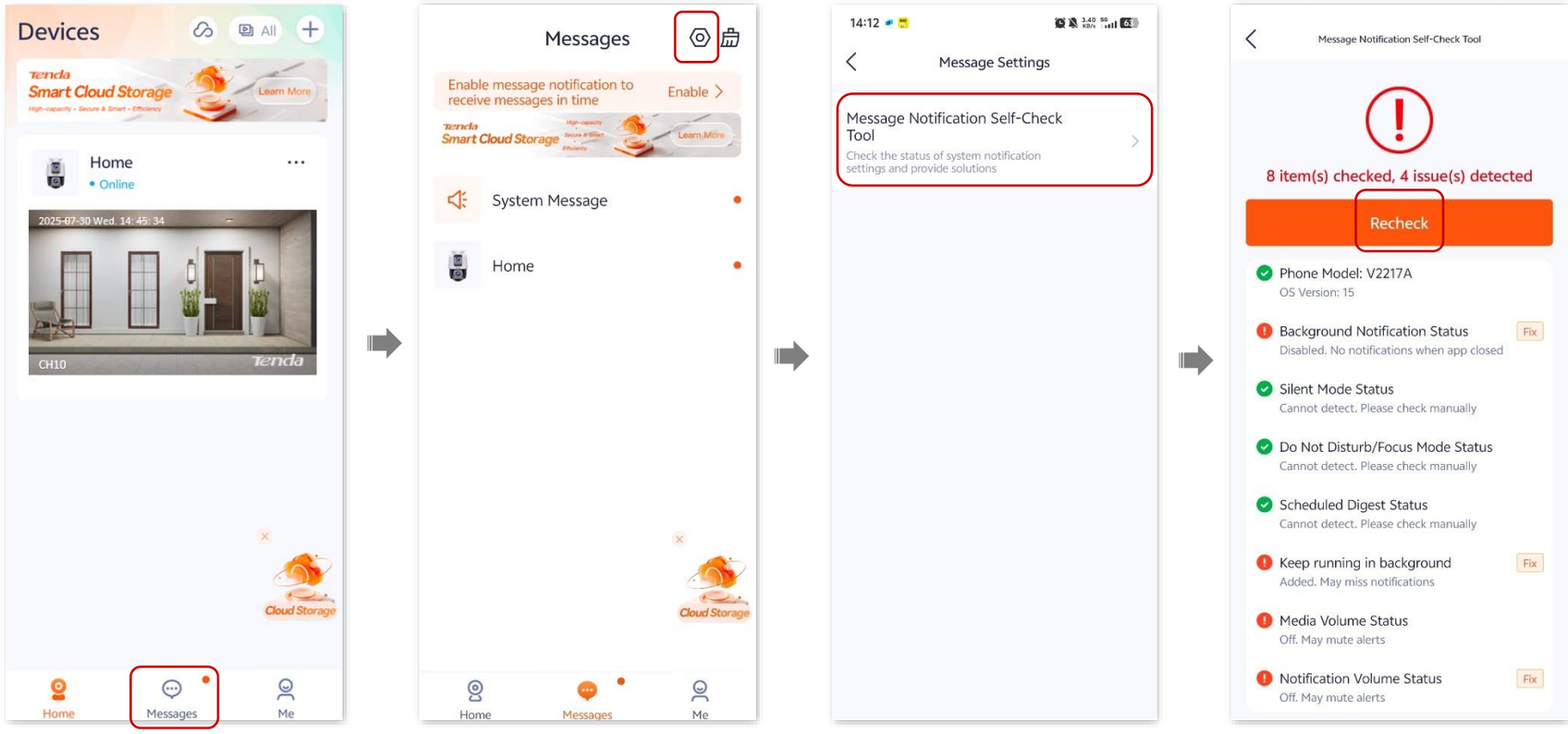
If the **TDSEE** App fails to receive system messages or device messages normally, you can use the message notification self-check tool to inspect message settings and provide solutions.

TIP

This function only works on Android.

Method 1

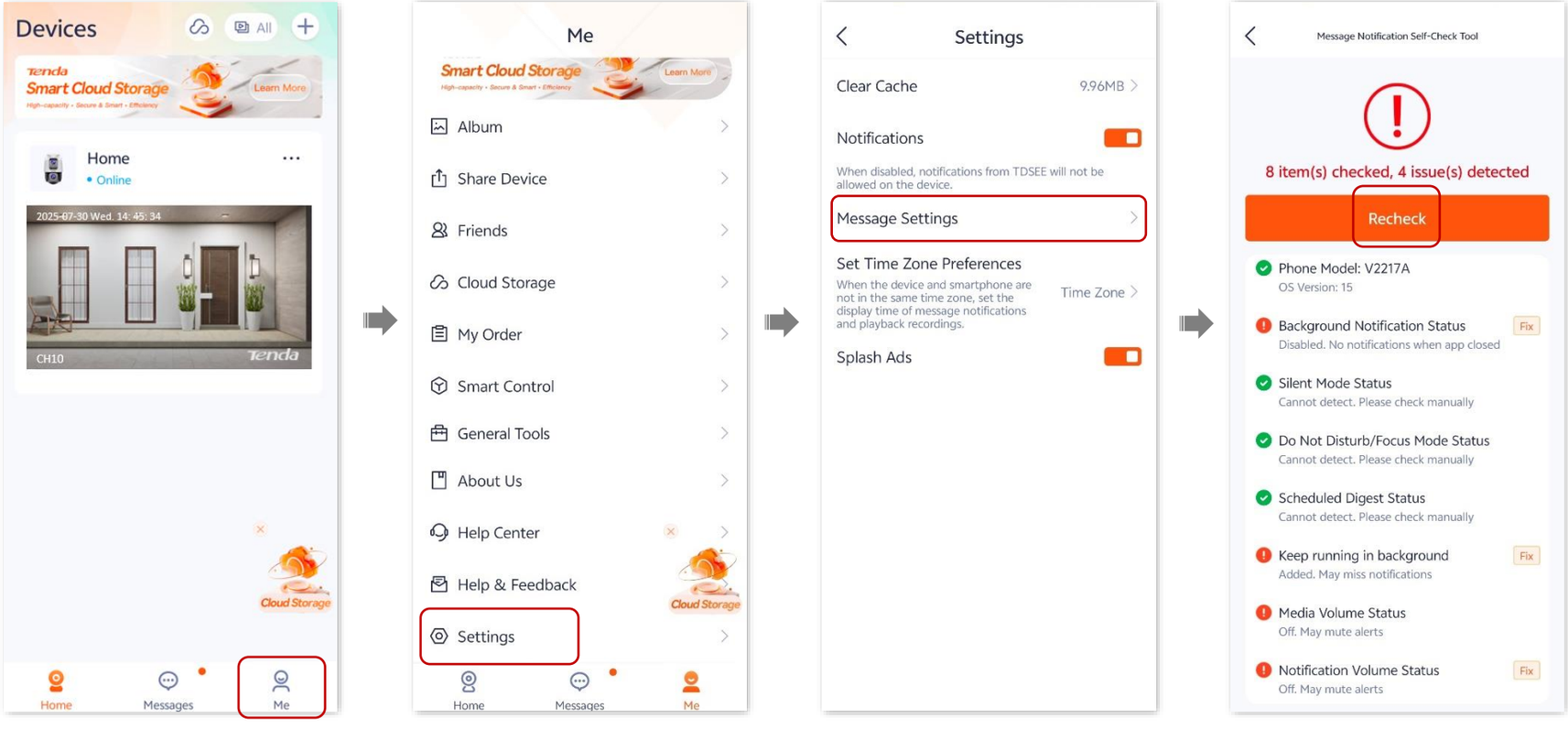
1. Log in to TDSEE App, enter the **Messages** page, and tap .
2. Tap the **Message Notification Self-Check Tool**, and the TDSEE App will automatically scan your message settings.
3. Resolve any detected issues based on the scan results.
4. After troubleshooting, tap **Recheck** to verify the fixes.


Devices
All
Smart Cloud Storage
Learn More
Home
Online
2025-07-30 Wed. 14:45:34
CH10
Tenda
Cloud Storage
Home
Messages
Me
Messages
Enable message notification to receive messages in time
Enable
Smart Cloud Storage
Learn More
System Message
Home
Cloud Storage
Home
Messages
Me
14:12
Message Settings
Message Notification Self-Check Tool
Check the status of system notification settings and provide solutions
Message Notification Self-Check Tool
8 item(s) checked, 4 issue(s) detected
Recheck
Phone Model: V2217A
OS Version: 15
Background Notification Status
Disabled. No notifications when app closed
Fix
Silent Mode Status
Cannot detect. Please check manually
Do Not Disturb/Focus Mode Status
Cannot detect. Please check manually
Scheduled Digest Status
Cannot detect. Please check manually
Keep running in background
Added. May miss notifications
Fix
Media Volume Status
Off. May mute alerts
Notification Volume Status
Off. May mute alerts
Fix

---End

Method 2

1. Log in to TDSEE App, enter the **Me** page, and tap **Settings**.
2. Tap the **Message Settings**, and the **TDSEE** App will automatically scan your message settings.
3. Resolve any detected issues based on the scan results.
4. After troubleshooting, tap **Recheck** to verify the fixes.



---End

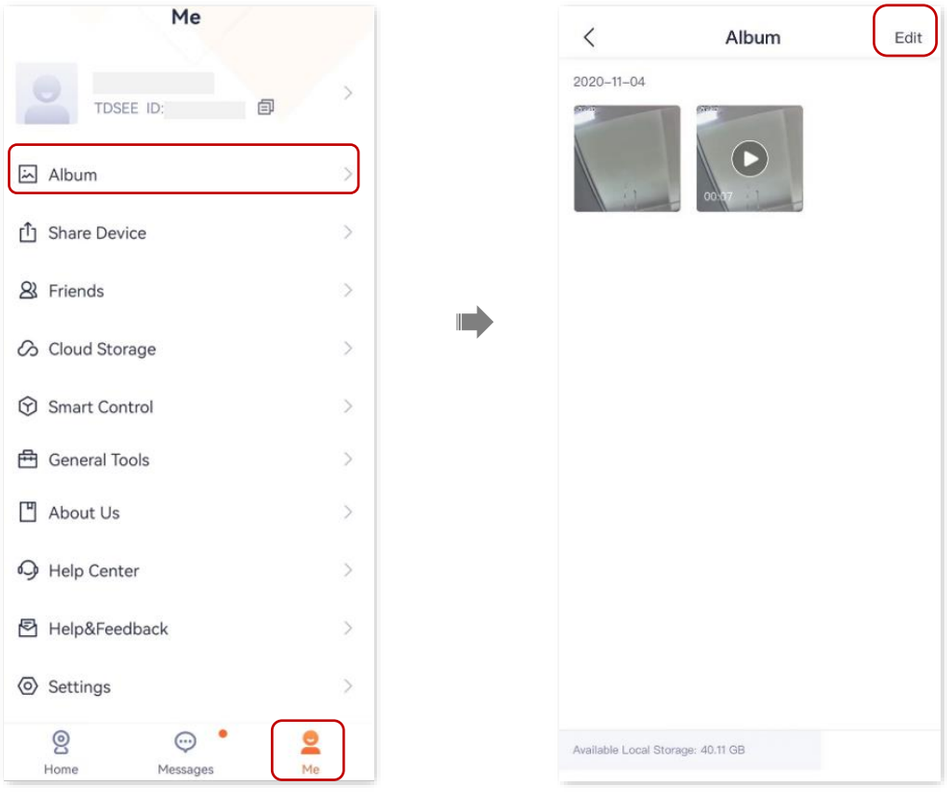
Delete photos/videos

1. Log in to TDSEE App, and enter the album page of the App. (The figure shows **Method 1** as an example)
   - Method 1: Go to **Me** > **Album** .
   - Method 2: Tap Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera, which is **Home** in this example. Tap **Album** ( ).

TIP

The **Method 2** is only suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

2. Tap **Edit** in the upper-right corner to delete the selected pictures or videos in batch.



---End

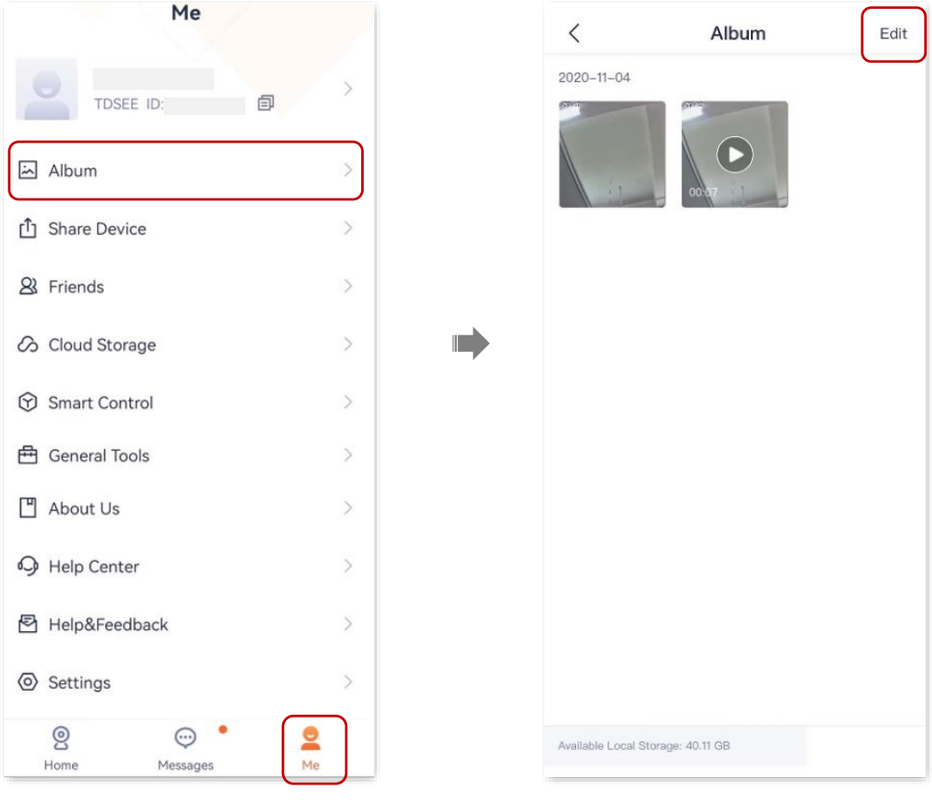
Download photos/videos to the smartphone

1. Log in to TDSEE App, and enter the album page of the App. (The figure shows **Method 1** as an example)
   - Method 1: Go to **Me** > **Album** .
   - Method 2: Tap Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera, which is **Home** in this example. Tap **Album** ( ).

TIP

The **Method 2** is only suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

2. Tap **Edit** in the upper-right corner to download the selected photos or videos.



---End

Share photos/videos with friends or through social platform

TIP

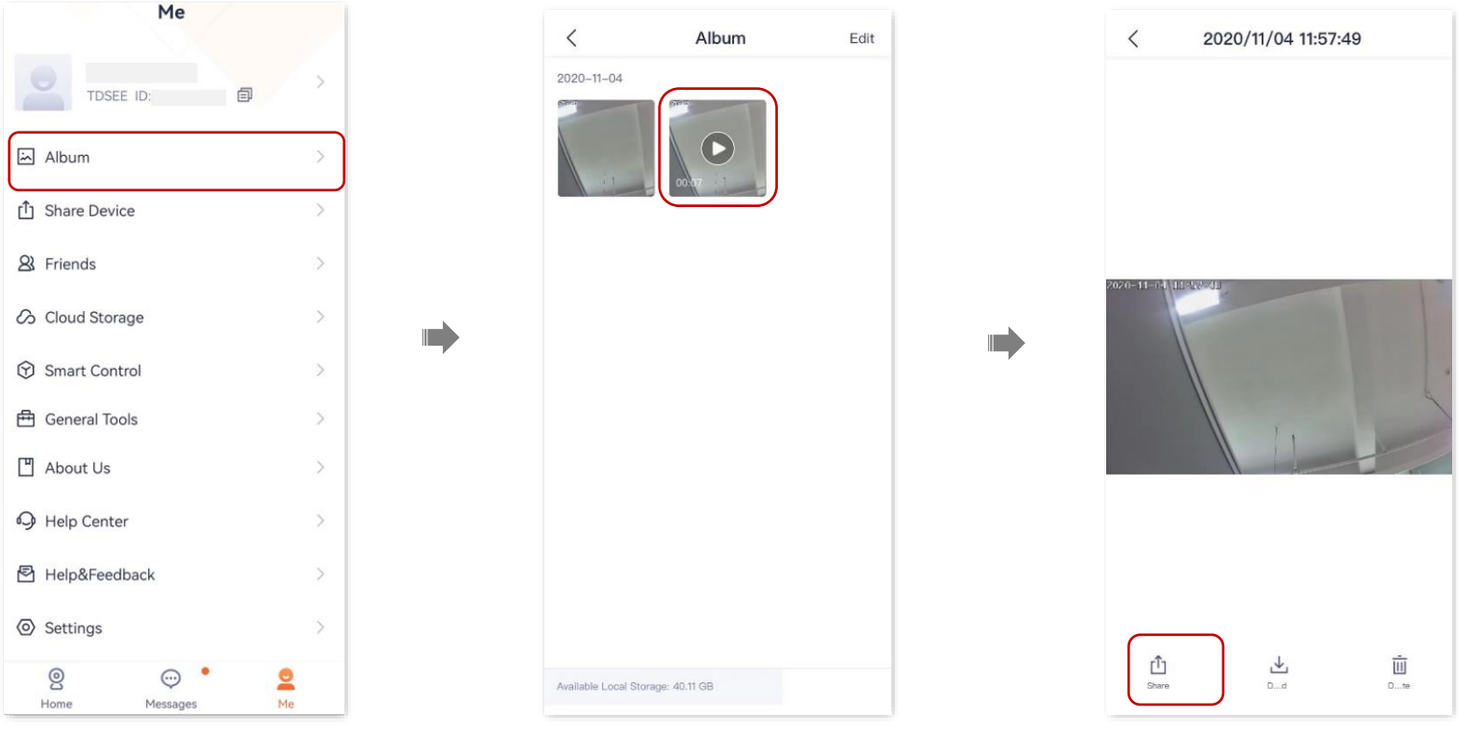
Only one photo or one video can be shared at a time.

1. Log in to TDSEE App, and enter the album page of the App. (The figure shows **Method 1** as an example)
   - Method 1: Go to **Me** > **Album** .
   - Method 2: Tap Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera, which is **Home** in this example. Tap **Album** ( ).

TIP

The **Method 2** is only suitable for the Dual-lens Linkage Outdoor Wi-Fi Pan/Tilt Camera.

2. Select the photo or video you want to share, tap **Share**, and then follow the instructions.



---End

App configuration

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

Login with the third-party accounts

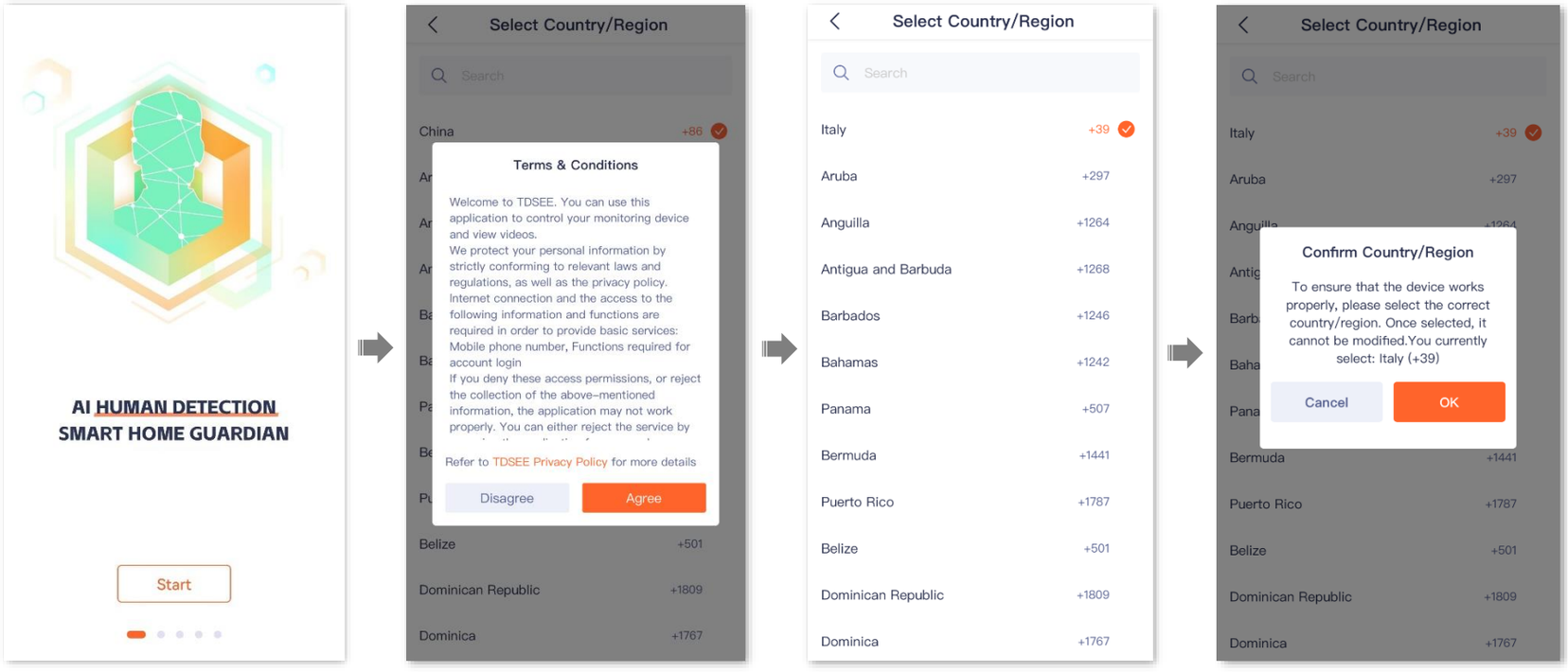
The **TDSEE** App with version 1.6.2 is used for illustrations here.

For **TDSEE** App V1.5.0 and above, when you authorize a third-party account to log in to **TDSEE** App, if the third-party account is not bound to the **TDSEE** App account, you need to bind the third-party account to the **TDSEE** App account your registered to log in successfully. The third-party accounts may vary from country/region and the operating system of smartphone. The Apple ID is used as an example here.

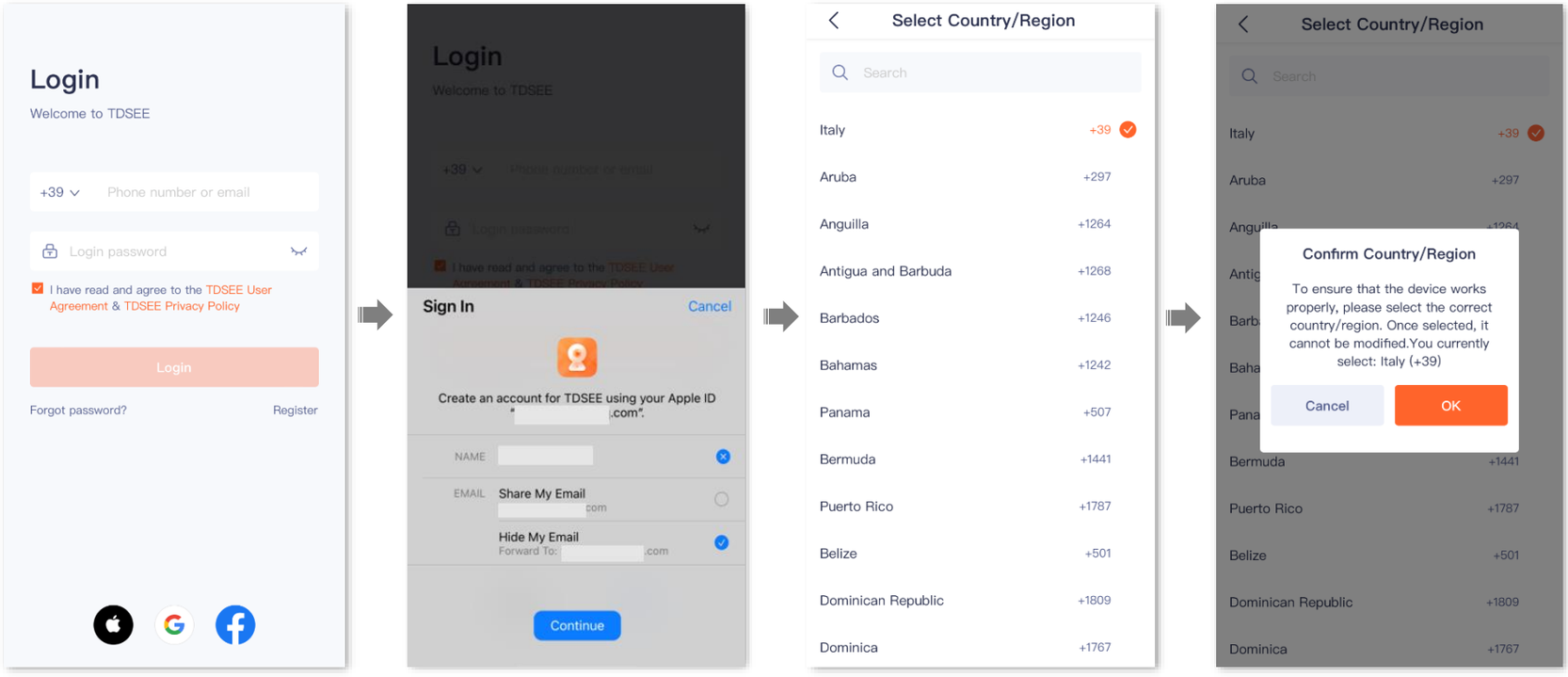
TIP

Before binding, delete the cameras from the third-party account and add it again after the account is successfully bound.

1. Open the **TDSEE** App. Tap **Start**, read the **Terms & Conditions**, and tap **Agree**.
2. Select the country/region where you are, and tap **OK**.

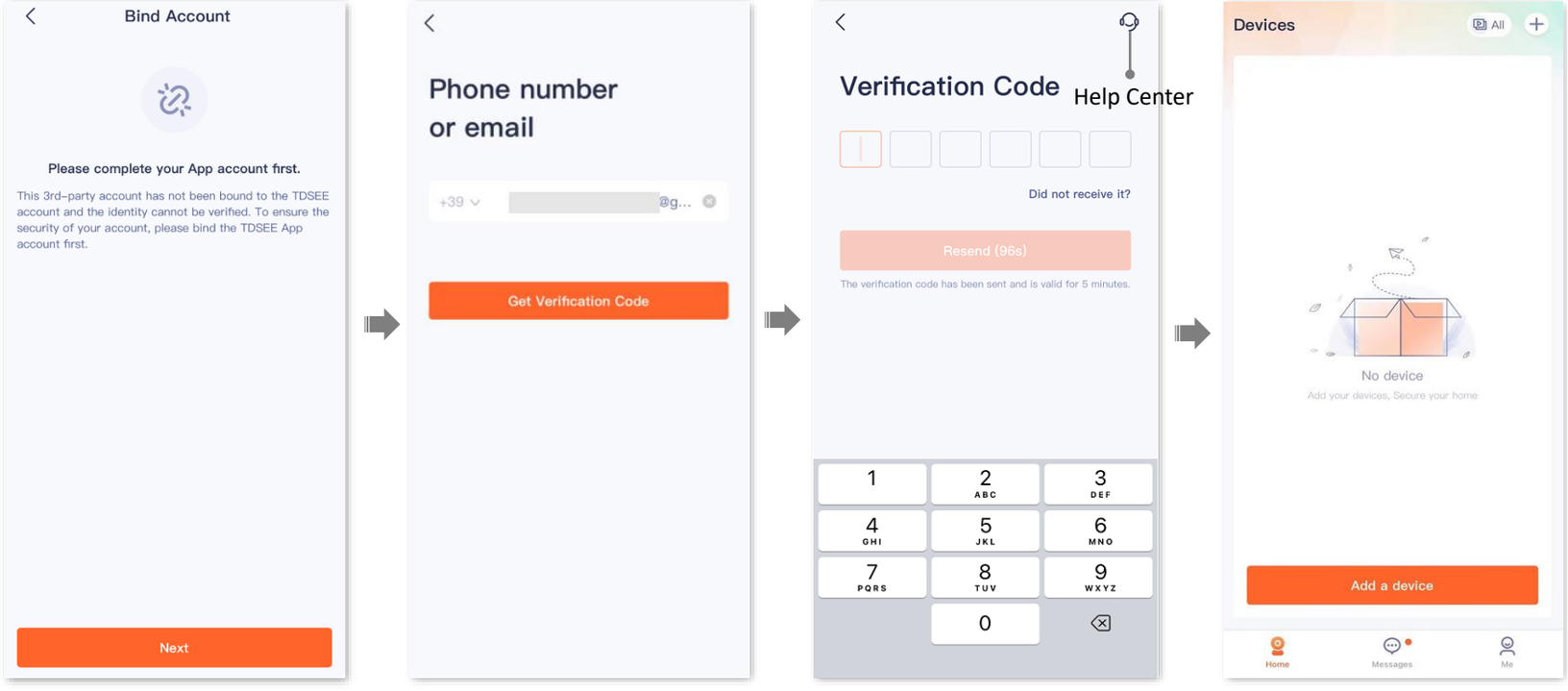


3. Tick **I have read and agree to the TDSEE User Agreement & TDSEE Privacy Policy**, tap , authorize your Apple ID account to log in to **TDSEE** App, and tap **Continue**. Select the country/region where you are, and tap **OK**.


Login
Welcome to TDSEE
+39
Phone number or email
Login password
I have read and agree to the TDSEE User Agreement & TDSEE Privacy Policy
Login
Forgot password?
Register
Sign In
Cancel
Create an account for TDSEE using your Apple ID
NAME
EMAIL
Share My Email
Hide My Email
Forward To:
Continue
Select Country/Region
Search
Italy +39
Aruba +297
Anguilla +1264
Antigua and Barbuda +1268
Barbados +1246
Bahamas +1242
Panama +507
Bermuda +1441
Puerto Rico +1787
Belize +501
Dominican Republic +1809
Dominica +1767
Confirm Country/Region
To ensure that the device works properly, please select the correct country/region. Once selected, it cannot be modified.You currently select: Italy (+39)
Cancel
OK

4. Confirm the on-screen prompts and tap **Next**.
5. Enter the phone number or email address used to register the **TDSEE** APP, tap **Get Verification Code**, then follow the on-screen prompts and enter the **Verification Code**.

   Log in to **TDSEE** APP successfully, and the third-party account is bound to the **TDSEE** App account.



----End

Unlock

The **TDSEE** App with version 1.5.0 is used for illustrations here.

After the fingerprint or face ID login function is enabled, you need to verify your fingerprint or face when you exit the **TDSEE** App and enter again to improve the security of your account.

TIP

- Please ensure that your smartphone supports fingerprint unlock or face ID unlock.
- Fingerprint or face ID login is only valid for the smartphone with this function currently enabled.

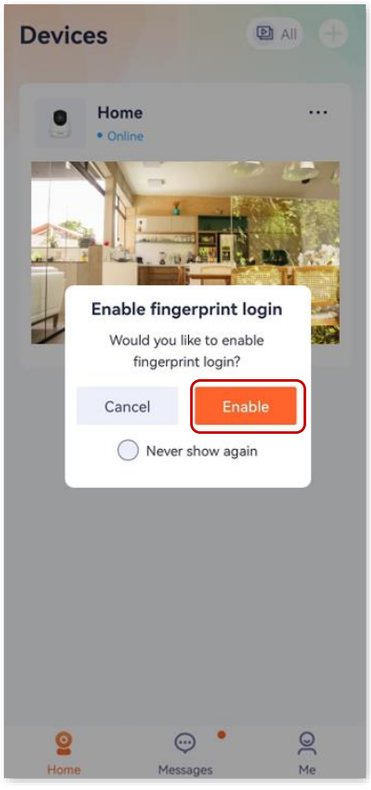
Enable fingerprint login

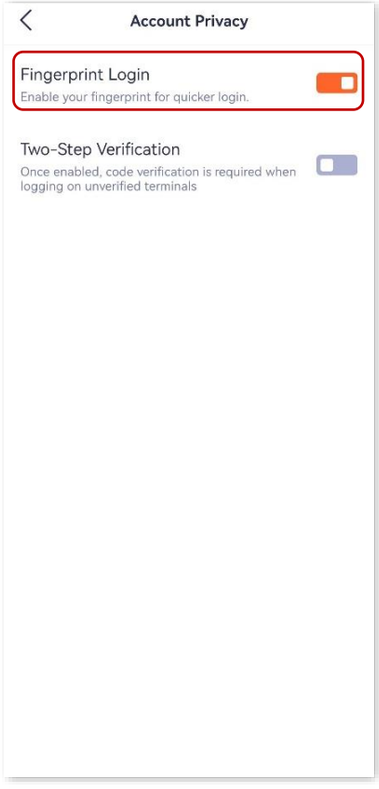
Method 1

1. Log in to TDSEE App. The system automatically pops up the prompt “Enable fingerprint login”, tap **Enable**.
2. Enable the **Fingerprint Login** function, and follow the on-screen prompts to input your fingerprints.

TIP

If you do not want to enable fingerprint login, you can tick **Never show again** and tap **Cancel**. The system will no longer prompt.

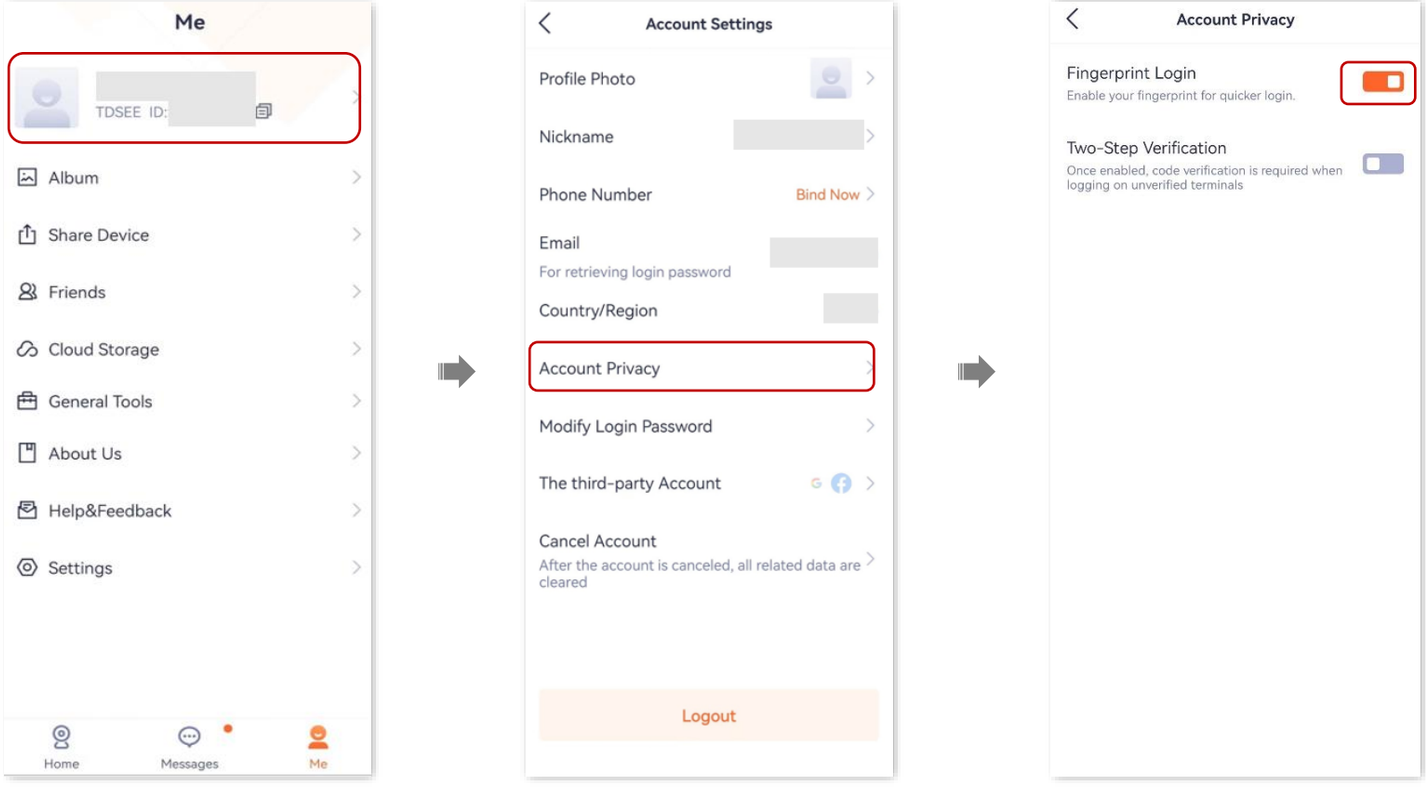

Devices
All
Home
Online
Enable fingerprint login
Would you like to enable fingerprint login?
Cancel
Enable
Never show again
Home
Messages
Me


Account Privacy
Fingerprint Login
Enable your fingerprint for quicker login.
Two-Step Verification
Once enabled, code verification is required when logging on unverified terminals

----End

Method 2

1. Log in to TDSEE App. Tap the account on the upper side of the **Me** page.
2. Tap **Account Privacy**, enable the **Fingerprint Login** function, and follow the on-screen prompts to input your fingerprints.



----End

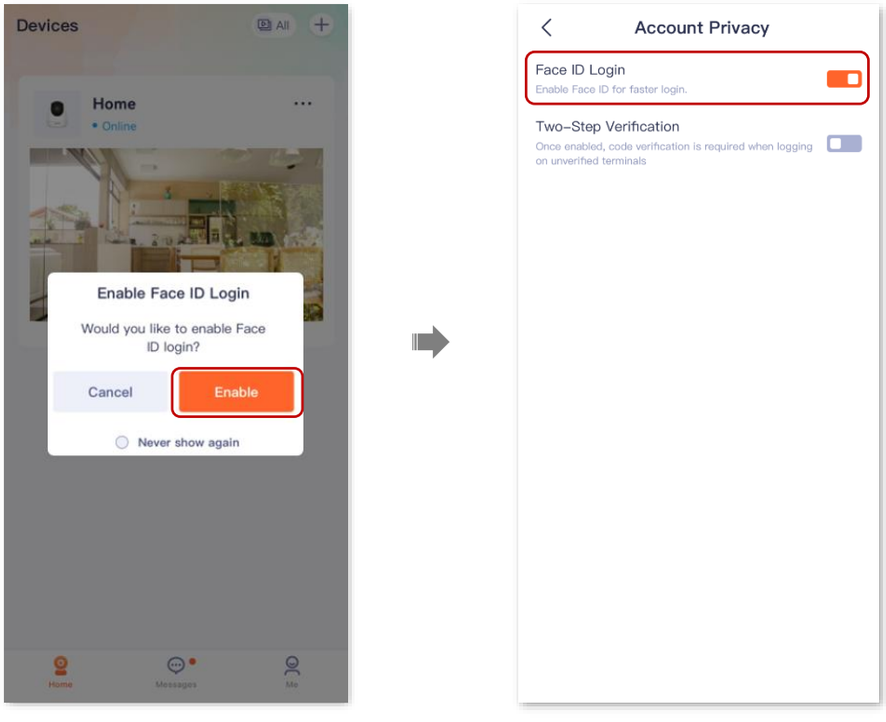
Enable face ID login

Method 1

1. Log in to TDSEE App. The system automatically pops up the prompt “Enable Face ID Login”, tap **Enable**.
2. Enable the **Face ID Login** function, and follow the on-screen prompts to scan your face.

TIP

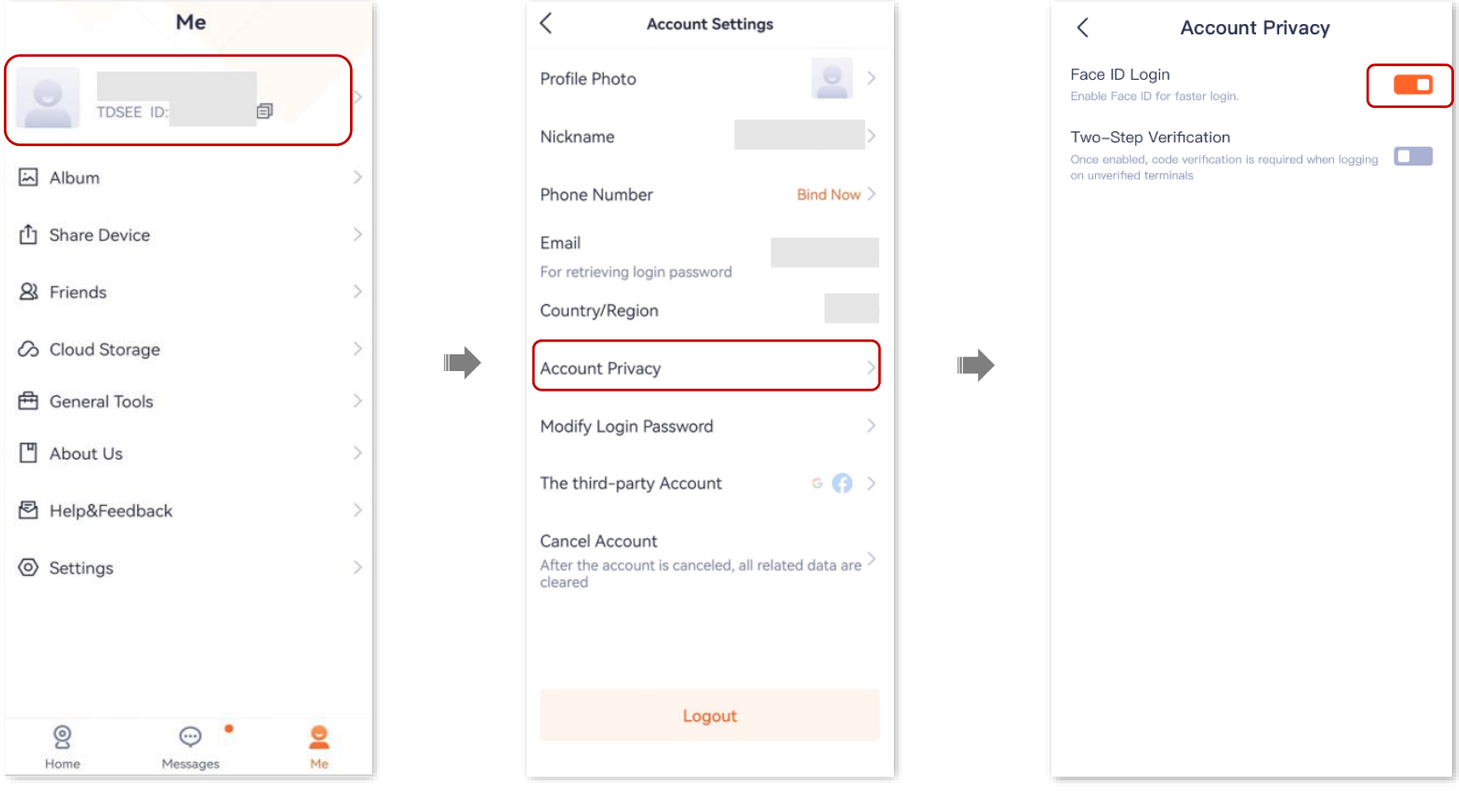
If you do not want to enable face ID login, you can tick **Never show again** and tap **Cancel**. The system will no longer prompt.



----End

Method 2

1. Log in to TDSEE App. Tap the account on the upper side of the **Me** page.
2. Tap **Account Privacy**, enable the **Face ID Login** function, and follow the on-screen prompts to scan your face.



----End

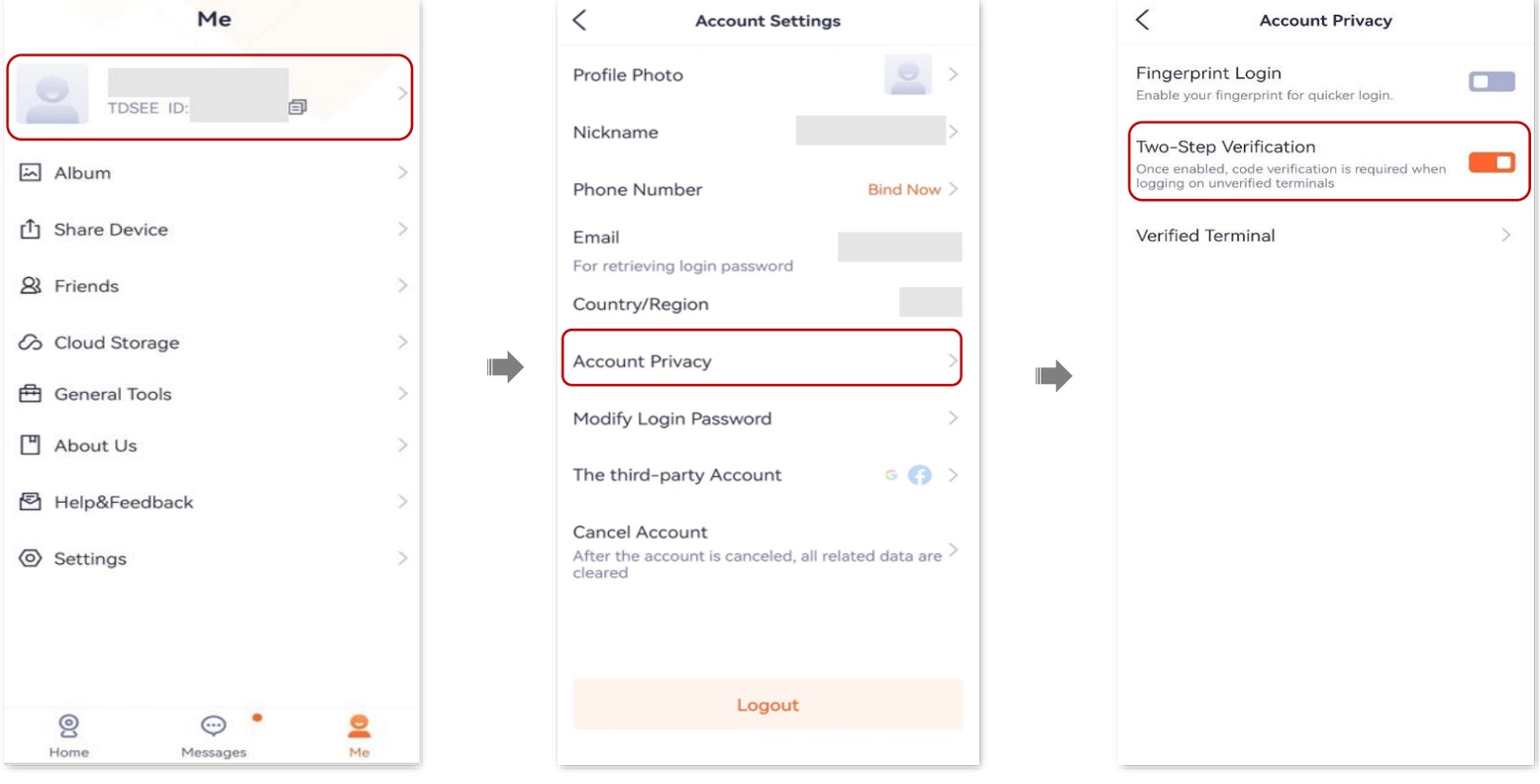
Enable two-step verification

The **TDSEE** App with version 1.5.0 is used for illustrations here.

After the two-step verification function is enabled, if you log in to your **TDSEE** App account on a new terminal device, you need to perform identity verification (obtain the verification code and verify it with the phone number or email address used to register the account). After successful login, the terminal device will appear in the **Verified Terminal** list, which effectively prevents account theft and improve account security.

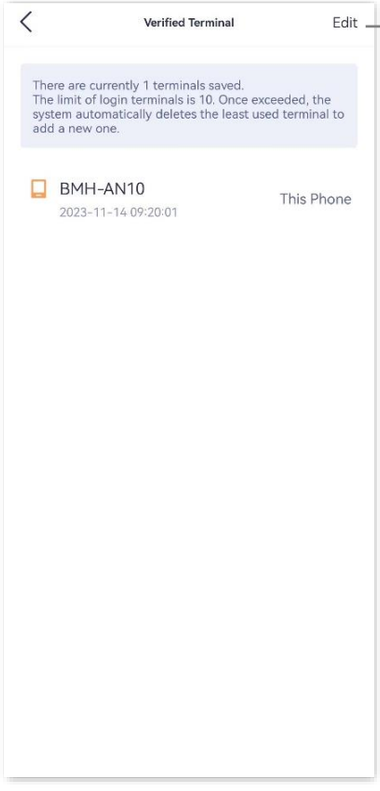
Method 1

1. Log in to TDSEE App. Tap the account on the upper side of the **Me** page.
2. Tap **Account Privacy**, and enable the **Two-Step Verification** function.



----End

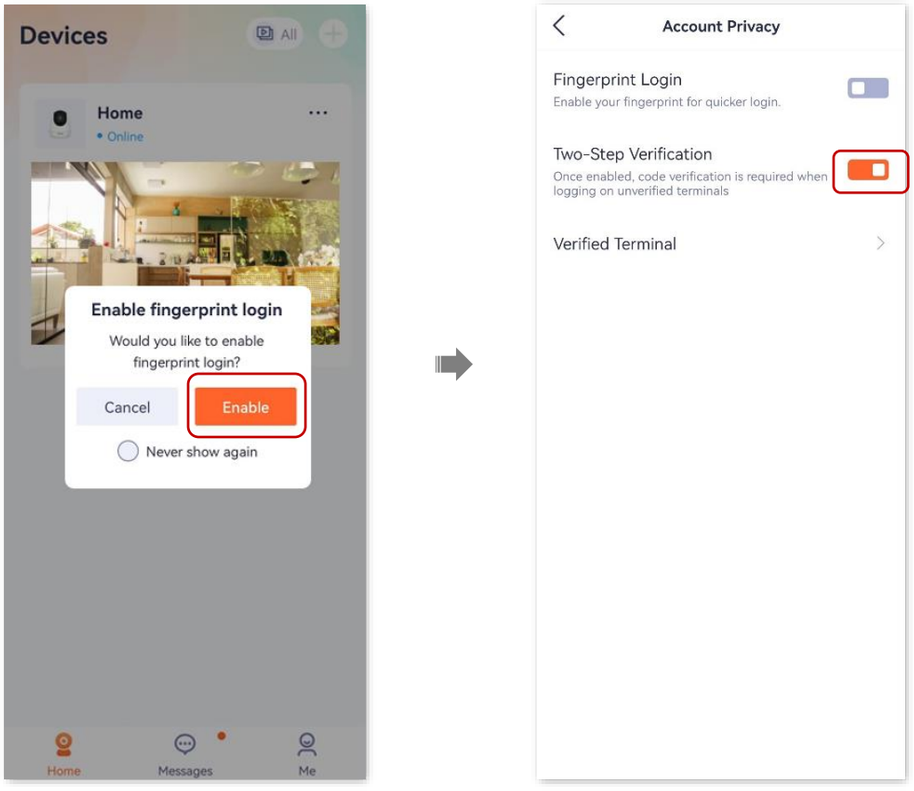
Terminal devices that have logged in to the **TDSEE** App account will be displayed in the **Verified Terminal** list, including device model and login time.



Delete other devices except this phone. After deleting, the **TDSEE** App account will automatically log out from these terminal devices.

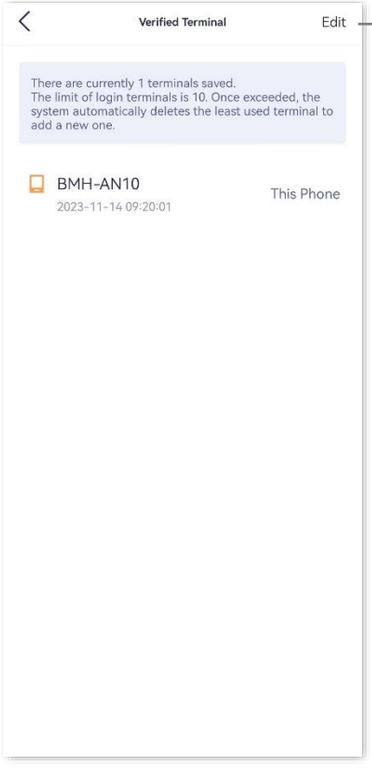
Method 2

1. Log in to TDSEE App. The system automatically pops up the prompt “Enable fingerprint login”, tap **Enable**.
2. Enable the **Two-Step Verification** function.



----End

Terminal devices that have logged in to the **TDSEE** App account will be displayed in the **Verified Terminal** list, including device model and login time.

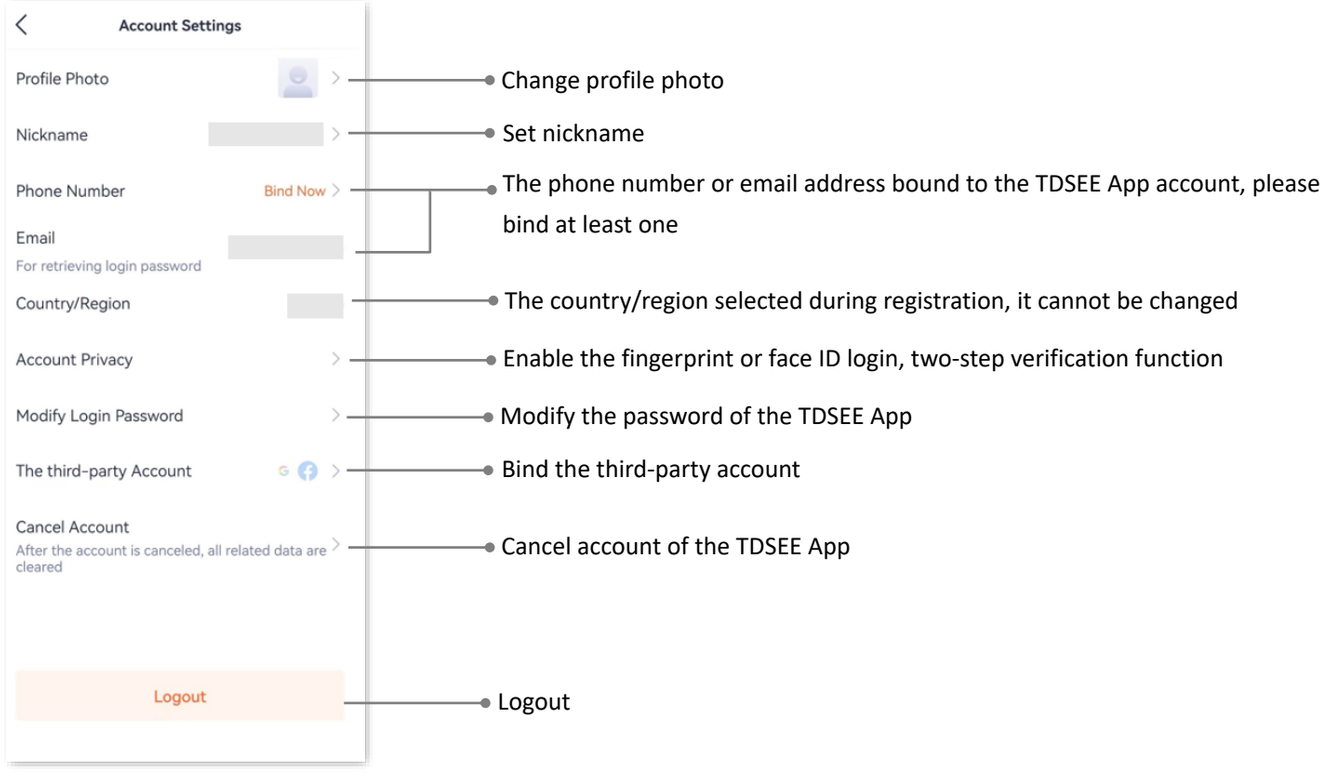


Delete other devices except this phone. After deleting, the **TDSEE** App account will automatically log out from these terminal devices.

My profile

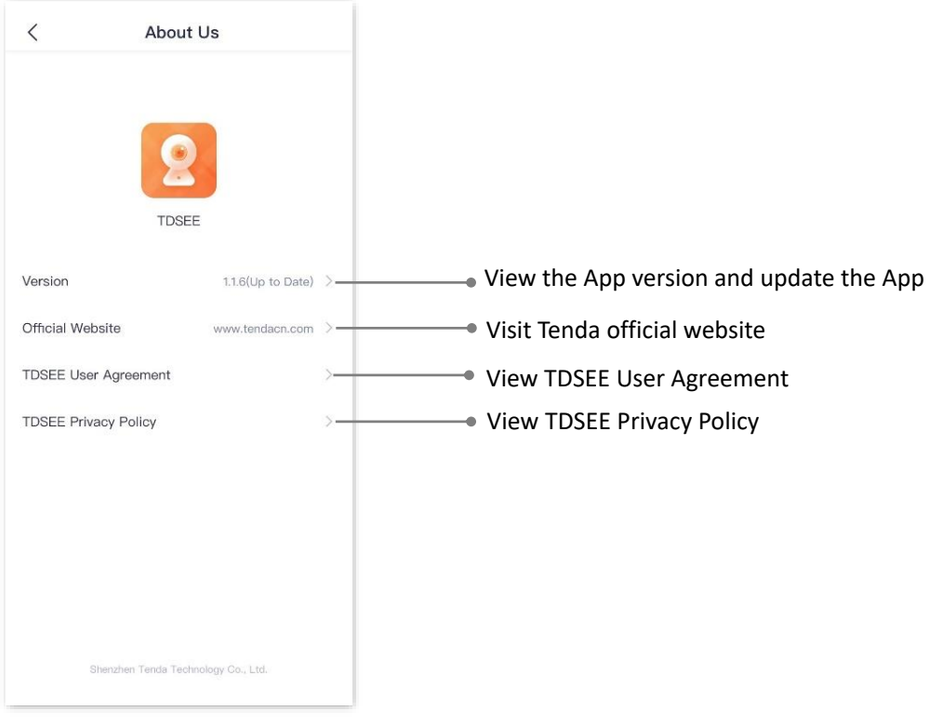
The **TDSEE** App with version 1.5.0 is used for illustrations here.

To replace the profile photo, set a nickname, change the password, cancel the account, or log out, tap the account on the upper side of the **Me** page.



About us

Go to **Me** > **About Us** to enter the **About Us** page.

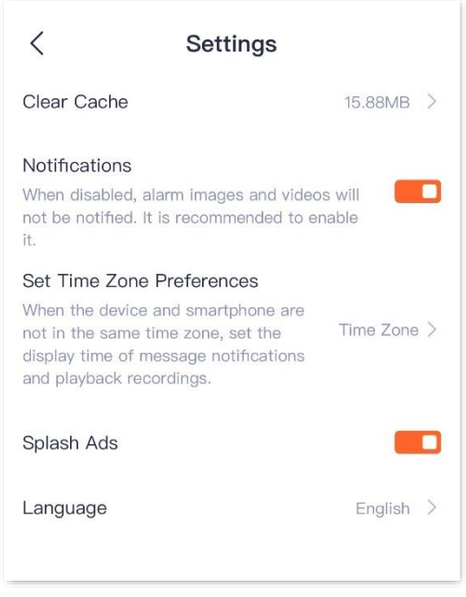


System settings

The **TDSEE** App with version 1.8.4 is used for illustrations here.

Go to **Me** > **Settings**.

- You can clear the cache of the **TDSEE**, or enable/disable **Notifications** function here. After the **Notification** function is disabled, the terminal device will block the message notification of the **TDSEE** App.
- You can also set time zone preferences as required.
- You can select App language as required.
- (If any) You can enable/disable **Splash Ads** function here. After the **Splash Ads** function is disabled, the launch screen page of the TDSEE App no longer shows the advertisement.



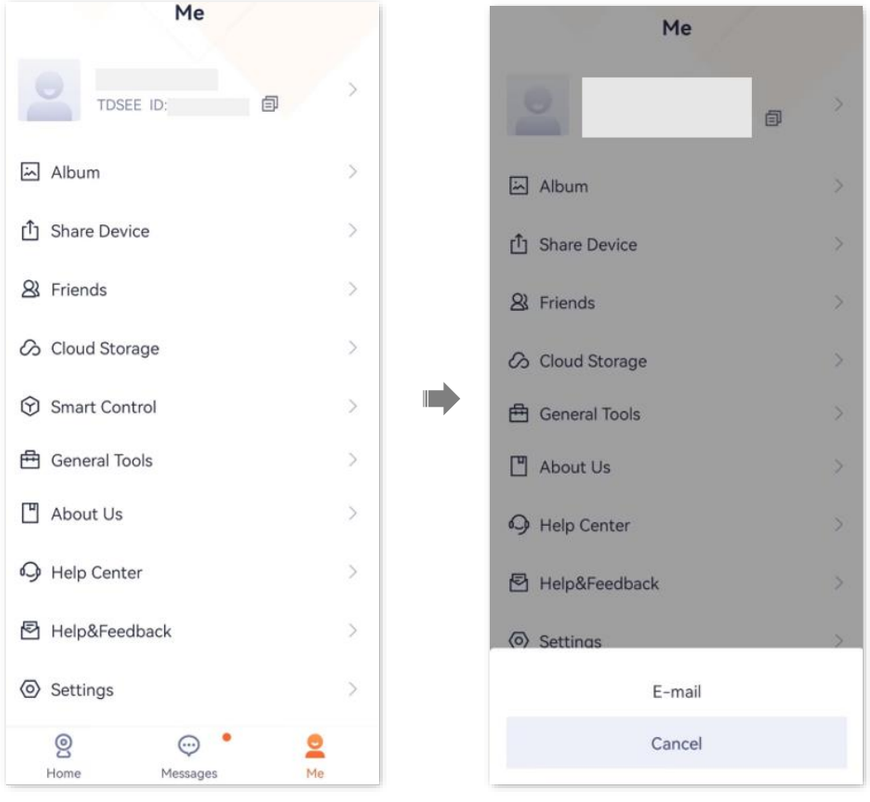
Help & Feedback

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

Help Center

The **TDSEE** App with version 1.6.2 is used for illustrations here.

Go to **Me** > **Help Center** to send emails to contact us for help.



FAQ

The **TDSEE** App with version 1.3.0 is used for illustrations here.

Go to **Me** > **Help & Feedback** to enter the FAQ page.

If you cannot find the solutions, please contact us, and we will solve the problem for you as soon as possible.

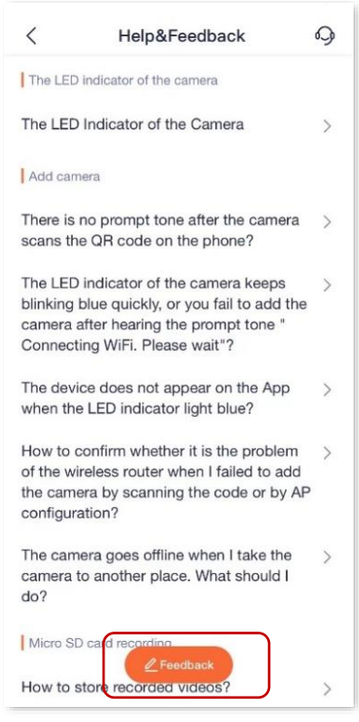
You can give us feedback in the two ways below:

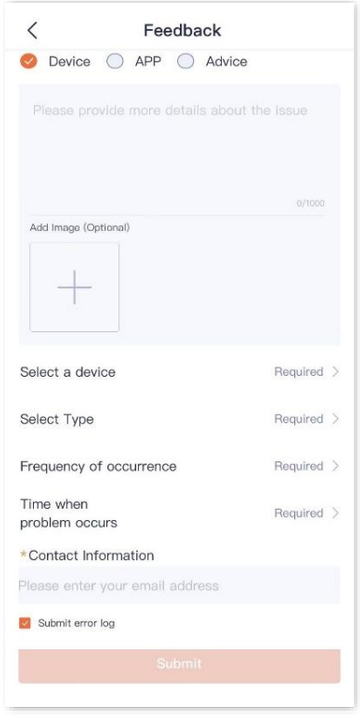
- Contact us according to the contact information shown in the previous Technical Support part.
- Submit your feedback in Feedback.

Suggestions on device or App usage

Go to **Me** > **Help & Feedback**, and then tap **Feedback** at the bottom page to enter the **Feedback** page.

If you have problems when using our device or App, or you have any comments or suggestions for us, you can give us feedback, and we will solve the problem for you as soon as possible.





Device alarm image misidentification (Example: CP3 v3.0)

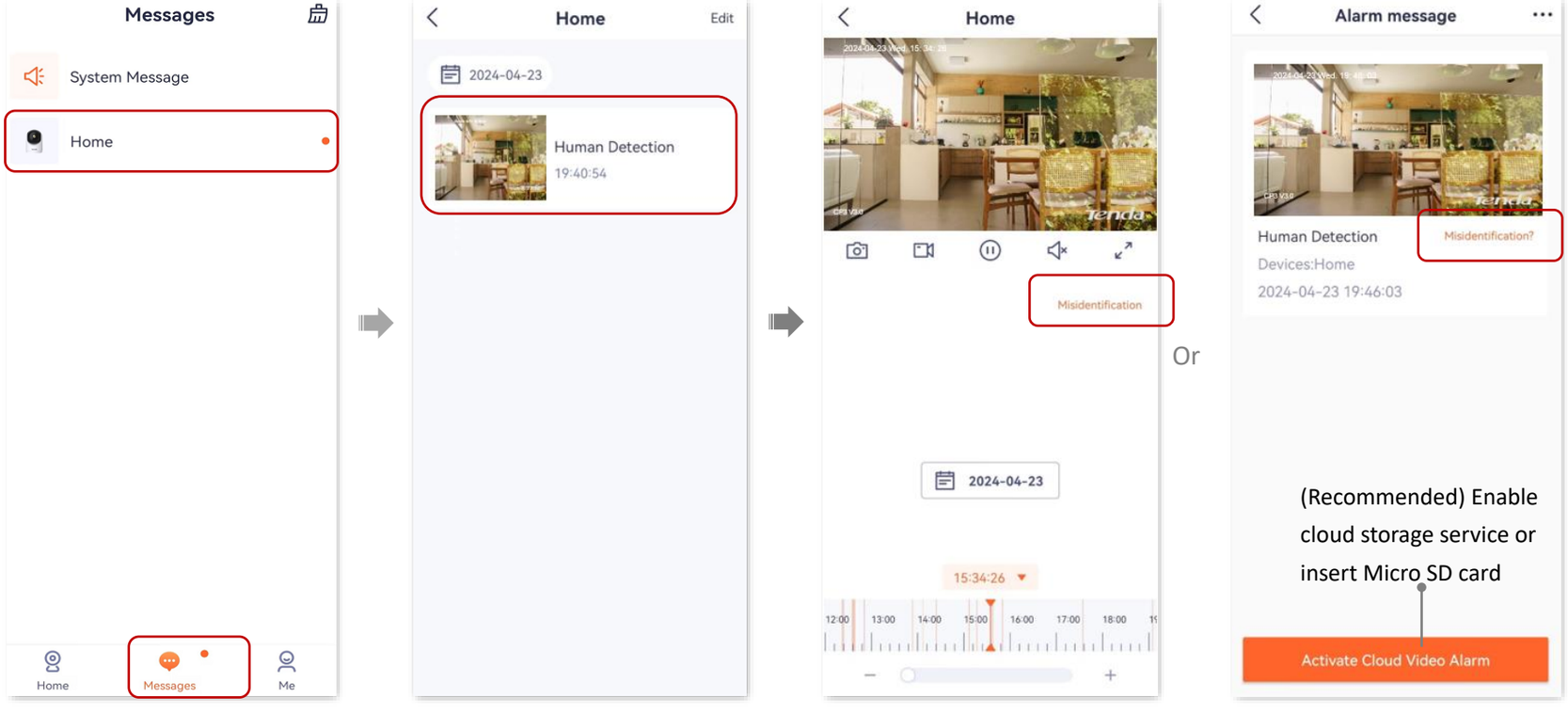
The **TDSEE** App with version 1.6.2 is used for illustrations here.

On the **Messages** page, you can tap a device to check relevant alarm messages. If the alarm image does not match the corresponding detected event type, you can feedback to us, and we will optimize the alarm accuracy.

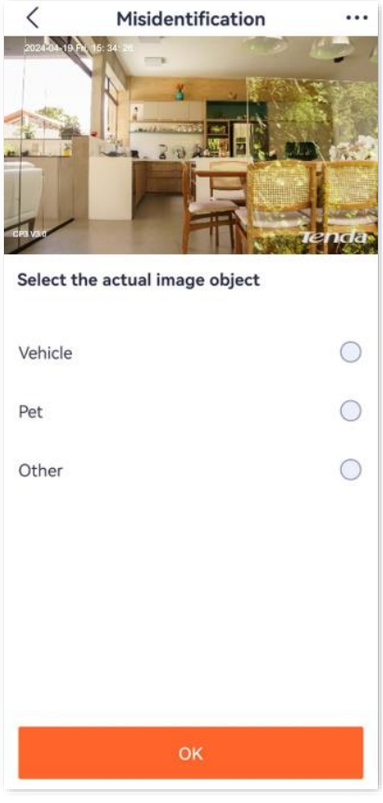
1. Log in to TDSEE App. Tap **Messages**, and select the camera that you want to check alarm messages, which is the camera **Home** in this example.
2. Select and tap a detection message. If the alarm image or video does not match the corresponding detection event, tap **Misidentification**.

TIP

Only Human Detection, Vehicle Detection, Pet Detection support feedback misidentification.



3. Select the actual image object, and tap **OK**.



----End