



# HD Wi-Fi Security Camera Outdoor Quick Installation Guide (EN) **Mini Series**



TD-S50B



TD-J20C

- Please read this QIG carefully before installation.
- Please obtain the complete user manual from the official website of Topodome for more details.

## ● IMPORTANT TIPS:

1. The suitable use environment temperature is -10 to +50 degrees Celsius, please avoid exceeding this range.
2. This camera only supports 2.4G WiFi network. Please make sure that your WiFi router supports 2.4G signal and does not activate MAC filtering.
3. When installing the camera, please avoid placing the lens close to reflective glass or white walls, which may overexpose the graphics.
4. Please make sure that the installation area has a good wireless signal. You can check the strength of the wireless signal in the wireless setting function of the **Camhipro** APP. It is ideal if the strength is higher than 70%.
5. When camera is powered on, it will automatically rotate. Please do not turn it by hand at this time.
6. If it is not necessary, please do not turn on the "**Sound Alarm**", it may cause continuous alarm. Even if it is enabled, please input appropriate sensitivity value.
7. The **Motion Tracking** feature is not activated by default, please enable this function in bottom menu of live video.
8. Before configuring a WiFi network, you need to connect the camera's Hotspot signal with your phone. **After successful WiFi configuration, the hotspot signal will be disabled.** If you need to configure the camera to other WiFi networks, you have to press and hold the **RESET** button above 10 seconds. At this time, the camera will sound "**Ding**" and restore the factory settings, the Hotspot signal will be reactivated.

## ● Download the APP

This camera support **Camhi** or **Camhipro** App.

**Camhipro** is recommended. Search "**CamhiPro**" in App Store or Google Play, or scan the QR code to download "**CamhiPro**" to your Phone/ Tablet.



Android



IOS

## ● Turn on the Camera:

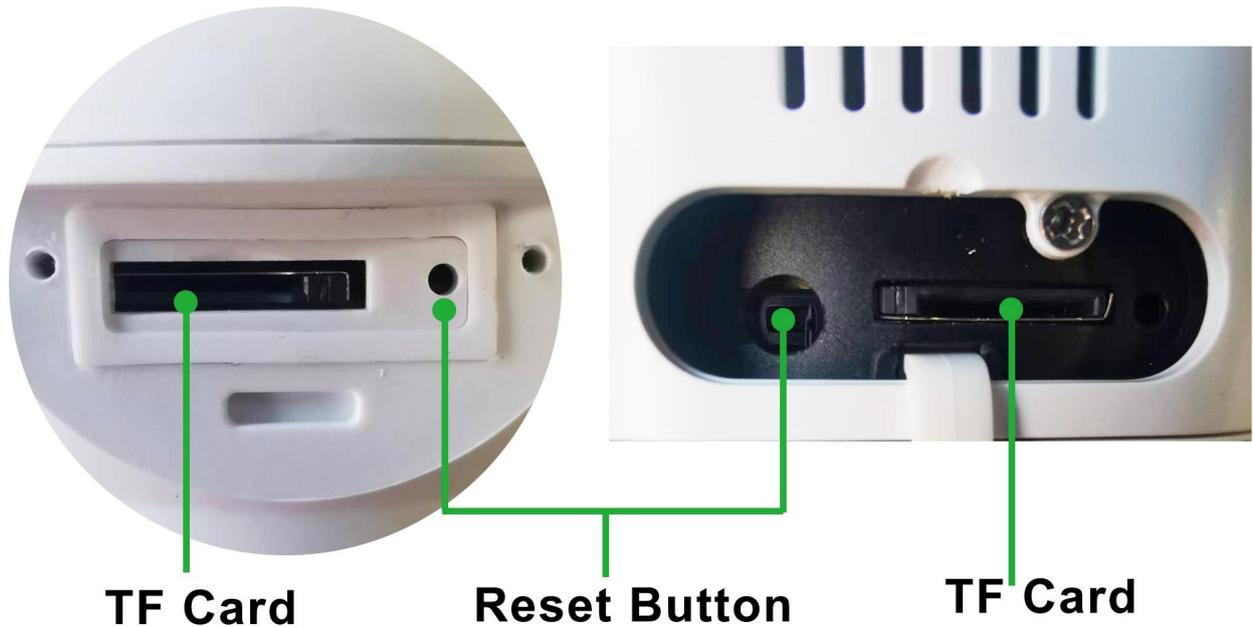
- Use the correct power adapter and connect it to the DC power socket of the camera, wait one minute until the camera finishes the startup process.

## ● Install the TF Card:

- Open the waterproof cover on the bottom of the camera with a screwdriver, you will find the TF card slot and the Reset button (in the hole).
- Before inserting or removing the TF card, power off the camera first.

## ● Factory Reset:

- If must reset camera, first power on the camera, press and hold the reset button with a needle tool about 10 seconds, when hearing the "ding..." sound, that means the camera has been restored to factory settings.



## ● Connect phone to the Camera's Hotspot

- 1) Make sure your phone and camera is close to your WiFi router.
- 2) The mobile phone should be in 5 meters of range from the camera.
- 3) Ensure the camera's hotspot is active.

- First, power on the camera or after factory resetting, waits one minute, go to the "WLAN Setting" of your phone, camera's hotspot name will available.
- The hotspot name is prefixed with "IPCAM", for example : **IPCAM-123456**.
- The hotspot password is "**01234567**".
- After selecting and connecting hotspots, the phone will prompt "**Internet may not be available**", or "**WLAN network has no Internet access. Connect anyway?**" Please ignore the prompt or click "Connect" button to enable hotspot connecting.
- After connecting, please run Camhipro to start the WiFi configuration process.



1. Find hotspot name like "IPCAM-XXXXXX".

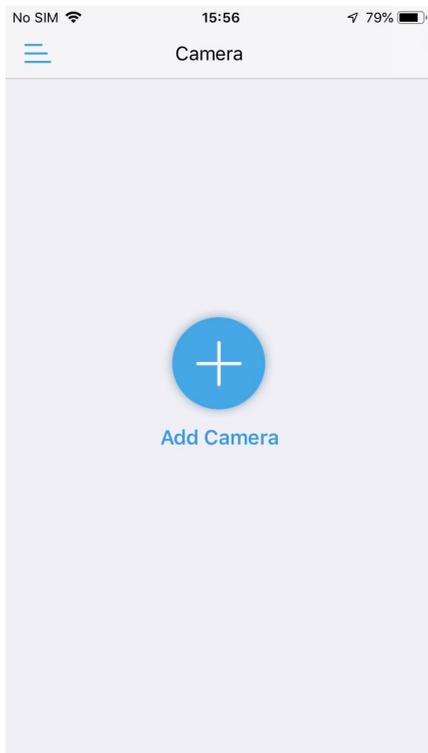


2. Input hotspot password of the camera: 01234567.

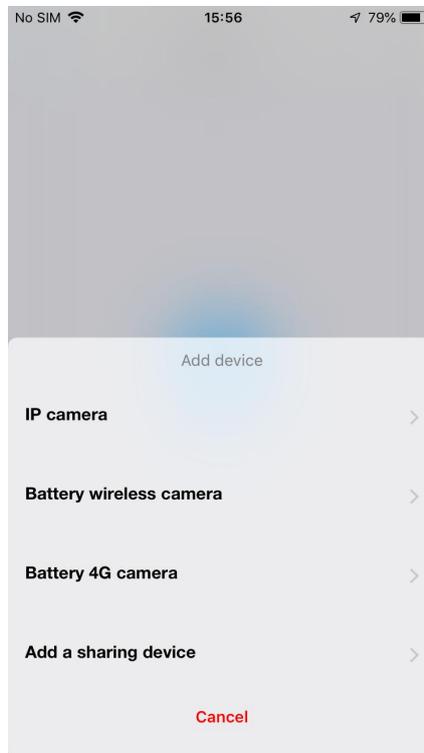


3. Hotspot network is connected.

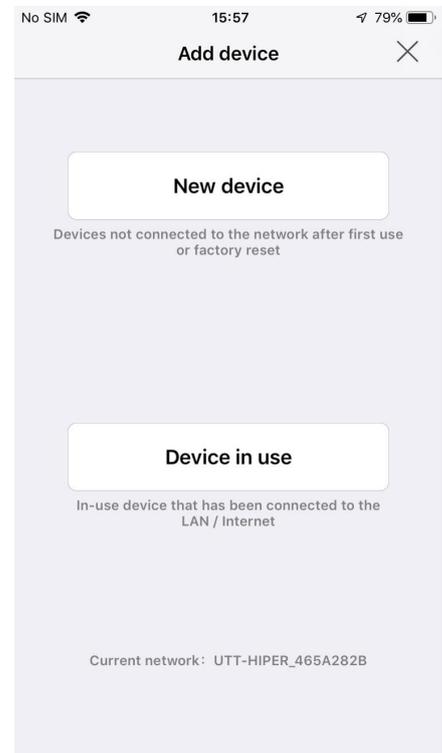
Tap the APP "CamHiPro" and follow the steps below:



4. Click "Add Camera".



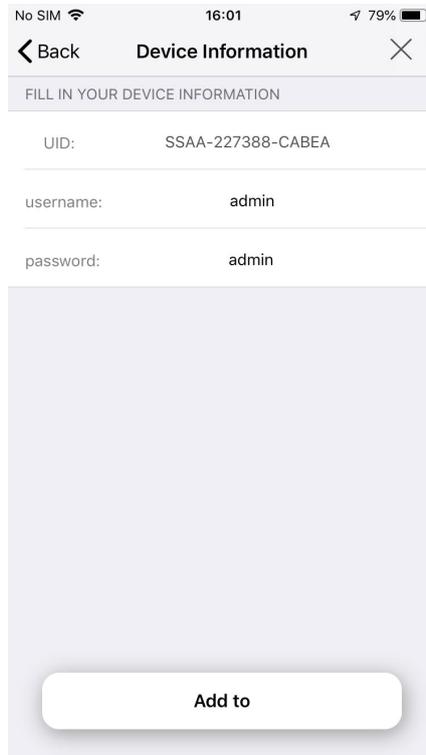
5. Click "IP camera".



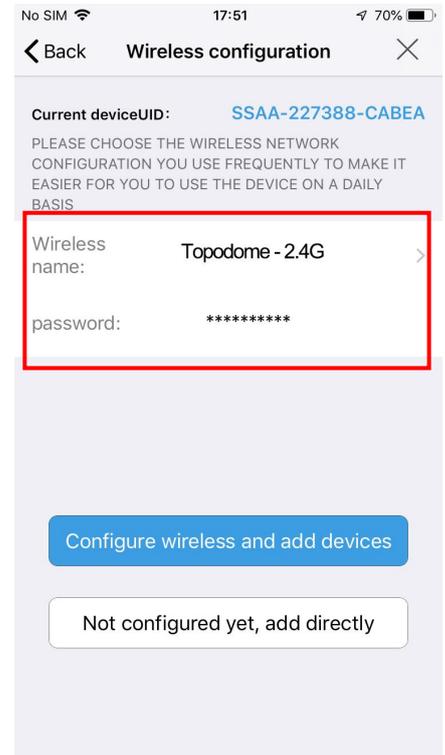
6. Click "New device".



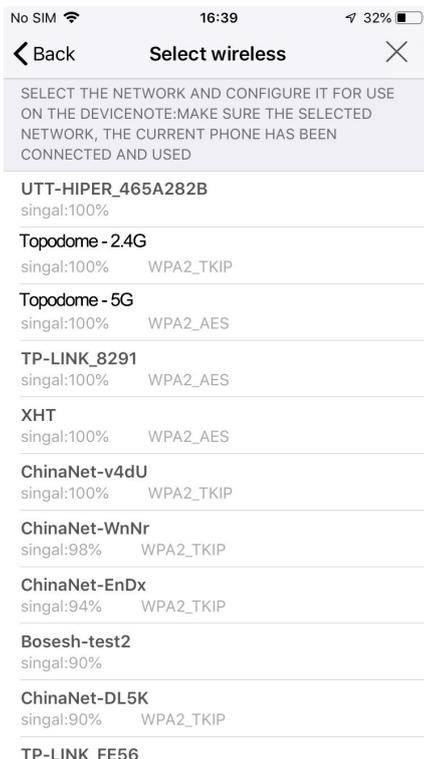
7. Click "Yes, I want to add this device".



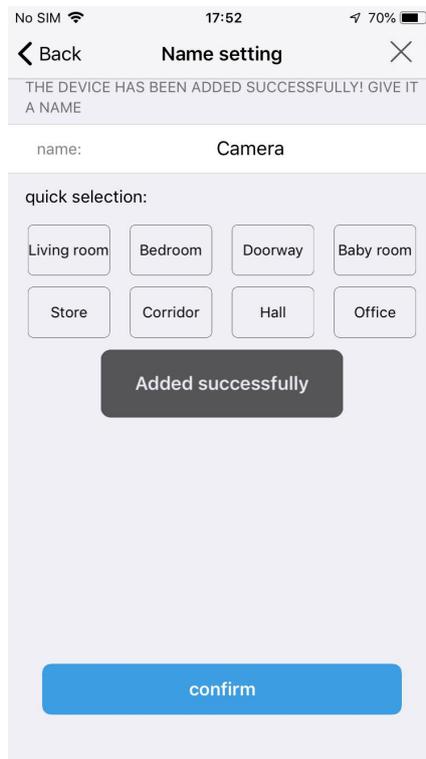
8. Click "Add to".



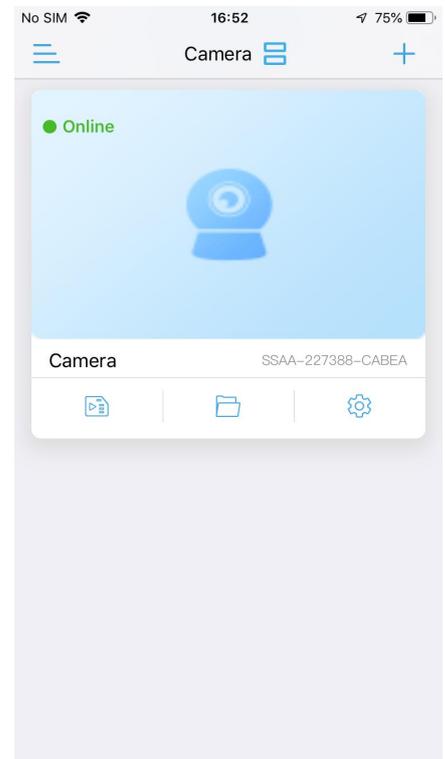
9. Choose home Wi-Fi and input the password, then click "Configure wireless and add".



10. When the camera **Makes Music**, means the WiFi configuration is successful. Manually connect Home WiFi or wait for auto jumping.



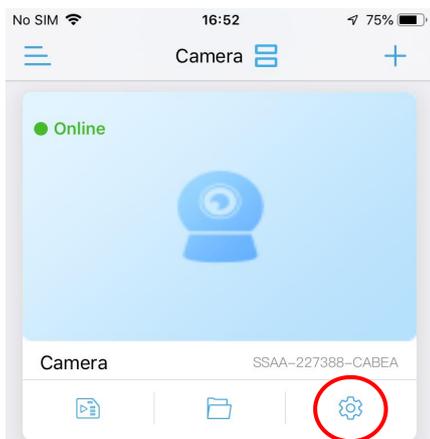
11. Name the camera and click "confirm".



12. The camera is added, click on the icon and you will be prompted to change a new password (including upper and lower case letters and numbers).

# ● Install Micro SD Card and Record Settings

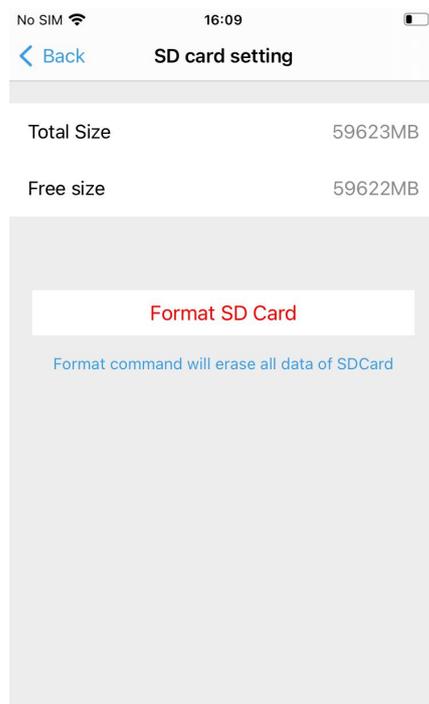
## ■ Install the SD card to the camera, and check the status of the SD card.



Click "Setting" icon button.



Click "SD card setting".

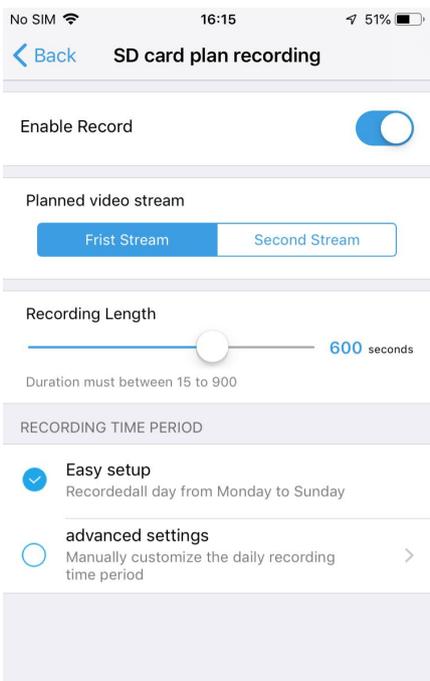


If the SD card is not available, please check if the card is damaged and replace new one.

## ■ Set Micro SD card plan recording:



Click "SD card plan recording".



The default setting is 7x24 video recording plan.

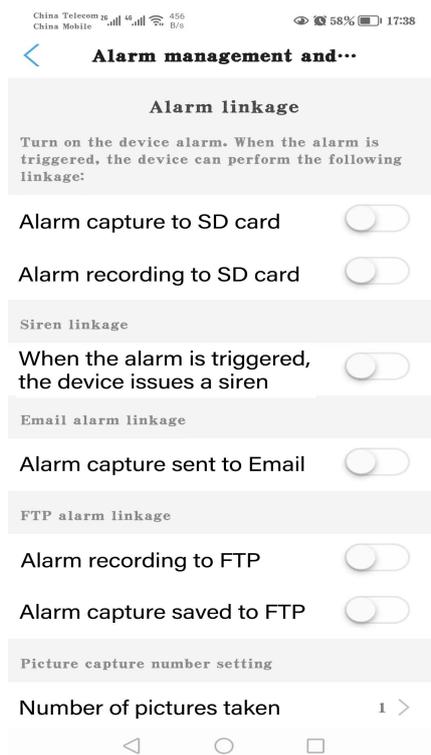


In the advanced settings, you can define the daily recording period.

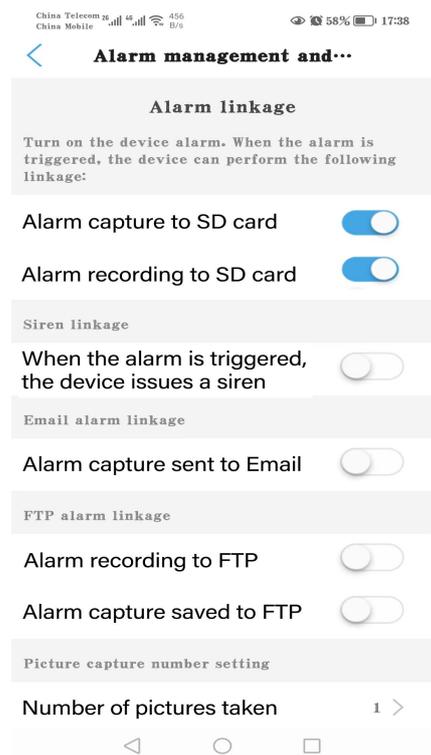
## ● Set Micro SD Card Alarm Recording:



Click "Alarm management and notification".

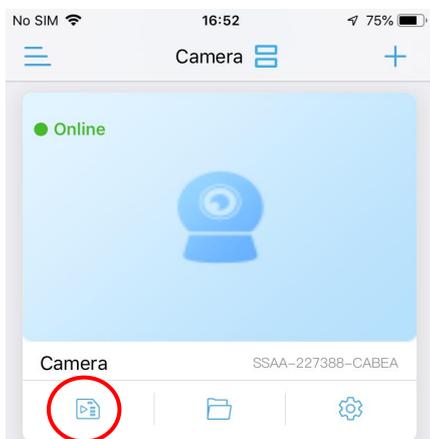


Find the "Alarm linkage" settings.

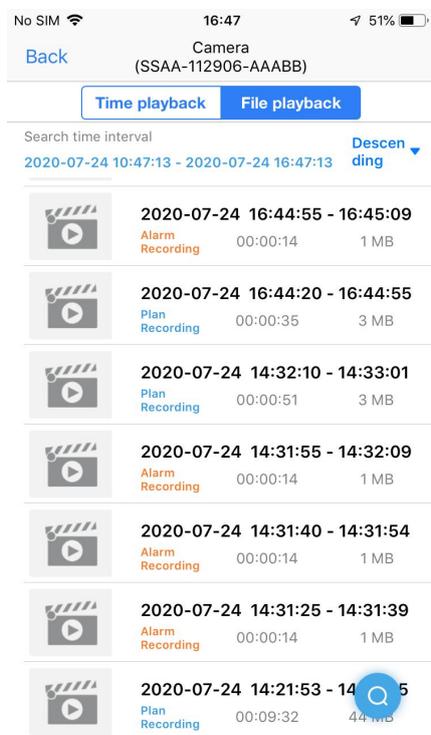


Enable "Alarm recording to SD card".

## ■ Recording Playback:



Tap "Playback" icon button.



Tap the video files to play or download to phone.



"Time Playback" mode allow drawing the time line to play.

# **Trouble Shootings**

**Q1: Why does the app display "wrong password" even though I tried different username and password several times?**

**A:** (a) If multiple people use the camera at the same time, when one of them changes the password, others will not be able to log in. (b) Some iOS phones may automatically change the initial letter as capital, make sure to disable this function. (c) If wrong password prompt cannot be solved, please reset camera and reconfigure.

**Q2: I have setup the camera step by step, but Wi-Fi configuration failed?**

**A:** (a) The camera should be close to WiFi router. (b) The camera does not support special letters (é,à,û) and symbols (@#&...). If you use these characters in the SSID and WiFi password, the WiFi configuration will fail. (c) The WiFi password length cannot exceed 31 characters. (d) Maybe has used a wrong 5G WiFi.

**Q3: Why do I not see high-definition video on Camhi/ Camhipro?**

**A:** The default display mode for app will be smooth mode "SD", please find the icon "SD" on the live video area, and just tap it to switch to "HD" mode.

**Q4: Why the camera prompt offline?**

**A:** (a) Please make sure your phone has connected to the Internet. (b) Please check the Wi-Fi signal of the camera's installation location is sufficient. (c) Check whether the Wi-Fi SSID or WiFi password has been changed.

**Q5: Live videos or recorded videos display wrong date and time ?**

**A:** Please check whether the time zone of the camera is correct.

**Q6: Why does the camera drop every day after connecting to WiFi?**

**A:** There are many reasons for WiFi disconnection, including signal fluctuations, electromagnetic interference, or insufficient signal strength. At this time, you can use

a WiFi extender to enhance the signal near the camera.

**Q7: I always receive phone alarm notifications or email alarms, but no one is found in the video?**

**A:** The Topodome camera has a wealth of alarm triggering capabilities (including audio alarm/ Human detect/ Motion detect), but if the sensitivity is set too high, it will easily cause excessive alarms . The first thing that needs to be ruled out is “Audio Alarm”. If it is not necessary, please do not turn on this function, because the default sensitivity of 50 is very easy to trigger an alarm (you can try to adjust it to 15-20).

**Q8: Why does someone pass by my camera, but there is no humanoid alarm and no auto tracking?**

**A:** If the humanoid cannot be recognized normally, the camera is often installed too high and too far away from the target. Another reason is that the humanoid detection sensitivity setting is too low. Please increase the sensitivity of humanoid detection ( from 1-100,100 is the highest). In addition, it is recommended using human form detection and motion detection in combination, so that there is a greater probability of capturing moving people.

**Q9: How to solve the problem of frequent freezes when watching videos on mobile phones?**

**A:** If the camera is connected to the router via WiFi, please check whether the WiFi signal is higher than 70%; in addition, if you want to obtain smooth image quality, the required network bandwidth is at least 2Mbps; at last, you can find the "HD" or "SD" Symbol on the video window, please tap it and choose "SD" to switch to "Smooth Mode".

**Q10: How to delete the videos in the memory card?**

**A:** When the memory card is full, the new file will overwrite the oldest file. If you want to delete files manually, please enter the "SD Card Settings" function and click Format.

**Q11: The alarm recording is only 15 seconds, how can I modify it?**

**A:** The alarm recording time is fixed 15 seconds, this cannot be modified. If the alarm event exceeds 15 seconds, multiple video files will be generated.

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Need more FAQ answers, please visit the website:

<https://www.topodome.com/faq>

Also you can send the emails to [support@topodome.com](mailto:support@topodome.com) for more help.