

## TENVIS IP391W

# TENVIS IP391W HD Wireless Waterproof Security CCTV Camera User Manual

MODEL: IP391W

### 1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of your TENVIS IP391W HD Wireless Waterproof Security CCTV Camera. Please read this manual thoroughly before using the product to ensure correct setup and optimal performance. Keep this manual for future reference.

### 2. Safety Information

- Ensure the power supply voltage matches the camera's requirements to prevent damage.
- Do not expose the camera to extreme temperatures, humidity, or corrosive environments.
- Avoid pointing the camera directly at strong light sources for extended periods, as this may damage the image sensor.
- Handle the camera with care. Do not drop or subject it to strong vibrations.
- For outdoor installation, ensure all connections are properly sealed and protected from weather elements, despite the camera's waterproof rating.
- Only use accessories specified by the manufacturer.

### 3. Package Contents

Verify that all items are present in your package:

- TENVIS IP391W HD Wireless Waterproof Security CCTV Camera
- Wi-Fi Antenna
- Power Adapter
- Ethernet Cable
- Mounting Bracket
- Screws and Wall Plugs
- User Manual (this document)



Image 3.1: Contents of the TENVIS IP391W package, including the camera, antenna, power adapter, Ethernet cable, mounting bracket, and screws.

## 4. Product Overview

The TENVIS IP391W is an HD wireless waterproof security camera designed for outdoor surveillance. It features robust construction and advanced functionalities for reliable monitoring.

### 4.1 Key Features

- **HD Video Quality:** 720p resolution with 1/4 CMOS Mega pixels and H.264 compression.
- **Night Vision:** Equipped with IR-cut and infrared light source for clear monitoring in low-light conditions.
- **Wireless Connectivity:** Supports Wi-Fi for flexible installation.
- **Waterproof Design:** Suitable for outdoor use with an all-aluminum crust and rubber seals.
- **Motion Detection:** Dynamic alarm function with support for up to 32GB TF card for local storage.
- **Digital Zoom:** Features 5x digital zoom.
- **Mobile Surveillance:** Supports remote viewing and iPhone push alarms via a dedicated app.

- **Plug and Play:** Designed for ease of setup.

## 4.2 Camera Components



Image 4.1: Front-side view of the TENVIS IP391W camera, showing the main lens, infrared LEDs, and Wi-Fi antenna.



Image 4.2: Side view of the TENVIS IP391W camera, highlighting its bullet-style form factor.

**TENVIS**

**IP391W**

**High Quality Video**



**8Mil Infrared LED**



**6MM Lens**

Image 4.3: Close-up of the camera's front, detailing the 6mm lens and 8Mil Infrared LEDs for night vision.

# TENViS



Image 4.4: Illustration of the camera's waterproof construction, featuring an all-aluminum crust and rubber seals for high water resistance.

## 5. Setup

### 5.1 Physical Installation

1. **Choose a Location:** Select an outdoor location that provides the desired viewing angle and is within range of your Wi-Fi network or an Ethernet connection. Ensure the location offers protection from direct impact and allows for proper cable management.
2. **Mount the Bracket:** Use the provided screws and wall plugs to securely attach the mounting bracket to a wall or ceiling.
3. **Attach the Camera:** Secure the camera to the mounting bracket. Adjust the camera's angle to achieve the desired field of view.
4. **Install Wi-Fi Antenna:** Screw the Wi-Fi antenna onto the designated port on the camera.

### 5.2 Power Connection

Connect the power adapter to the camera's power input port and then plug the adapter into a suitable power outlet. Ensure the power outlet is protected from weather if installed outdoors.

## 5.3 Network Connection

The TENVIS IP391W supports both wired (Ethernet) and wireless (Wi-Fi) network connections.

### 5.3.1 Wired Connection (Recommended for Initial Setup)

1. Connect one end of the Ethernet cable to the camera's Ethernet port.
2. Connect the other end of the Ethernet cable to an available LAN port on your router or network switch.
3. Once connected, the camera should obtain an IP address automatically.

### 5.3.2 Wireless Connection (Wi-Fi)

For wireless setup, it is often easiest to perform initial configuration via a wired connection first, then switch to Wi-Fi. The camera can be controlled via a mobile application (Android, iOS) or web interface.

1. **Download the App:** Search for the official TENVIS app on your mobile device's app store (Android or iOS).
2. **Add Camera:** Open the app and follow the on-screen instructions to add a new camera. This typically involves scanning a QR code on the camera or manually entering its ID.
3. **Configure Wi-Fi:** Within the app or web interface, navigate to the network settings. Select your Wi-Fi network (SSID) and enter the password.
4. **Verify Connection:** After applying Wi-Fi settings, disconnect the Ethernet cable. The camera should now connect wirelessly. Confirm by checking the camera's status in the app.

## 6. Operating the Camera

Once the camera is set up and connected to your network, you can access its features through the mobile app or a web browser.

### 6.1 Live View

Open the TENVIS app on your smartphone or access the camera's IP address through a web browser on your computer. Select the camera from your device list to view the live video feed.

### 6.2 Recording and Storage

- **TF Card Storage:** The camera supports a TF (microSD) card up to 32GB for local video storage. Insert the TF card into the designated slot on the camera. Format the card via the app or web interface if prompted.
- **Recording Modes:** Configure recording settings (e.g., continuous, scheduled, motion-triggered) through the camera's software.
- **Playback:** Access recorded footage via the app or web interface to review past events.

### 6.3 Motion Detection and Alarms

The camera features a dynamic alarm function to alert you to detected movement.

- **Enable Motion Detection:** In the camera settings, enable motion detection.
- **Adjust Sensitivity:** Configure the motion detection sensitivity to minimize false alarms.
- **Set Alarm Actions:** Define actions such as recording video, sending push notifications to your mobile device (iPhone push alarm supported), or uploading images to an FTP server.

### 6.4 Digital Zoom



The camera supports 5x digital zoom. Use the pinch-to-zoom gesture in the mobile app or the zoom controls in the web interface to magnify the live or recorded video feed.

### 6.5 Night Vision

The camera automatically switches to night vision mode in low-light conditions using its infrared LEDs and IR-cut filter. This provides clear black-and-white video footage at night.

### 7. Maintenance

- **Cleaning the Lens:** Regularly clean the camera lens with a soft, dry cloth to ensure clear image quality. Avoid abrasive cleaners.
- **Checking Connections:** Periodically inspect all cables and connections for wear or damage, especially for outdoor installations. Ensure waterproof seals remain intact.
- **Firmware Updates:** Check the TENVIS official website or app for available firmware updates. Keeping the firmware updated can improve performance and add new features.
- **Storage Management:** If using a TF card, periodically review and manage stored footage to ensure sufficient space.

### 8. Troubleshooting

If you encounter issues with your TENVIS IP391W camera, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Camera not connecting to network / Difficult setup	Incorrect Wi-Fi password; camera too far from router; network interference; outdated software.	Ensure correct Wi-Fi credentials. Move camera closer to router or use a wired connection for initial setup. Try restarting the camera and router. Ensure the app/software is the latest version.
No video feed / Offline status	Power issue; network disconnection; incorrect IP address.	Check power connection. Verify network cable (if wired) or Wi-Fi signal strength. Restart camera. Ensure no firewall is blocking access.
Poor image quality / Choppy video	Insufficient network bandwidth; dirty lens; low light conditions; camera settings.	Ensure stable and sufficient network bandwidth. Clean the camera lens. Adjust video resolution settings if available. Ensure night vision is functioning correctly in low light.
Excessive false motion alarms	High sensitivity setting; environmental factors (moving shadows, plants).	Reduce motion detection sensitivity in the camera settings. Adjust the camera's field of view to exclude areas with frequent non-threatening movement.
Camera hangs or shuts down frequently	Software glitch; overheating; power instability.	Restart the camera. Ensure it's in a well-ventilated area. Check for firmware updates. If issues persist, contact support.

### 9. Specifications

Feature	Detail
---------	--------








Feature	Detail
Model Number	IP391W
Resolution	720p
Image Sensor	1/4 CMOS Mega pixels
Video Compression	H.264
Frame Rate	30 frames per second
Connectivity	Wi-Fi (Wireless), Ethernet (Wired)
Digital Zoom	5x
Night Vision	IR-cut, Infrared Light Source
Storage	Supports up to 32GB TF card
Motion Detection	Dynamic alarm function
Control Method	App (Android, iOS)
Water Resistance Level	Waterproof (IP391W rating)
Dimensions (L x W x H)	15.01 x 7.01 x 12.5 cm
Item Weight	1.18 kg
Power Source	Battery Powered (Note: Product specifications indicate 'Battery Powered' but typically these cameras use a power adapter for continuous operation. Please refer to the included power adapter for actual power input.)

## 10. Warranty and Support

For warranty information, please refer to the documentation provided at the time of purchase or contact your retailer. For technical support, product inquiries, or service, please visit the official TENVIS website or contact their customer service department. Keep your purchase receipt as proof of purchase.



## Related Documents - IP391W

 <p>TENVIS. Quick User Guide Battery Camera RN-D40</p>	<p><a href="#">TENVIS RN-D40 Battery Camera Quick User Guide</a></p> <p>Quick user guide for the TENVIS RN-D40 Battery Camera, covering setup, installation, product overview, and troubleshooting. Learn how to connect your camera using the Tuya Smart app.</p>
 <p>TENVIS. Quick User Guide Battery Camera RN-D40</p>	<p><a href="#">TENVIS RN-D40 Battery Camera Quick User Guide</a></p> <p>Quick user guide for the TENVIS RN-D40 Battery Camera, covering product overview, setup, installation, and troubleshooting. Learn how to connect your 4MP HD security camera to the TuyaSmart app.</p>
 <p>TENVIS. Quick Start Guide IP Camera</p>	<p><a href="#">TENVIS IP Camera Quick Start Guide</a></p> <p>A quick start guide for setting up and connecting a TENVIS IP Camera. Covers package contents, IP camera overview, operating system requirements, and connection methods via Wi-Fi and AP mode.</p>
 <p>TENVIS. Quick User Guide Battery Camera RN-D40</p>	<p><a href="#">TENVIS RN-D40 Battery Camera Quick User Guide</a></p> <p>Quick user guide for the TENVIS RN-D40 Battery Camera, covering product overview, setup, installation, and troubleshooting. Learn how to connect to the TuyaSmart app and use your camera effectively.</p>
 <p>Oaxis Tervis Scale Get to know your Tervis Scale. USER MANUAL</p>	<p><a href="#">Oaxis Tervis Scale User Manual</a></p> <p>User manual for the Oaxis Tervis Scale, detailing pairing, weighing, syncing, and unpairing procedures, along with product features and support information.</p>