TOUCAN TWC300WAZUSA

TOUCAN Wireless Outdoor Security Camera User Manual

Model: TWC300WAZUSA

PRODUCT OVERVIEW

The TOUCAN Wireless Outdoor Security Camera provides comprehensive home surveillance with its 1080p HD video, night vision, and motion detection capabilities. Designed for both indoor and outdoor use, this weatherproof camera offers two-way audio communication and seamless integration with smart home systems like Amazon Alexa and Google Home. Its battery-operated design ensures flexible placement without the need for complex wiring, and it features encrypted cloud storage without requiring a subscription.
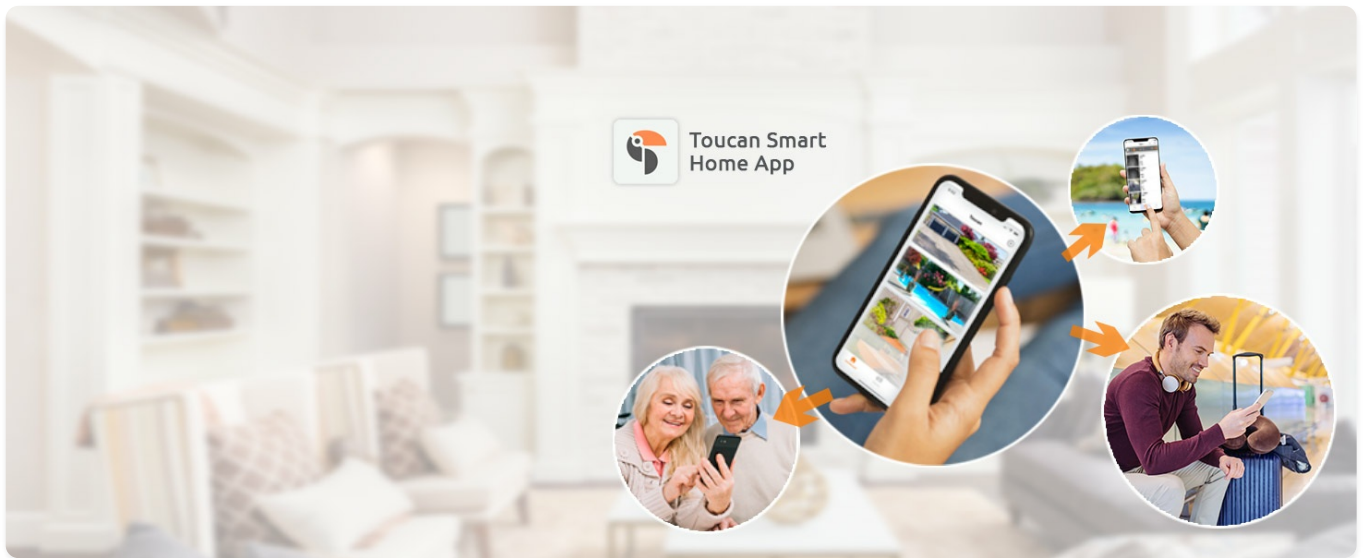
Image: The TOUCAN Wireless Outdoor Security Camera, a compact black and grey unit with a lens and speaker grille, designed for versatile placement.

SETUP AND INSTALLATION

Setting up your TOUCAN Wireless Outdoor Security Camera is designed to be straightforward and user-friendly. Follow these steps for a quick and efficient installation:

1. **Charge the Camera:** Before initial use, ensure the camera's built-in rechargeable 9750mAh Lithium-ion battery is fully charged. This provides extended wireless operation.

2. **Download the App:** Download the official TOUCAN Smart Home App from your device's app store. The app is compatible with smartphone devices.

Image: Visual guide showing the three easy steps for installation: downloading the app, pairing the camera, and connecting to Wi-Fi.

3. **Create an Account:** Open the app and follow the on-screen prompts to create a new user account or log in if you already have one.

4. **Pair the Camera:** Within the app, select the option to add a new device and follow the instructions to pair your TOUCAN camera. Ensure your smartphone is connected to a 2.4 GHz Wi-Fi network, as 5 GHz Wi-Fi is not supported for camera connection.

Image: Diagram illustrating the camera's reliance on a 2.4GHz Wi-Fi signal for connection within a home environment.

5. **Mounting Options:** The camera features a magnetic mount for secure attachment to any flat surface, indoors or outdoors. It can also be placed on any flat surface without mounting. No hub or additional fixtures are required. The camera is weatherproof (IP56 rated) and tolerates temperatures between 14°F and 122°F.

Magnetic Mount with Anti-Theft Alarm

Image: A hand demonstrating the magnetic attachment of the camera to its mount, highlighting the anti-theft alarm feature.

Image: The TOUCAN Security Camera mounted outdoors, with water droplets visible, demonstrating its weatherproof design.

OPERATING YOUR CAMERA

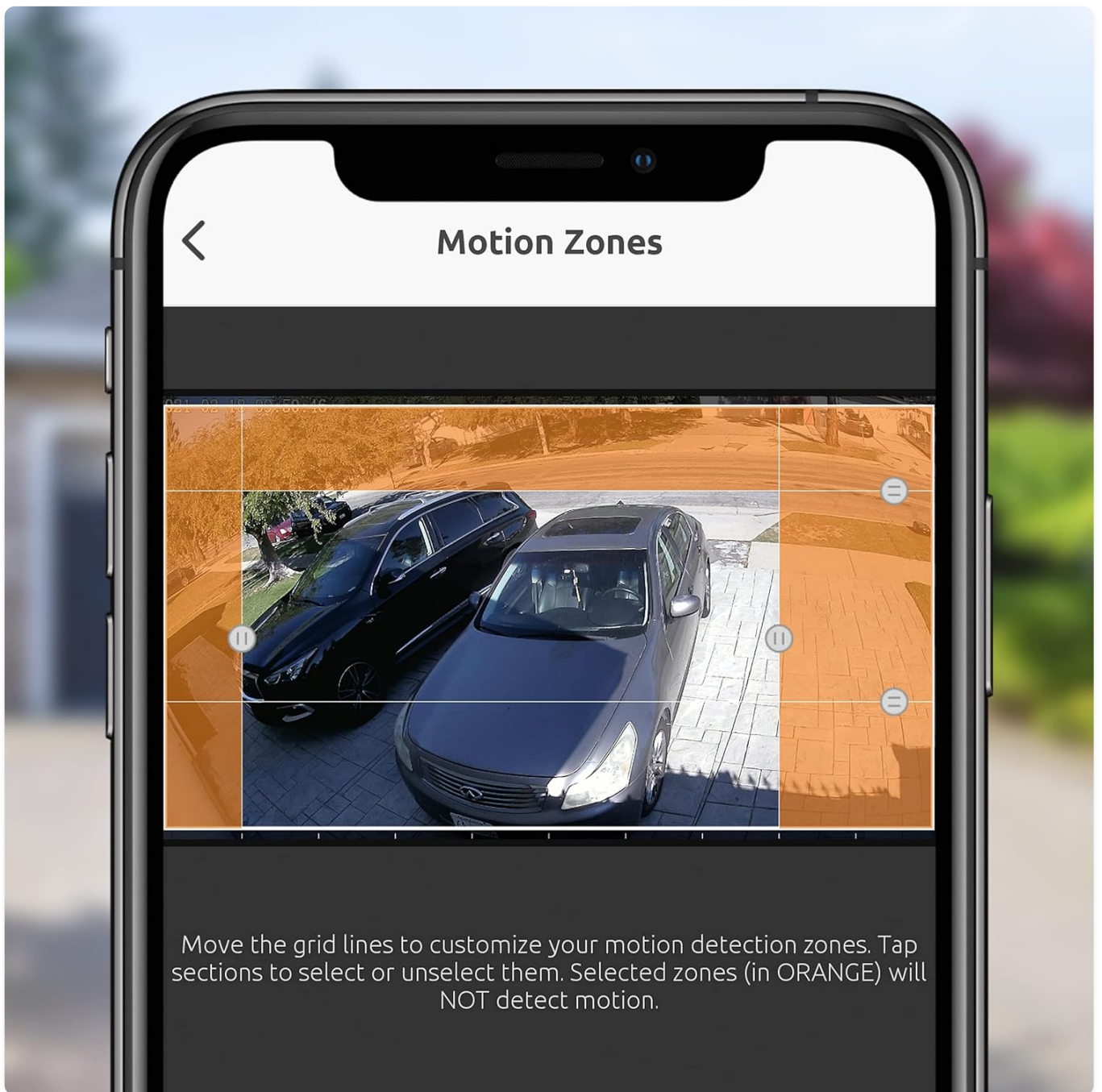Once installed, your TOUCAN camera offers a range of features for effective surveillance and communication:

- **Live View and Recording:** Access your live feed directly from the Toucan Home Security App. The camera provides HD 1080P video quality day and night. Encrypted safe cloud storage protects your privacy 24/7, and a free plan offers 24 hours of event recording.
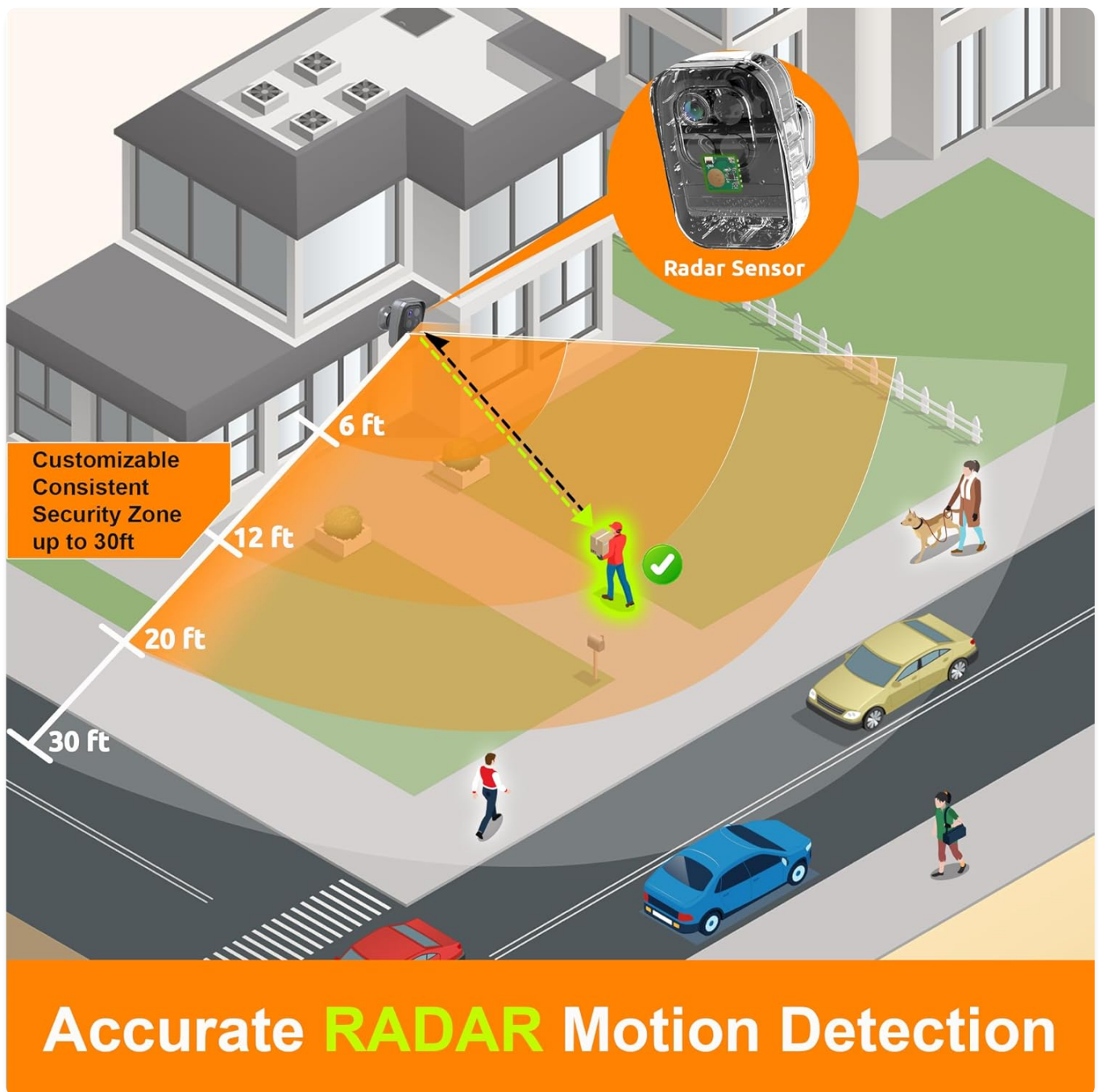
Image: A smartphone displaying the TOUCAN app interface, showing multiple camera feeds and a calendar for recorded events, emphasizing no monthly fees.

- **Motion Detection:** The camera features a customizable 9-motion detection zone. You can define specific areas within the camera's view where motion detection should be active, helping to filter out unwanted alerts. PIR motion sensor sends instant notifications to your smartphone.
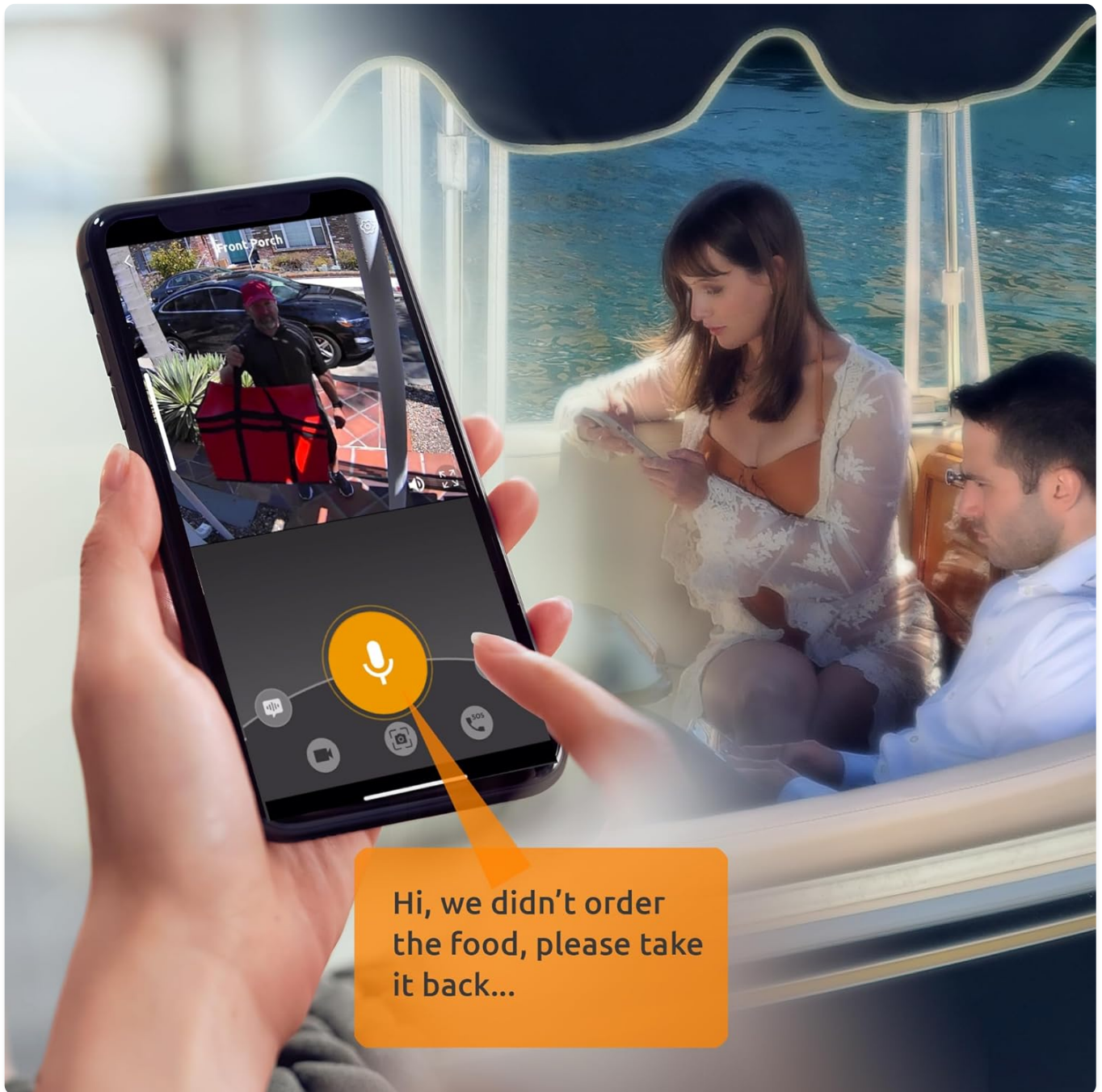
Move the grid lines to customize your motion detection zones. Tap sections to select or unselect them. Selected zones (in ORANGE) will NOT detect motion.

Image: A smartphone screen displaying the camera's view with an overlay of a grid, allowing users to customize motion detection zones.

Radar Sensor

Customizable Consistent Security Zone up to 30ft

6 ft

12 ft

20 ft

30 ft

Accurate RADAR Motion Detection

Image: An illustrative diagram showing the camera's radar sensor and its customizable security zone for accurate motion detection up to 30ft.

- **Two-Way Audio:** Utilize the built-in microphone and speaker to communicate with visitors or deter intruders directly through the app.

Image: A smartphone screen showing a live camera feed of a person at the door, with a microphone icon indicating the two-way audio function.

- **Siren Alarm:** Activate the siren alarm remotely via the app to deter unwanted activity.

- **Smart Home Integration:** The camera is compatible with Amazon Alexa and Google Home devices, allowing for convenient voice control and viewing of your encrypted live stream. For example, you can say "Alexa, show me my front door."

MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your TOUCAN Wireless Outdoor Security Camera:

- **Battery Management:** The camera's built-in rechargeable battery provides long-lasting power. Monitor the battery level through the app and recharge as needed. For continuous power, an optional plug-in power source or a Toucan Solar Panel can be used.

Optional Toucan Solar Panel
for continuous charging

Image: The TOUCAN Security Camera mounted outdoors next to an optional Toucan Solar Panel, illustrating continuous charging capability.

Image: An X-ray view of the camera highlighting the extra-large built-in rechargeable battery and an inset showing the optional plug-in continuous power port.

- **Cleaning:** Periodically clean the camera lens and housing with a soft, damp cloth to ensure clear image quality. Avoid abrasive cleaners.

- **Firmware Updates:** Keep your camera's firmware updated through the TOUCAN Smart Home App to ensure optimal performance, security, and access to new features.

TROUBLESHOOTING

If you encounter issues with your TOUCAN Wireless Outdoor Security Camera, refer to the following common solutions:

Problem	Possible Cause / Solution

Problem	Possible Cause / Solution
Camera not connecting to Wi-Fi	Ensure your Wi-Fi network is 2.4 GHz. The camera does not support 5 GHz Wi-Fi. Check your router settings or contact your internet service provider if unsure. Move the camera closer to the Wi-Fi router to improve signal strength.
Blurry image quality	Clean the camera lens gently with a soft, lint-free cloth. Ensure there are no obstructions in front of the lens. Check for condensation or fogging on the lens, especially in varying temperatures.
Motion detection not working or too sensitive	Adjust the motion detection sensitivity settings within the TOUCAN Smart Home App. Customize the motion detection zones to exclude areas with frequent, irrelevant movement (e.g., busy streets, swaying trees). Ensure the PIR sensor is not obstructed.
Short battery life	Frequent motion detection events, weak Wi-Fi signal, or extreme temperatures can reduce battery life. Reduce motion sensitivity, improve Wi-Fi signal strength, or consider using the optional solar panel or plug-in continuous power.
Two-way audio issues	Ensure your smartphone's microphone is enabled for the TOUCAN app. Check the camera's microphone and speaker for any obstructions. Verify a stable internet connection for clear audio transmission.

SPECIFICATIONS

Feature	Detail
Model Number	TWC300WAZUSA
Video Capture Resolution	1080p HD
Connectivity Technology	Wireless (Wi-Fi 2.4 GHz only)
Power Source	Battery Powered (9750mAh Lithium ion)
Mounting Type	Magnetic Wall Mount
Indoor/Outdoor Usage	Indoor/Outdoor
Weatherproof Rating	International Protection 56 (IP56)
Operating Temperature	14°F to 122°F (-10°C to 50°C)
Controller Type	Amazon Alexa, Google Assistant, TOUCAN APP
Viewing Angle	144 Degrees
Item Dimensions (L x W x H)	3.39 x 2.95 x 2.32 inches

Feature	Detail
Item Weight	7.8 Ounces
Alert Type	Motion Only
Special Features	HD Resolution, Night Vision, 2-Way Audio, Siren Alarm, Customizable Motion Zones, Encrypted Cloud Storage (24hr free)

WARRANTY AND SUPPORT

TOUCAN is committed to your privacy and safety, providing high-quality products for home security. We are a US-based company dedicated to protecting your data, privacy, and safety. Communication between the Toucan Smart Home App and the cloud server is encrypted with SSL and SRTP protocols.
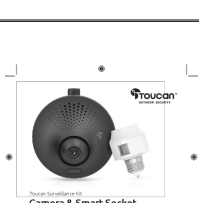
For detailed warranty information and customer support, please refer to the official TOUCAN website or contact their customer service. You can also find additional resources and FAQs on the TOUCAN Brand Store on Amazon.
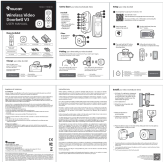

Image: The TOUCAN brand logo, representing the company's commitment to smart home solutions.

Related Documents - TWC300WAZUSA

	Toucan Surveillance Kit User Manual: Camera & Smart Socket Comprehensive user manual for the Toucan Surveillance Kit, detailing installation, features, specifications, and troubleshooting for the Toucan Camera and Smart Socket (Model TSK100KU).
	Toucan Surveillance Kit: Camera & Smart Socket User Manual User manual for the Toucan Surveillance Kit, featuring a smart socket and camera. Learn about installation, key features, specifications, troubleshooting, and safety guidelines.
	Toucan Surveillance Kit: Camera & Smart Socket User Manual Comprehensive user manual for the Toucan Surveillance Kit, featuring the TSK100KU camera and TS100WU smart socket. Covers key features, installation steps, specifications, troubleshooting, and safety guidelines.

	[Toucan Wireless Security Camera PRO User Manual](#)
	User manual for the Toucan Wireless Security Camera PRO, covering setup, charging, installation, and compliance information.
	[Toucan TWC200WU Wireless Outdoor Camera User Guide](#)
	Comprehensive guide for the Toucan TWC200WU Wireless Outdoor Camera, covering setup, installation, and compliance information.
	[Toucan Wireless Video Doorbell V3 User Manual](#)
	User manual for the Toucan Wireless Video Doorbell V3 (TVD300V/TVD300V-EC), covering setup, charging, pairing, installation, and warranty information.