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**SAMSUNG TECHWIN**

# Samsung SmartCam

User Manual

SNH-1010N

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# Samsung SmartCam


## User Manual

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## SPECIFY SERVICE INSTRUCTIONS AND WARRANTY TERMS

This device complies with Part 15 of the FCC Rules.

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

FCC NOTE:

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

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

## Operational Description

The operational description shall fulfil the requirements of Rule Part 2.1033(b)(4). The rule part requires, "A brief description of the circuit functions of the device along with a statement describing how the device operates. This statement should contain a description of the ground system and antenna, if any, used with the device". The above requirement has been further interpreted by the FCC to mean that the description shall:

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

## Instructions & Warranty

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

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

## Warning

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

# Contents

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

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# GETTING STARTED

# 01

## Key Features

Product and Accessories

## Basic Information

Product At a Glance

## Key Features

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



## Product and Accessories

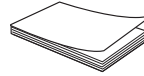
Check for above components when opening the product package.



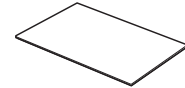
Camera



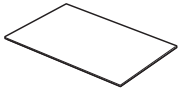
Power Adaptor



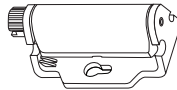
Quick Start Guide



License Information



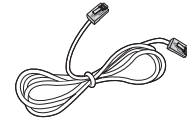
Warranty Card



Bracket



Double-sided Tape



Network Cable

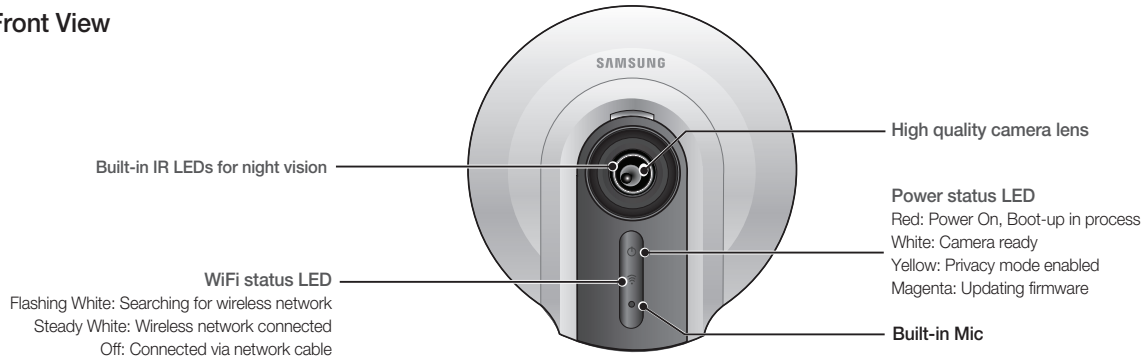


- Please save the packaging. you will need the serial number later to register the camera.

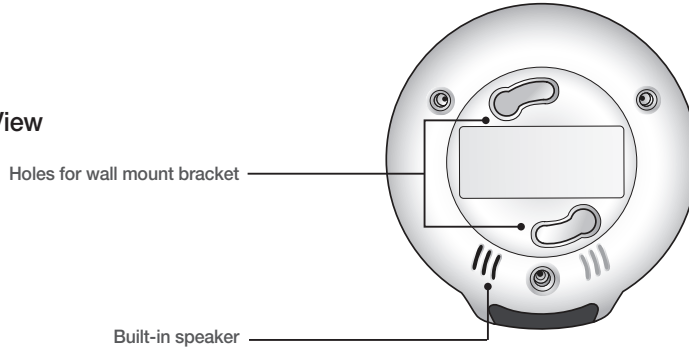
# Basic Information

## Product At a Glance

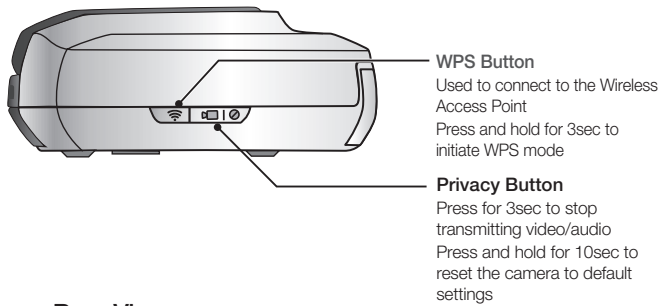
### Front View



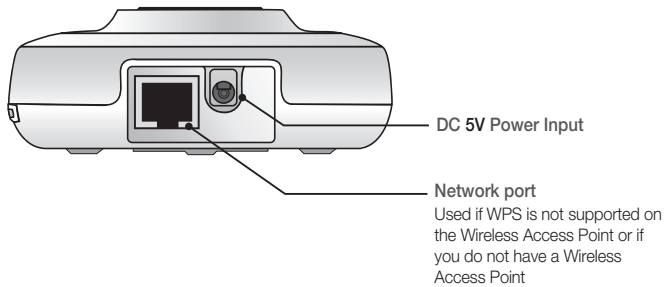
### Bottom View



### Side View



### Rear View



# INSTALLATION & NETWORK CONNECTION

## Installation

### Precautions

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

### Installation

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Desktop mounting	9
Wall mounting	9
Power Supply	10

### Network Connection and Settings 11

Precautions	11
Connecting via network cable	11
Connecting via WiFi without WPS feature	12
Connecting using WiFi WPS feature	12

## Desktop mounting

1. Place the camera in a desired position on the surface.



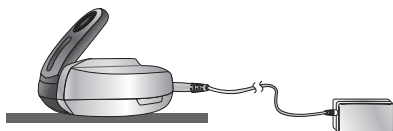
2. Adjust the camera's shooting angle as appropriate.



- Do not put excessive force. Otherwise, it may cause damage to the camera.
- If you use the camera in contact with the base unit, this may cause noise on the video. It is advisable to use the camera in a 5° to 10° tilt.



3. Connect the power cable.



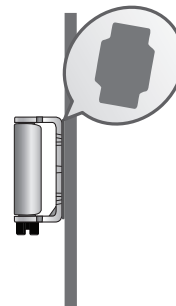
- When done, remove the protective film from the lens.

## Wall mounting

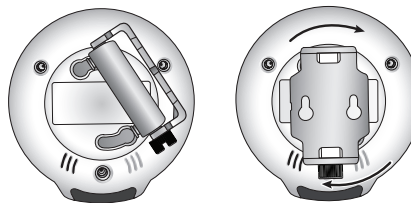
1. Use a double-sided tape to secure the bracket to a desired position.



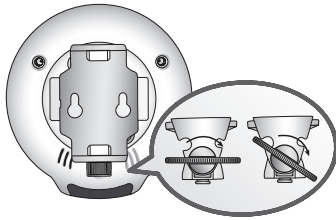
- You can use the screws to tighten the camera. (not included)
- The double-sided tape cannot be reused after being used once.
- Keep the installation surface clean before attaching the double-sided tape to the bracket. Otherwise, the adhesive force may be deteriorated, causing a fall of the camera.



2. Fit the protruding points (x2) of the bracket into the corresponding holes of the camera before turning clockwise to fix the camera.



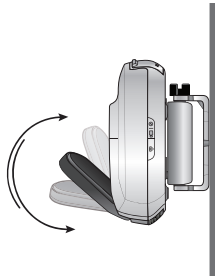
- Adjust the camera's shooting angle as appropriate (left and right) and tighten the screws on the bottom of the bracket.



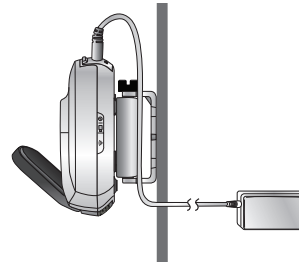
- You can also use a coin or flat-head screwdriver to tighten them.

- Adjust the camera's shooting angle (top and bottom).

- Do not put excessive force. Otherwise, it may cause damage to the camera.
- If you use the camera in contact with the base unit, this may cause noise on the video. It is advisable to use the camera in a 5° to 10° tilt.



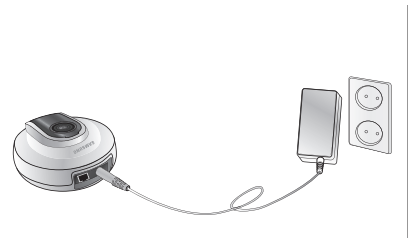
- Plug in the power cable and arrange the cables through the bracket holes.



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

### Power Supply

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



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

# Network Connection and Settings

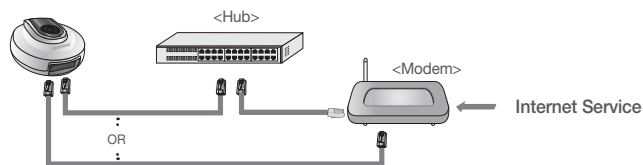
## Precautions

- The wireless network access may fail, depending on the communications environment.
- For details about the network settings and password, contact your network administrator or service provider.
- For a specific Internet service requiring user authentication, you may not access the service. If this is the case, contact the service provider.
- Do not access the unauthorized network.
- The farther the distance from the Wireless Access Point, the longer time the network connection may take.
- If you fail to access the selected wireless network, try a different Wireless Access Point to make access.
- For more information about the router or the wireless connection, refer to the documentation of the router or contact the router manufacturer.
- If the camera is connected to a multiple-Wireless Access Point network environment, some video packets may be lost, depending on the network traffic load.
- According to the network policy (blocking UDP) of the service provider, the video transmission can be limited to 7 minutes.
- In addition to the above two situations, you may encounter a network delay or interruption due to the network conditions.
- This product has gone through the compatibility test with worldwide top ranking routers in the market but you may still have a problem in compatibility with some conventional routers or other routers manufactured by other than the industry leading companies.

## Connecting via network cable

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

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

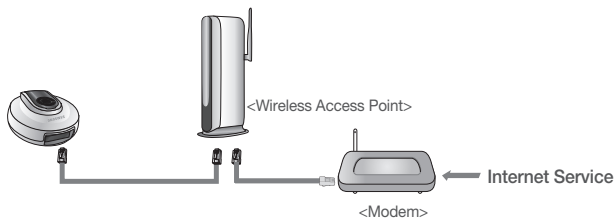


- It is recommended to set the router to DHCP (Dynamic Host Configuration Protocol) server. If you want to use static IP address, please refer to <wired network> on page 21.

## Connecting via WiFi without WPS feature

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

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



2. Register and select the camera according to guide of 03. Monitoring.
3. Set your wireless network environment using the guideline <Wireless Network> on page 22.

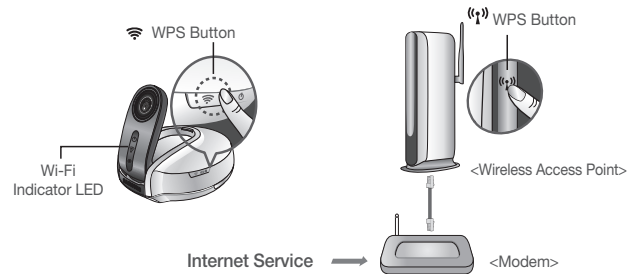
- When the wireless network settings are completed, remove the LAN cable.
- If you fail to connect to the Internet service, contact the service provider for details.

## Connecting using WiFi WPS feature

What is WPS?

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

1. When you apply the power, the power status LED is lit red, and it will change to white when the booting is completed.
2. Press the WPS button on the camera for 3sec and the WiFi status LED will flash rapidly. Press the WPS button on the Wireless Access Point within 2min.



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

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



# MONITORING

# 03

## Registration

Web browser requirements  
Starting SmartCam

## Live Video

Monitoring options

## Set up

Basic Info  
Network  
Time  
Alarm & Notification  
Alarm Schedule

## Event Alarm

## Information

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# Registration

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

## Web browser requirements

Windows	Mac
<ul style="list-style-type: none"><li>- Windows XP ,7 supported</li><li>- Internet Explorer 8, 9 (The 64-bit is not supported.)</li><li>- Firefox</li><li>- Chrome</li></ul>	<ul style="list-style-type: none"><li>MAC OS X Snow Leopard or higher is supported</li><li>- Safari</li><li>- Mac Chrome, Firefox</li></ul>

## Starting SmartCam

1. From your PC, launch your web browser.
2. Go to <http://www.samsungsmartcam.com>.
3. Select preferred language.
4. Click <**Sign up**> or <**Starting SmartCam**>.



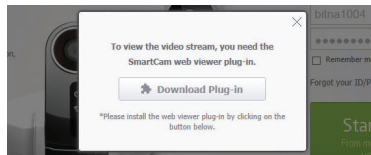
## ❖ Plug in installation

You need to install your plug in to automatically search for cameras connected to the network and view the video in your camera.



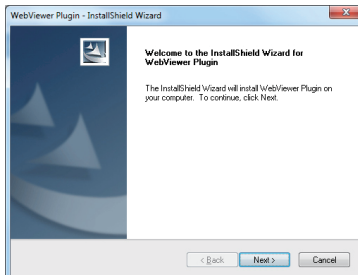
- If you login or click <Starting SmartCam> in a PC where the plug in is not installed, the installation message window will pop up.
- When you install the plug in, the web browser will be terminated and you need to launch it again.

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

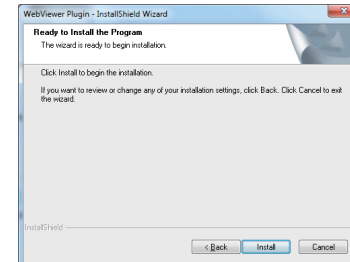


## For Windows

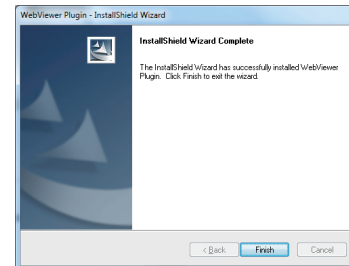
- 2) Click <Next>.



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

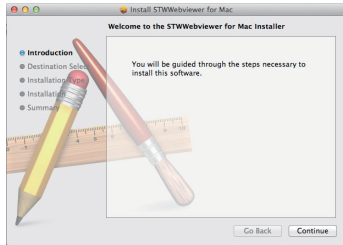


- 4) Installation has completed.

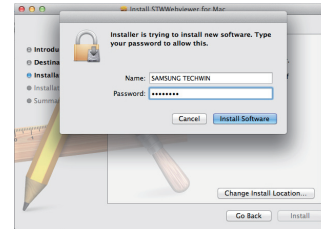


## For Mac

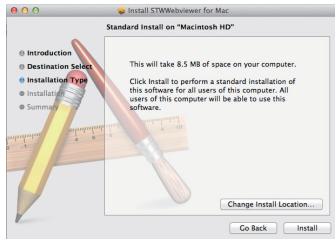
2) Click <Continue>.



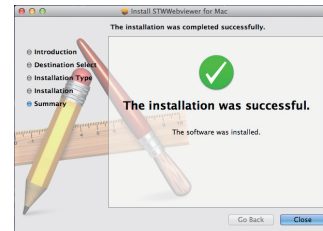
4) Enter password, and click <Install Software>.



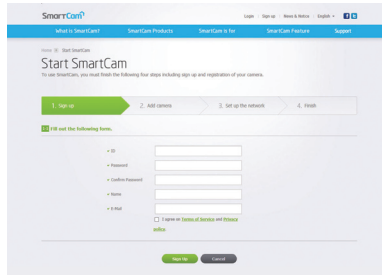
3) Click <Install>.



5) Installation has completed.

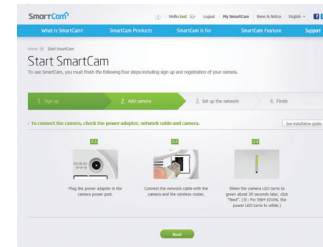


- Provide the requested information, and click **<Sign Up>**.

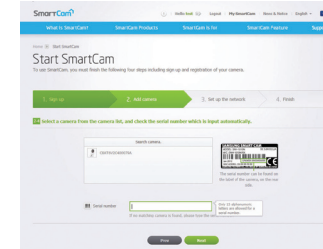


- ID: Create the user ID and click the **<Check ID>**.  
Fill in the user ID in 8 – 14 alphanumeric characters and ‘.’.
  - Password: Create a password between 8 to 14 characters using both letters and numbers.
  - Confirm Password: Please enter the password again for confirmation.
  - Name: Enter the user name.
  - E-mail: Enter the correct email address as it is used for reference in case you forgot the user ID or password.
  - Country: Please select your country.
- \* Check **<Agree>** to the terms and conditions of service and the privacy policy.

- According to the network connection and setting, click **<Next>** when the camera LED turns into White.



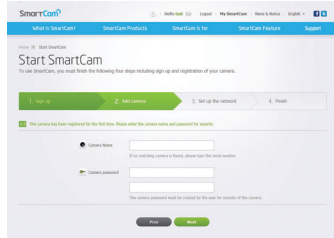
- Select the serial number of the camera to be added from the camera search list.  
If the camera is not found, enter the serial number manually.
- Click **<Next>**.



- Serial number can be found the label on the side of the packaging or on the rear of the product.
- The computer and the camera has to be on the same network router to auto detect the cameras.

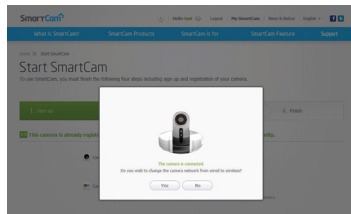
9. Create <Camera Name> and <Camera password>.

10. Click <Next>.



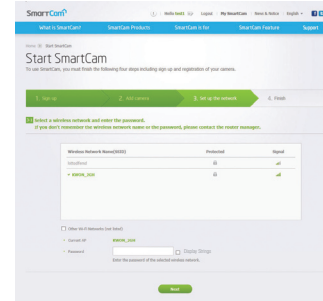
- The camera password is used to block the unauthorized access to your camera.
- Create camera password using alphanumeric characters between 1 to 8 without any space.

11. After adding the camera, click <Yes> in the wireless network setup pop-up window.



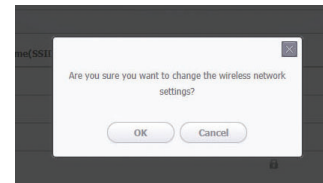
12. Select your Wireless Network from the list.

13. Enter the password of your Wireless Network and click <Next>.



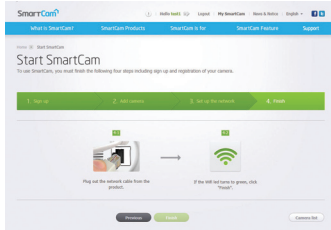
- If your Wireless Network is hidden, select <Other Wi-Fi Networks (not listed)>.
- To display the password, select <Display Strings>.

14. Click <OK>.

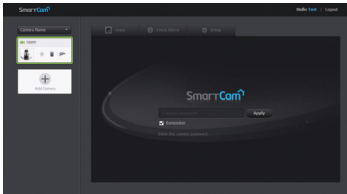


15. Unplug the network cable from the camera and the router.

16. Click <Finish> if the <Finish> button is activated.

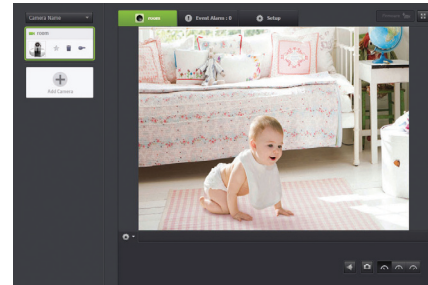


17. Once the camera is successfully registered, you can check the camera in the camera list.



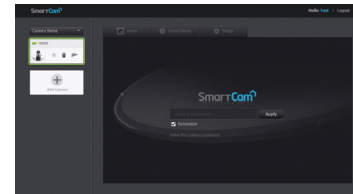
## Live Video

1. Select a camera from the camera list at the upper left hand of the screen.



The gray icon indicates the camera is inactive so you cannot monitor it right now.

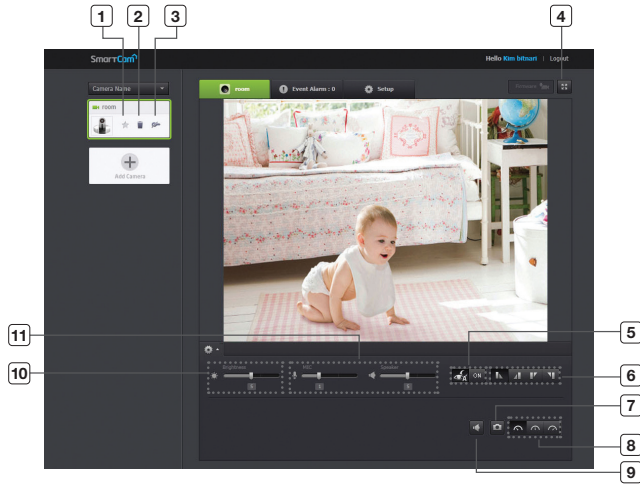
2. Enter the camera password and click <Apply>.



Check <Remember> to connect the camera without entering the camera password.

If you want to change the Camera password, please refer to <Basic Info> on page 20.

## Monitoring options



Item	Description
1 Default Camera	Set the default camera to monitor in the camera list.
2 Delete Camera	Delete the registered camera.
3 Cancel remembering camera password	Cancel remembering the camera password.

Item	Description
4 Full screen	Enlarges current video to the maximum size of the monitor. <ul style="list-style-type: none"> <li>Supported by Internet Explorer only.</li> </ul>
5 Night Vision	If you set Night Vision to <ON>, the camera will be automatically converted to Night Vision mode. If you set Night Vision to <OFF>, the camera will not be converted to Night Vision mode, and it will operate in a color mode. <ul style="list-style-type: none"> <li>If it is converted to a black/white mode in the dark when Night Vision is &lt;ON&gt;, the IR lighting will automatically operate.</li> </ul>
6 Flip	You can flip over the video image.
7 Capture Image	Saves a picture of current live image you are viewing.
8 Network Speed	Select frame rate based on your network speed. <ul style="list-style-type: none"> <li>If the bandwidth provided by the cable service provider is lower than recommended, you may encounter a blurry image or a temporary loss of video signal.</li> </ul>
9 Sound	When enabled, you can hear what's happening around the camera.
10 Brightness	You can adjust the brightness of the screen image.
11 Audio	Adjust the volume of the built-in microphone and speaker of the camera as appropriate. If you set the microphone to '0', you will not hear the sound from the live video and it is not recorded by the alarm of YouTube or Picasa. Note that the Two-way audio transfer function is available only with the smart phone application.

## ❖ Network Speed

Profile Name	Resolution	Frame rate	Recommended bandwidth
Low Speed Network	VGA	5 fps	768Kbps
Mid Speed Network	VGA	10 fps	1Mbps
High Speed Network	VGA	20 fps	1.5Mbps



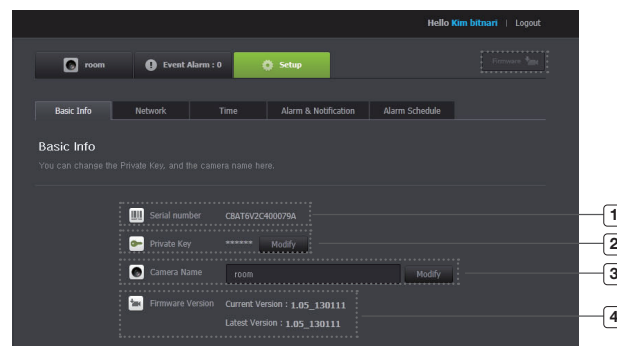
### What is Relay Mode?

Depending on your network connection, peer to peer connection may not be available.

- If you cannot make a peer to peer connection, the camera should be connected in relay mode. In this case, the video will be played for the first seven minutes, and if you want to see additional video, the camera has to be connected again.
- Relay mode is added feature where the video from the camera is transmitted to Samsung server then retransmitted to the user's computer
- If you have trouble connection to the camera, visit "http://www.samsungsmartcam.com", go to support page, and refer to "Troubleshooting" on it.
- If you display more than one live video with the Web browser, they can be overlapped in some portion. It is recommended to use one browser at one time.
- The Night Vision video produces a different visibility according to the distance between camera and subject.

# Set up

## Basic Info



Item	Description
1 Serial number	You can confirm the serial number.
2 Camera password	Click the <Modify>, you can change the Camera password. Enter the current private Key, and type a new Camera password.
3 Camera Name	Click the <Modify> button, you can change the camera name.
4 Firmware Version	You can check the current version and the latest version of your camera S/W.



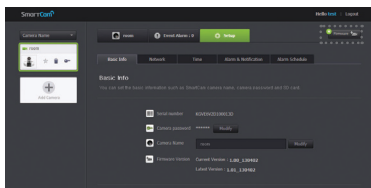


- If you change the camera password, you will be logged out and return to the camera password input page.
- Keep the camera password in a safe place as it is used for viewing the live screen of the camera or for changing the display settings.

#### ❖ Firmware update

If the currently used S/W is not of the latest version, update it.  
If you are using the latest version, then the firmware will not be activated.

- 1) Click <Firmware>.



- 2) Click the < > icon to update the firmware.



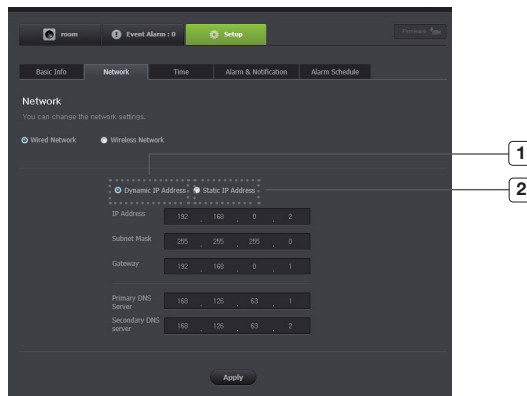
- 3) When the firmware update is finished, the camera will reboot.



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

## Network

### <Wired Network>

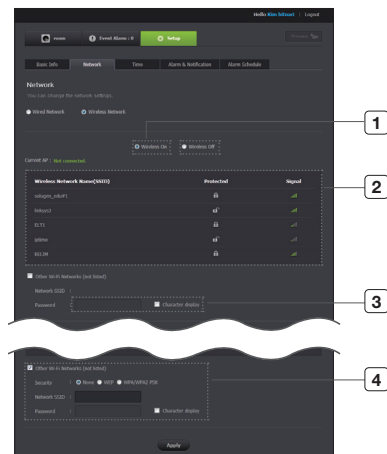


Item	Description
1) Dynamic IP Address	If you select "Dynamic IP Address", the IP address will be obtained automatically.
2) Static IP Address	You must manually provide the information of: IP address, subnet mask, gateway, DNS server address.



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

## <Wireless Network>

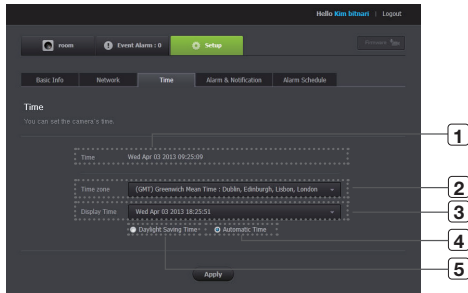


Item	Description
<b>1</b> Wireless On/ Wireless Off	You can select to activate or deactivate the wireless network connection.
<b>2</b> AP (Access Point) list	You will see a list of APs (Access Point) available. Select a desired one from the list of APs (Access Point).
<b>3</b> AP (Access Point) password	If you select a secured AP (Access Point), you must enter the password before you can access the network. For the password, contact your network administrator.
<b>4</b> Hidden SSID	If your SSID is hidden, select the type of security you have. Enter the name of the SSID and the password.




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

## Time

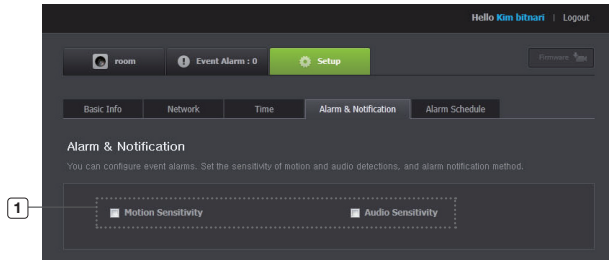


Item	Description
1 Time	Confirm the camera's time.
2 Time Zone	Select your region.
3 Display Time	Select time format on display.
4 Automatic Time	It will display the current time to which the summer time is not applied.
5 Daylight Saving Time	Check this option if you live in a country or region where DST(Daylight Saving Time) is applied.

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

## Alarm & Notification

Camera has ability to send event notifications when motion or audio is detected.



Item	Description
1 Alarm notification	<p>Specify whether to trigger the alarm or not, and specify the sensitivity. The higher the sensitivity is, the subtler motion/audio events will be detected.</p> <ul style="list-style-type: none"> <li>▪ If you want to send alarms to YouTube/Picasa/Gmail when an event occurs, login to your Google account.</li> </ul>



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

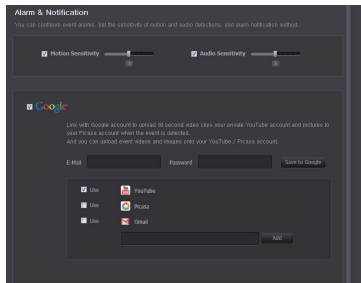
## <Google> setting

After clicking <Google>, select your email address and password. The setting is required if you want to use YouTube/Picasa/Gmail.

### ❖ <YouTube> Notification

Automatically uploads 30 second clip to your private YouTube account.

1. Select the Google.
2. Check <Use> of YouTube.
3. Enter your Gmail address and password.
4. Click <Save to Google>.

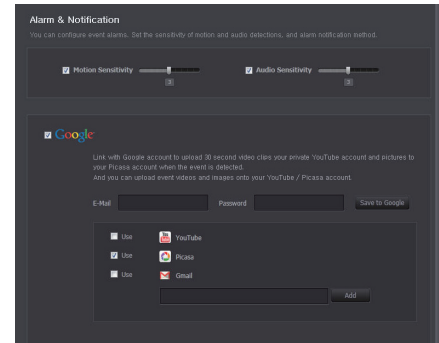


- You can check the recorded video at the YouTube homepage "Video Manager" → "Uploaded".
- Note that depending on the policies of YouTube, the video may not be uploaded.
- If setting to "public", the video may be exposed to the public.
- It is advisable to create and use one YouTube account for each camera.
- Even when you have set the YouTube alarm, the video will not be transferred if the event alarm is not set to Enabled (see page 27).
- If a continuous motion is detected or the audio alarm occurs, the camera can recognize the next event only after the uploading to YouTube is completed. (In other words, it does not recognize any event until the YouTube upload is finished.)

### ❖ <Picasa> Notification

Automatically uploads a image to your private Picasa account.

1. Select the Google.
2. Check <Use> of Picasa.
3. Enter your Gmail address and password.
4. Click <Save to Google>.

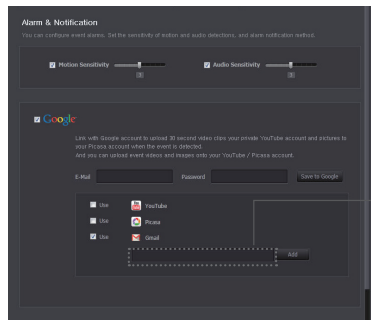


- If your Google email ID and password are saved, check the use of Picasa only.
- If you have set the private setting of the video image, no image will be found in portal sites.
- Refer to the policy of Picasa for the maximum number of uploaded images.

## ❖ <G-mail> Notification

The event alarm is sent through Gmail.

1. Select the Google.
2. Check <Use> of Gmail.
3. Enter your Gmail address and password.
4. Click <Save to Google>.
5. If you want to add an email address for alerts, enter the email address and click on <Add>.
6. Click on <Save>.



<Receiver  
email address>

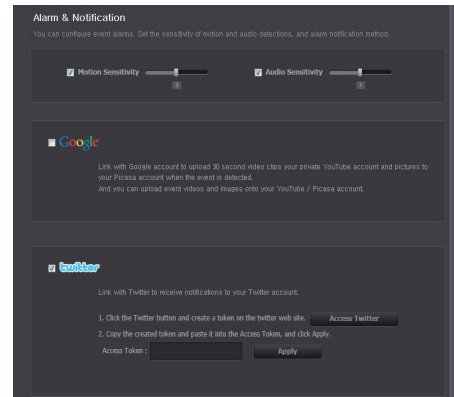


- If your Google email ID and password are saved, check the use of Picasa only.

## <Twitter> Notification

When an event is detected, the notification message is sent to the user's Twitter account.

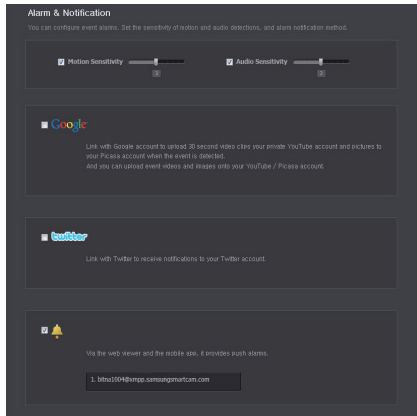
1. Select the Google.
2. Click <Request URL>.
3. Click <Access Twitter>.
4. Twitter web page will pop-up for authorization.
5. Click on <Authorize app> to get the Access Token.
6. You will see the pin number generated. Copy the pin numbers and go back to the camera page and paste the pin number in the Access Token section.
7. Click <Apply>.



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

## Push alarm Notification

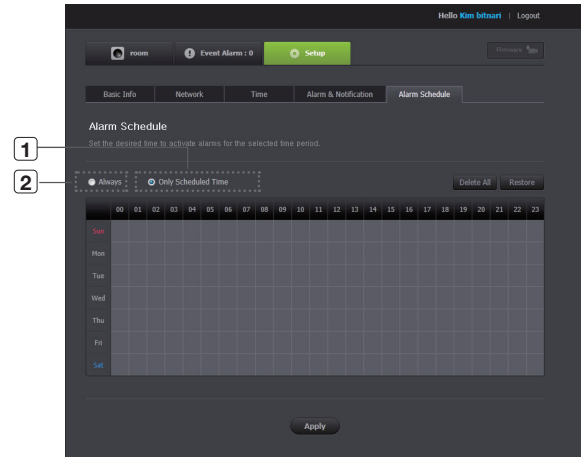
The push alarm is provided through the web viewer and mobile app in which the camera is registered.



- If this is set to Enabled, the video and image link recorded in YouTube and Picasa will be transferred to the listed friends in real time in the event of an alarm.
- The video/image alarm will be transferred only if you have set the YouTube and Picasa enabled. Otherwise, no alarm will be triggered.
- You will have no video displayed if you don't have any YouTube ID and access a private content.
- Even when you access the YouTube site, no video will be played automatically. Be sure to click the Play icon to play a video. If you fail to play the video, log into the YouTube site and install Flash Player and try again.
- The Friend list will have user IDs registered at the Web site ([www.samsungsmartcam.com](http://www.samsungsmartcam.com)). When an alarm occurs, the PUSH alarm will be notified to the respective smart phones via the Web site.
- If you want to receive the notification with Google Talk, follow the instructions below to configure the Google Talk settings.

## Alarm Schedule

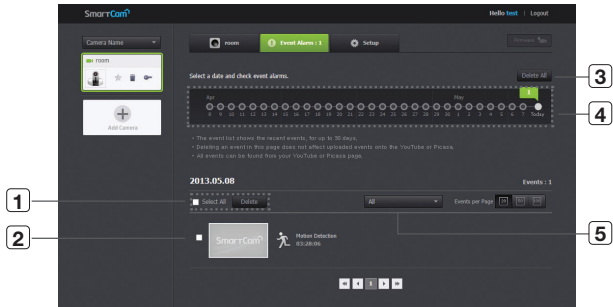
Set the desired time to activate alarms for the selected time period.




Item	Description
1 Only Scheduled Time	Check if an alarm occurs at a specified day of the week for a specified time period. It activates in operated mode when the alarm occurs.
2 Always	Always check if an alarm occurs. It activates in operated mode when the alarm occurs.

# Event Alarm

You can check the event alarm.



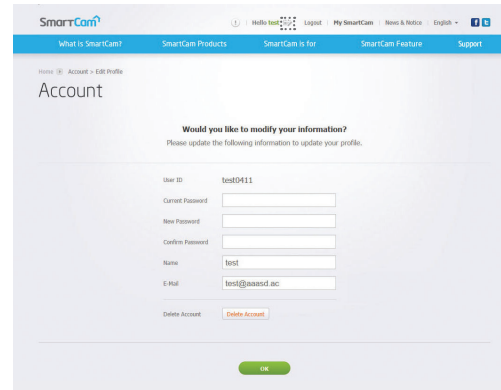
Item	Description
1 Delete by dates	Delete all the event alarms on the date.
2 Play Video	Select an event and double click on it. The video will be played. <ul style="list-style-type: none"> <li>Video can be played only if you are logged into the Google account where you uploaded the video.</li> </ul>
3 Delete All	Delete all the event alarms for thirty days.
4 Display Events	Displays the number of events occurred in the 30 day list.
5 Arrange by types	Arrange the event list by event types.

 Even if you delete the event in the event alarm page, the event in YouTube or Picasa will not be deleted.

# Information



## My Account

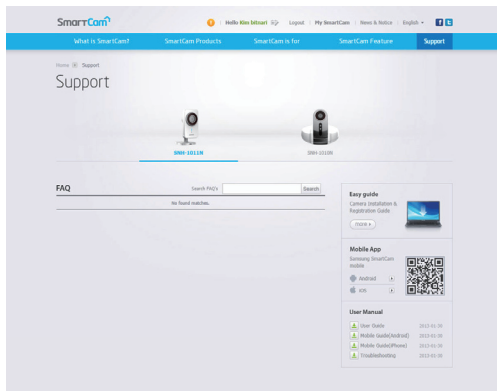


- If you want to change your information, click <img alt="gear icon" data-bbox="595 556 615 588"/> icon and move to "Account" page and select an item (password and/or email address) and make changes as necessary.



## Support

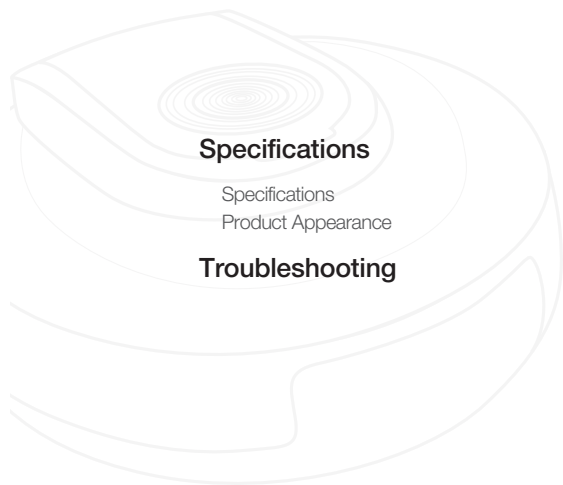
You can download the Samsung SmartCam mobile app and user guide.



- If you want to know more information of camera, move to “**Support**” page.

# Appendix

# 04



## Specifications

### Specifications

Item	SNH-1010N
Sensor	
Imaging Device	VGA 1/6 inch CMOS
Lens	
Focal Length (Zoom Ratio)	2.17mm
Angular Field of View (D/V/H)	64.5° / 41.0° / 50.0°
Focus Control	Fixed
Lens Type	3 Plastic lens
Pan / Tilt / Rotate	
Pan Range	-35°~35° (Manual)
Tilt Range	0°~150° (Manual)
Operational	
On Screen Display (Web Browser, Local page)	English, French, Germany, Spanish, Taiwan, Korean
Day & Night	Support (IR LED 940nm 8EA, 3m distance)
OS	Linux
Audio Detection	Support
Motion Detection	Video Motion Detection
White Balance	Auto

30

30

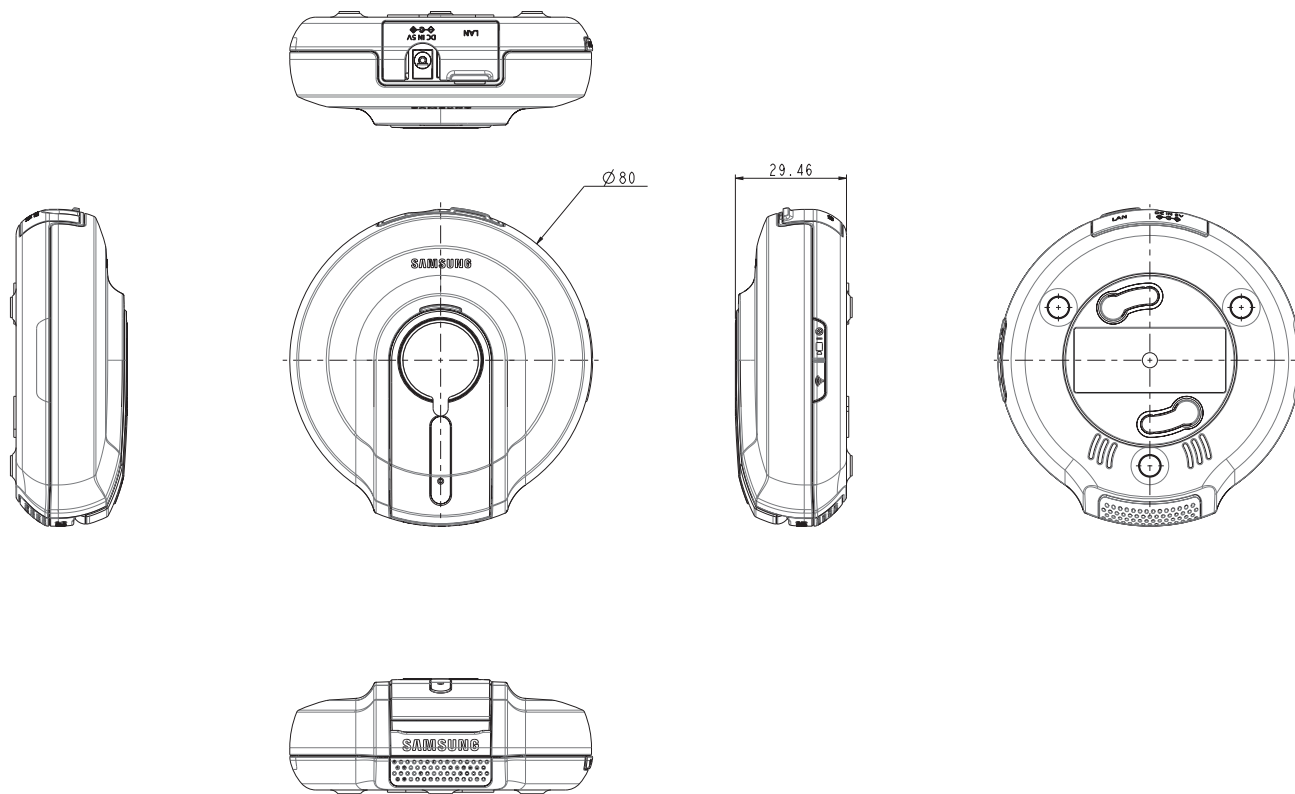
32

33

Item	SNH-1010N
Network	
Ethernet	RJ-45 (10/100BASE-T)
Wireless	WiFi 802.11 b/g/n
WPS (WiFi Protected Setup)	Support WPS Button
Video Compression Format	H.264, MJPEG
Resolution	640x480, 320x240
Max. Framerate	20fps (640x480)
Video Quality Adjustment	H.264: Compression Level MJPEG : Quality Level Control
Audio Compression Format	G.711
Audio Communication	Two-way Audio (Built-in Microphone, Speaker)
Protocol	TCP/IP, DHCP, SMTP, DNS, RTSP, RTCP, RTP, HTTP, TCP, UDP, STUN, XMPP, SIP, UPnP/NAT-PMP , ICE, SNTP, IPv4/v6, ICMP
Streaming Method	Unicast
Max. User Access	5 users at Unicast Mode
Web Viewer	Supported Browser : Windows XP, 7 (Internet Explorer 8, 9, Firefox, Chrome), MAC OS X Snow Leopard (Safari)

Item	SNH-1010N
Mobile application support	iPhone 4/5, Galaxy S2/S3 (Recommended Smartphone) iPad 2/3, Galaxy Note 10.1 (Recommended Tablet PC)
Environmental	
Operating Temperature / Humidity	0°C ~ +40°C (+32°F ~ +104°F) / 20% ~ 80% RH
Electrical	
Input Voltage / Current	5V DC / 2.2A
Power Consumption	Max. 6W
CPU & Memory	TI DM365 (216Mhz), SDRAM:256MB, NAND : 128MB
Mechanical	
Color	Body : White and Gray
Dimension	Ø80mm, Height : 29.46mm
Weight	80g

## Product Appearance




# Troubleshooting

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

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

Problem	Action
Video will not be played in event alarms.	<ul style="list-style-type: none"> <li>- Event video will be uploaded in confidential mode. Login to the Google account where you uploaded the video.</li> </ul>
The camera video is not uploaded to YouTube.	<ul style="list-style-type: none"> <li>- Move to Setup → Alarm &amp; Notification and adjust the sensitivity as necessary.</li> <li>- From the Alarm &amp; Notification setup, configure the YouTube notification settings. (See page 24 of the manual)</li> <li>- YouTube has different service policies according to the country. The policy for your country may prohibit uploading to YouTube. Please first check the YouTube policy for your country.</li> <li>- According to the YouTube policy, it may limit the uploading size. Check the allowable free space of your YouTube account, and if insufficient, delete the exiting video clips or increase the upper limit.</li> </ul>
The capture images in the camera will not be uploaded to Picasa.	<ul style="list-style-type: none"> <li>- Move to Setup → Alarm &amp; Notification and adjust the sensitivity as necessary.</li> <li>- From the Alarm &amp; Notification setup, configure the Picasa notification settings. (See page 24 of the manual)</li> <li>- Picasa has different service policies according to the country. The policy for your country may prohibit uploading to Picasa. Please first check the Picasa policy for your country.</li> <li>- According to the Picasa policy, it may limit the uploading size. Check the allowable free space of your Picasa account, and if insufficient, delete the exiting images or increase the upper limit.</li> </ul>
Notification from the camera is not transferred to Twitter.	<ul style="list-style-type: none"> <li>- Move to Setup → Alarm &amp; Notification and adjust the sensitivity as necessary.</li> <li>- From the Alarm &amp; Notification setup, configure the Twitter notification settings. (See page 25 of the manual)</li> </ul>

Problem	Action
The video from the camera is temporarily lost.	<ul style="list-style-type: none"> <li>- The video from the camera will be affected by the illumination of the installation site of the camera. This is why the video from the camera looks lost if the camera is installed in a low illumination environment.</li> <li>- The video from the camera can be delayed according to a network delay. Please check if the camera is installed in a place of proper wireless Internet communications.</li> </ul>
No sound is output from the video.	<ul style="list-style-type: none"> <li>- Click the Voice icon in the video playback page, or check if the voice is turned On in your smart phone app.</li> <li>- Depending on the policy of the Internet service provider, the sound output may not be supported. (in either 3G UDP or Relay mode)</li> </ul>
I forgot my Camera password.	<ul style="list-style-type: none"> <li>- You must create a new Camera password.</li> <li>- Press and hold the Privacy button in the rear of the product for at least 5 seconds to reset to the factory default.</li> <li>- After the factory reset, access the camera and set the Private key again.</li> </ul>
I want to change my password and/or email address.	<ul style="list-style-type: none"> <li>- After logging in, click &lt;  &gt; icon and move to the "Account" page, select an item (password and/or email address) and make changes as necessary.</li> </ul>
Camera will be connected in a relay mode.	<ul style="list-style-type: none"> <li>- Check the UPnP setting of the router.</li> <li>- Maintain the network upload speed at 500Kbps or higher.</li> </ul>



Samsung Techwin cares for the environment at all product manufacturing stages, and is taking measures to provide customers with more environmentally friendly products.

The Eco mark represents Samsung Techwin's devotion to creating environmentally friendly products, and indicates that the product satisfies the EU RoHS Directive.

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

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

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

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

Business users should contact their supplier and check the terms and conditions of the purchase contract.

This product and its electronic accessories should not be mixed with other commercial wastes for disposal.



## SALES NETWORK

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- **SAMSUNG TECHWIN CO., LTD.**

Samsungtechwin R&D Center, 701, Sampyeong-dong, Bundang-gu, Seongnam-si, Gyeonggi-do, Korea, 463-400  
TEL: +82-70-7147-8740~60, FAX: +82-31-8018-3745

- **SAMSUNG TECHWIN AMERICA Inc.**

100 Challenger Rd. Suite 700 Ridgefield Park, NJ 07660  
Toll Free : 1-877-349-3149  
[www.samsungsv.com](http://www.samsungsv.com)

- **SAMSUNG TECHWIN EUROPE LTD.**

Samsung House, 1000 Hillswood Drive, Hillswood Business Park  
Chertsey, Surrey, UNITED KINGDOM KT16 OPS  
TEL : +44-1932-45-5300 FAX : +44-1932-45-5325