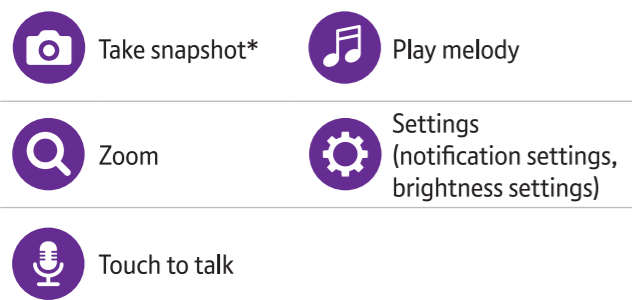# App features

- View live camera
- Night vision
- Pinch to zoom
- Take snapshots/videos
- Motion detection notifications
- Sound detection notifications
- Melodies
- Touch to talk
- Store motion events to SD Card
- (SD card not supplied)

Key camera icons

📷	Take snapshot*	🎵	Play melody
🔍	Zoom	⚙️	Settings (notification settings, brightness settings)
🎤	Touch to talk		

* Snapshots and videos are saved to your device where your photos/videos are normally saved

Help

What's happening	Light status	What to do
Starting Up	Solid blue then flashes red every 2 seconds	
Connected to Wi-Fi and working		
Poor connection to router	Flashes every half a second	Try moving your camera closer to your Wi-Fi router
Connected to Wi-Fi but no internet connection	Flashes every second	Try restarting your Wi-Fi router
Camera In use/ Viewing	Flashes every second	This means that someone is viewing the camera from the app
Firmware upgrade in progress	Flashes every half a second	Please wait – Do not restart your camera during the update process

Can't find the app on the store

- Check phone compatibility and search for 'BT Smart Controls'. If your phone isn't compatible, the app may not appear in the store.

Can't connect to camera with wi-fi during set-up

- Move your phone/tablet nearer to the camera during set-up.
- Make sure the camera is switched on.

Camera does not connect during set-up

- Camera may be out of Wi-Fi range of your router.
- Move the camera closer to your router.
- Make sure your internet is working.

Poor video quality

- Video quality depends on the bandwidth of your connection, especially when using over a mobile network. If you permanently get poor quality, you could try setting the camera to a lower video quality. This option is available within the camera settings menu in the app.

Motion detection

- Motion detected events can be stored to an SD card. In order to use this feature, you'll need to insert an SD card into the slot on the camera. This isn't supplied in the box.
- The camera supports a maximum capacity of 32GB and up to a Class 10 write speed.

☆ Tip

'PIR' motion detection is selected by default as it is the most accurate type of motion detection for detecting people or pets. If however your camera is pointing out of a window, you may want to change the setting to basic motion detection. PIR light sensors do not pass through glass.

Do you hear an error code during set-up? Try the below

- Try the setup again and ensure you are within 1 – 2m of the camera when in set up mode.
- Check that the Home Wi-Fi password entered is correct.
- Ensure you have good Wi-Fi signal, you may want to try moving the camera closer to the Broadband router until setup is complete.
- Check that your internet connection is working as expected? If not, try restarting your Broadband router.

Still having problems?

- Please see our FAQ's at **bt.com/smartcontrols/help** or contact us on 0808 100 0255

General information

For information on safety instructions, technical information or setting up the Smart Home Cam, please see the Frequently Asked Questions at **bt.com/smartcontrols/help**

Guarantee

Your Smart Home Cam is guaranteed for a period of 1 year from the date of purchase. Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the Smart Home Cam or any component thereof which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- the guarantee shall only apply to defects that occur within the 1 year guarantee period
- proof of purchase is required
- the equipment is returned to BT or its agent as instructed.

This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.

This guarantee does not affect your statutory rights.

To find out what to do if your Smart Home Cam is in or outside of the 1 year guarantee, please see the FAQ at **bt.com/smartcontrols/help**

How to recycle your equipment

The symbol shown here and on the product means that the product is classed as electrical or electronic equipment, so DO NOT put it in your normal rubbish bin. It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive to recycle products in the best way – to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

You should contact your retailer or supplier for advice on how to dispose of this product in an environmentally friendly way.

Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications Plc declares that the radio equipment type Smart Home Cam is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: **bt.com/producthelp**

Radio transmission information

Frequency range	2.412 – 2.472 GHz
Max power	19 dBm

Smart Home Cam User Guide

Check the box contents

Smart Home Cam

Compatibility

iOS	Android™	Web
iOS 8 and above	4.4 and above	All major web browsers

Mains power supply
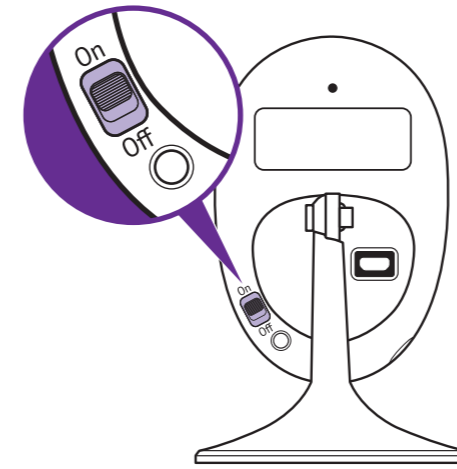089010
(BLJ06W050100P1-B)

Set-up

1. Connect camera

a Plug in the Smart Home Cam.
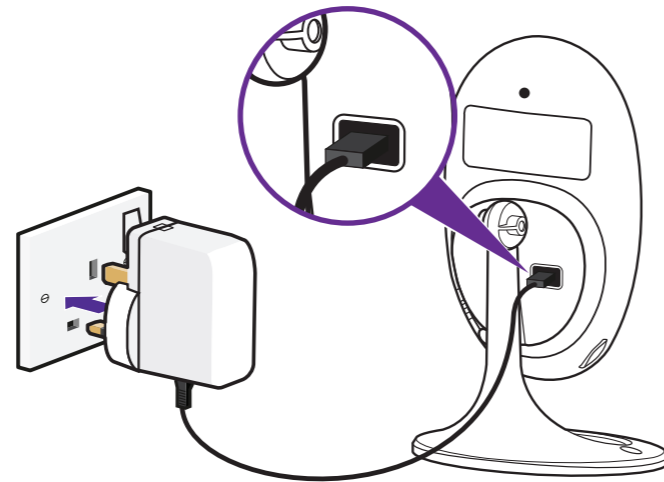
b Slide the **On/Off** button to the **On** position. Wait a few minutes for your camera to turn on.

2. Download app

a On the smartphone or tablet you'll use to monitor your home, install the **BT Smart Controls app** through its usual app store. Search **BT Smart Controls app**, to find it.

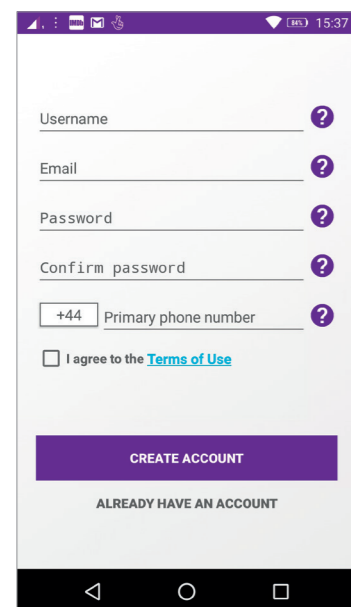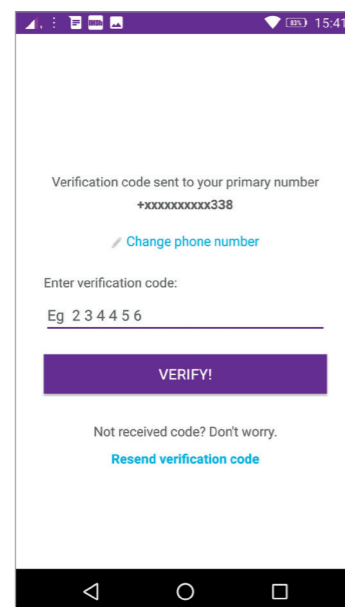For Apple tablet users, search in the Phone section of the app store.
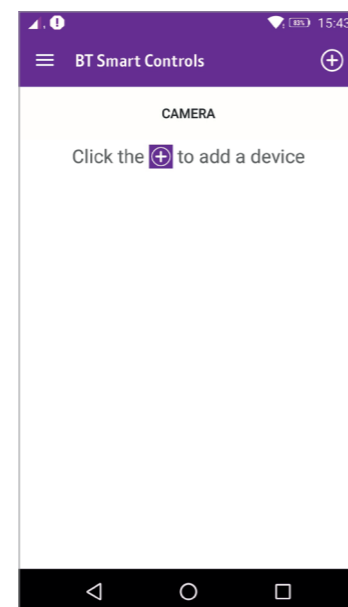

Apple App Store   Google Play Store

3. Open the app and create account or log in with existing account
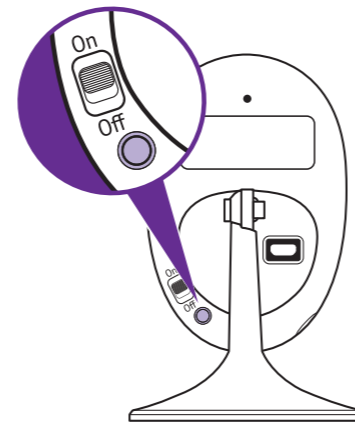

a Open the app, then **login** or **create a new account**.

b Follow the steps in the app to validate your **email address** and **phone number**.
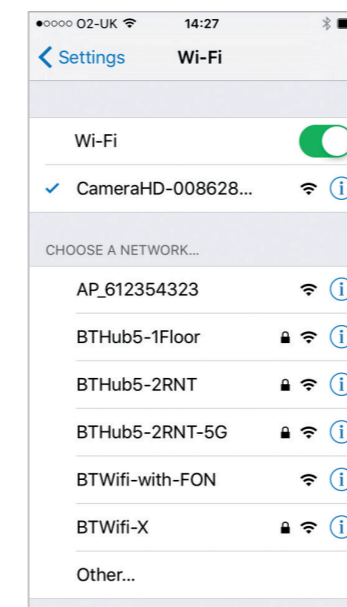

c Once your account is set up, **select the + button** to add a new camera and follow the on screen instructions.


d Press and hold the **Link** button until the camera **beeps**, you'll hear '**Ready for pairing**'.

The light on the front of the camera will also start to flash.

e Android Users – your camera will be detected automatically, just **select** the camera starting '**CameraHD**' and continue.

iOS Users – Press the **Home** button, go to **Wi-Fi settings** on your device and select the network starting '**CameraHD**'. Once you've connected to the camera, **re-open** the BT Smart Controls app.
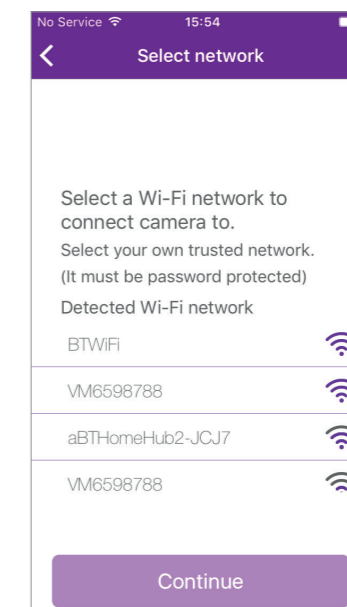
g Next, Select your home **Wi-Fi network**, then enter your **Wi-Fi password**.
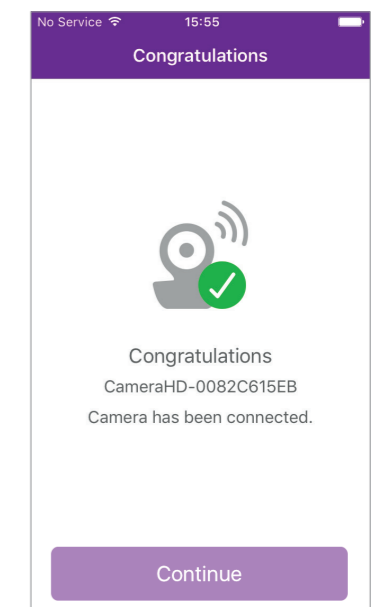
h Your camera is now connected and you'll hear '**Pairing success**'.

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