



BT Smart Home Cam 100 User Guide

1 Download app

! **Important:** don't launch the app when you've downloaded it. Complete Step 2 before launching the app.

- a On the smartphone or tablet you'll use to monitor your home, install the **BT Home Cam** app through its usual app store. Search **BT Smart Home Cam**, to find it.
For Apple tablet users, search in the Phone section of the app store.



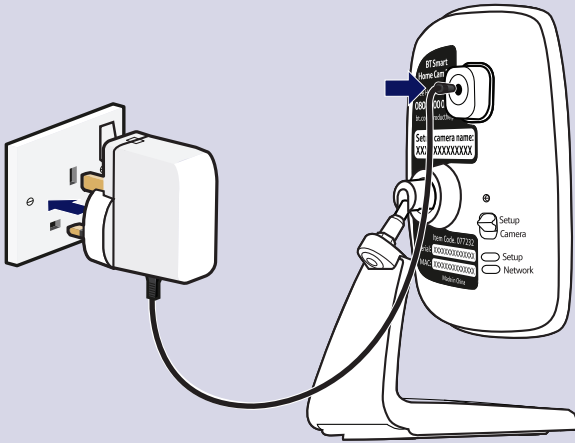
Apple App Store



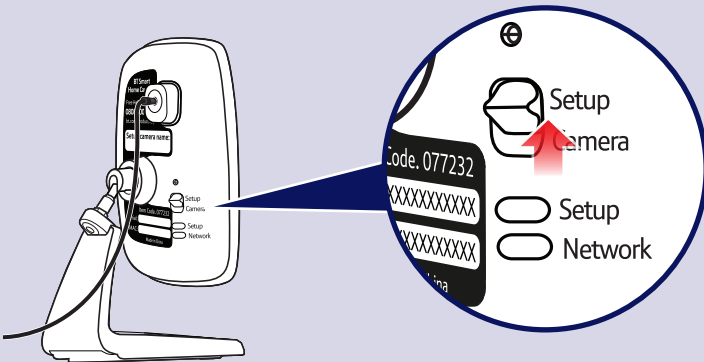
Google Play Store

2 Connect camera

a Plug in the BT Smart Home Cam 100.



b Slide the camera switch up, for setup mode.



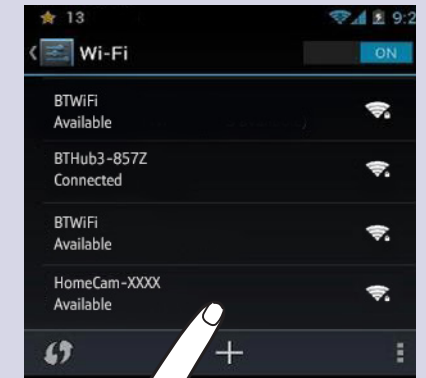
c Go to **Wi-Fi settings** on your smart device.

Connect your device to the BT Smart Home Cam's wi-fi signal; it's called **HomeCam-XXXX**. When it's connected, go to **Step 3**.

iOS



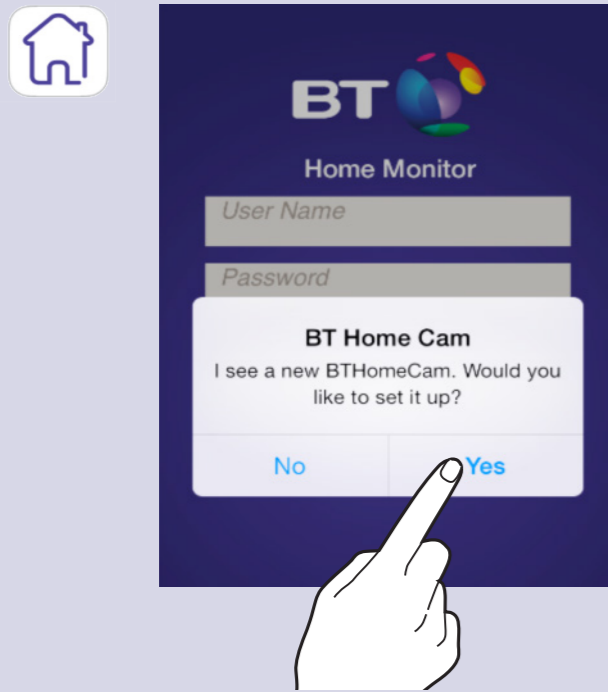
Android



! If you can't see the Home Cam, or if you can't connect your device, try moving your device closer to the camera.

3 Open the app

a Open the BT Home Cam app you installed in Step 1.



Touch **Yes** on the BT Home Cam app message.

If you don't get a confirmation message, follow **Point c** in **Step 2** again and wait until your connection's confirmed.

b



Touch **Continue** for the Camera setup.

Touch **Connect camera to Internet**.

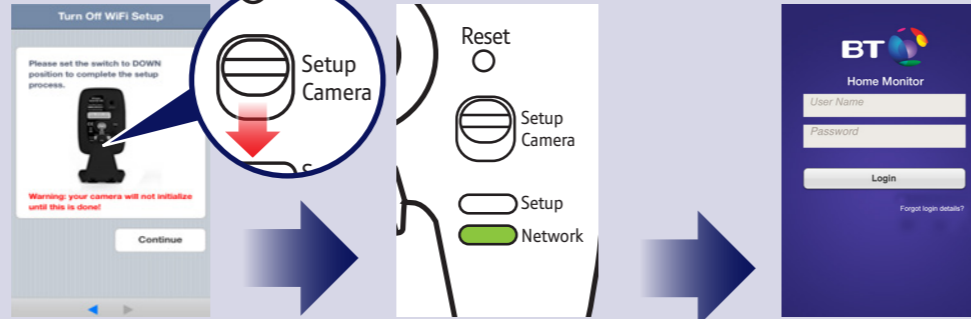
Choose your home wi-fi network from the list (not the camera network).

Enter your home wi-fi password and touch **Continue**.

Create a new account if you don't have one already and touch **Continue**. Otherwise touch **Use existing**.

Enter a camera name and description and touch **Continue**.

c



Slide the switch at the back to **Camera**.

Wait until the **Network** light is solid green, then press **Continue**.

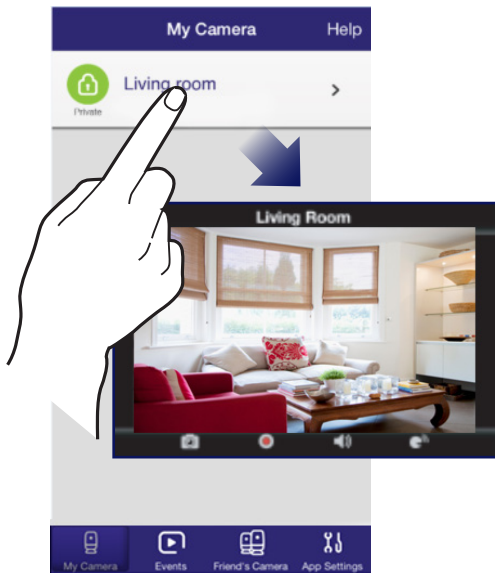
Enter the account details you created above.

! Want to use a second device to view the camera? Download the app and use the same login credentials.

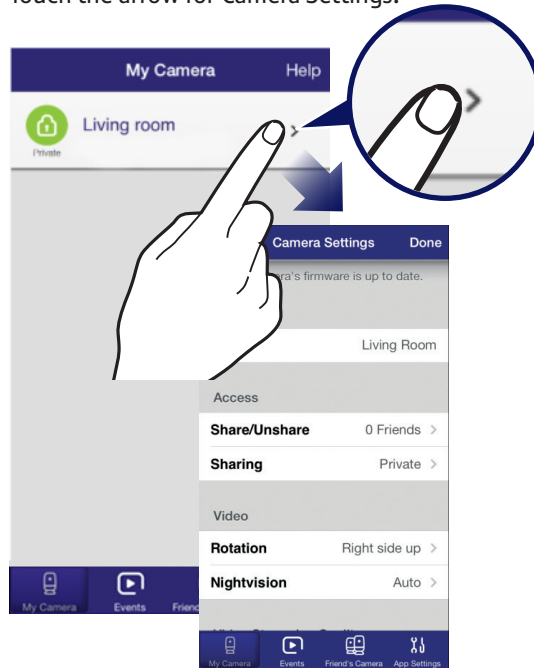
! Make a note of your username and password as you'll need them later.

App features








Touch a camera name to see its view.



Touch the arrow for Camera Settings.



Key camera icons

 private	Camera is viewable only by you.
 sharing	Camera is viewable by you and anyone you have chosen to share with.
	Touch this icon to see all cameras set up on your account.
	Touch this icon to take a snapshot of the live video.*
	Touch these icons to start and stop recording videos.*
	Touch these icons to Mute and Unmute live audio whilst monitoring.
	This indicates the current streaming quality.

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

Help

Light status

Camera mode		
State	Network light	Setup light
Starting up	Solid green, then flashing green	Off
Establishing connection	Flashing green	Off
OK	Solid green	Off
Can't connect to your home network	Flashing amber	Off
No internet or no cloud	Solid amber	Off

Setup mode		
State	Network light	Setup light
Starting up	Solid green, then flashing green	Off
Preparing for setup	Flashing amber	Flashing green
Ready for setup	Flashing amber	Solid green

Can't find the app on the store

- Check phone compatibility and search for 'BT Home Cam'. 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. Although the camera will usually auto-adjust to the optimum bandwidth, if you permanently get poor quality, you could try a lower resolution or lower frame rate, by changing your camera settings.

General information

For information on safety instructions, technical information or setting up the BT Smart Home Cam 100, please see the Frequently Asked Questions at bt.com/producthelp

Guarantee

Your BT Smart Home Cam 100 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 BT Smart Home Cam 100 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 BT Smart Home Cam 100 is in or outside of the 1 year guarantee, please see the FAQ at bt.com/producthelp

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.

R&TTE Directive & Declaration of Conformity

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC).

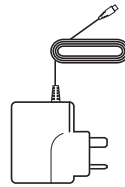
For a copy of the Declaration of Conformity please refer to bt.com/producthelp

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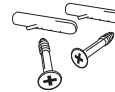
Box content



BT Smart Home Cam 100



Power supply



Screws and wall plugs

Compatibility

iOS

5.0 upwards

Android™

2.3 upwards

Web

Major browsers: Chrome, Explorer and Safari

Find out more

- If you need more help, go to bt.com/producthelp where you can view Frequently Asked Questions.
- If you cannot find the answer to your problem in the Frequently Asked Questions, then please call our free Helpline on **0808 100 0255**. Our dedicated advisors are more likely to be able to help you than the retailer where you made your purchase.

Offices worldwide

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Designed and produced by The Art & Design Partnership Ltd.

Printed in China / Issue 1 / ADPO2-14

