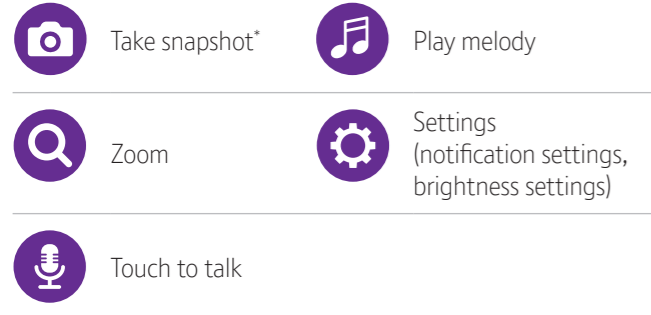## App features

- 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 available 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 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 FAQs at **bt.com/smartcontrols/help** or contact us on 0808 100 0255*

General information

Available in other formats including braille, large print or audio CD. If you would like a copy, please call 0808 100 0255*.

BT

Let's get started

Smart Home Cam
with HD streaming, night vision and smartphone app

CE

Start here

⚠️ 📖

Important safety and care instructions
Keep for future reference

Important
Your Smart Home Cam is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.

Installation and location
- For indoor use only in UK and Ireland
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot)
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets
- Keep the device and cables out of young children's reach – at least one metre away. And never place any parts inside the cot, bed or playpen
- Only use power adapters provided by BT for these specific devices; contact our helpdesk if you need a replacement
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes
- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required
- Designed for use at room temperatures between 0 and 40°C
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage)

Care and maintenance
- Treat all parts with care; no shock or vibration, and don't pull or twist any cables
- Dust with a soft dry cloth (a microfiber cloth for the lens); no water or solvent
- Regularly check that objects don't cover any parts or any vents that could cause overheating
- The battery can't be removed or replaced. If you need repairs, get in touch with our helpdesk

Warnings
- Regularly check your product for damage
- If your devices or power adapters appear damaged, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact our helpdesk. See terms in the Guarantee section
- Don't try to open your devices or power adapters. There are no serviceable parts and you risk an electrical shock
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body
- When used to monitor property, this product isn't a substitute for insurance or appropriate measures to safeguard your property
- You must have permission and comply with applicable laws if you want to use your camera in places where it may affect someone else's property or privacy
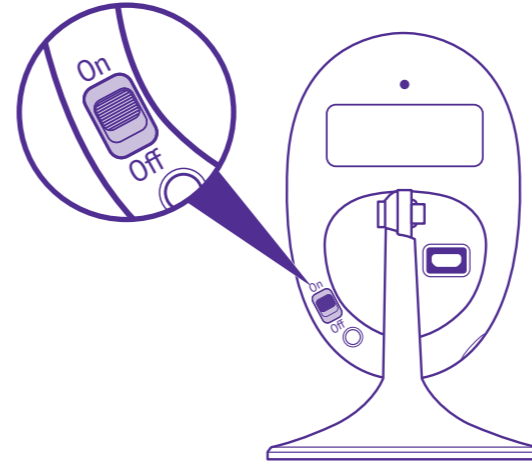- If you've got a pacemaker please check with your doctor before installation

Set-up
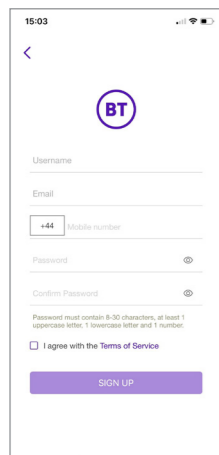
1. Connect camera

a Plug in the Smart Home Cam. Please use power supply unit item code 089010.
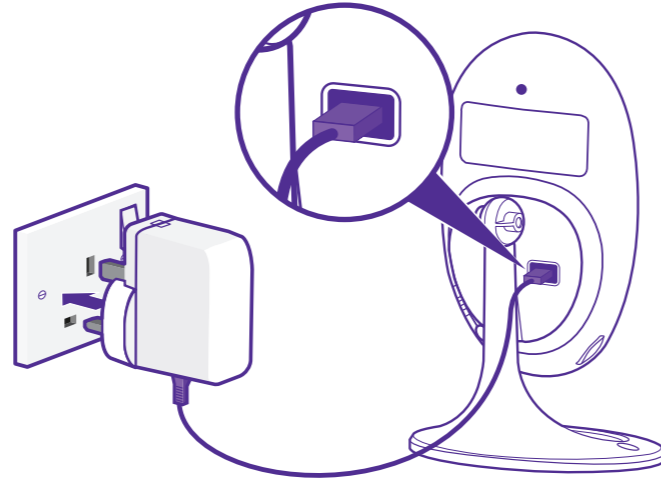
b Slide the **On/Off** button to the **On** position. Wait a few minutes for your camera to turn on.

2. Download app

a On your smartphone or tablet, download the free **BT Smart Controls** app now. Compatible with iOS 9 and above, Android™ 5 and above.

For Apple iPad users, search in the 'Phone' section of the App Store.

[Download on the App Store] [GET IT ON Google Play]

Apple and the Apple logo are trademarks of Apple Inc., registered in the US and other countries. App Store is a service mark of Apple Inc.

Android, Google Play and the Google Play logo are trademarks of Google LLC.
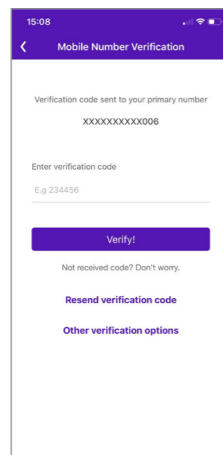
## 3. Open the app and create account or log in with existing account

a Open the app. Create an account if this is your first Smart Controls product from BT. If you already have a Smart Controls account, select that option.

☆ **Tip**
Smart Controls isn't linked to any other existing BT services, so you can't use those details to log in. You will need to create an account.

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

This adds an extra layer of security as we'll always ask you to confirm if we see a log in from a new device.
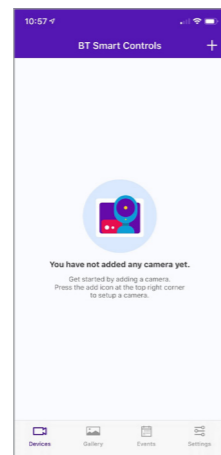
c Once your account is set up, **click the + button** to add a new camera and follow the on screen instructions.
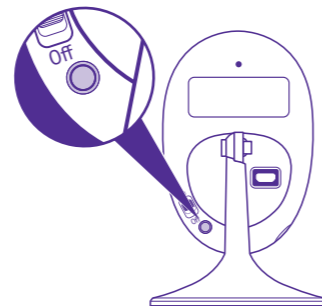
d Press and hold the **Link** button until the camera **beeps**, you'll hear "**Ready for pairing**".

The light on the front of the camera will also start to flash.
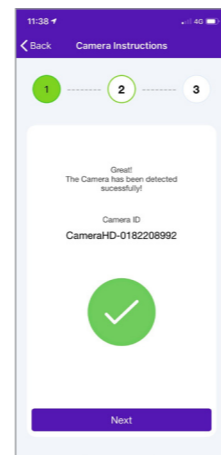
e Android users – your camera will be detected automatically, just **select** the camera starting '**CameraHD**' and continue.

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.
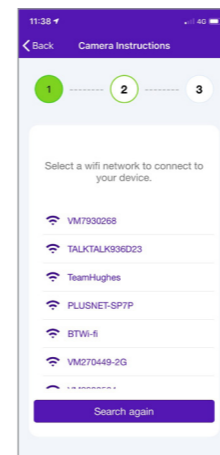
g Next, select your home **Wi-Fi network**, then enter your Wi-Fi password.
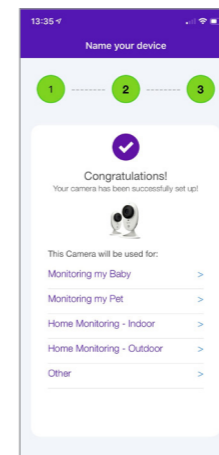
h Your camera is now connected and you'll hear "**Pairing success**".

Setting up voice control

Link to your Amazon Echo
1 Open your **Alexa** app.
2 Open the **Skills** tab.
3 Search '**BT Smart Controls**'.
4 Click **Enable** then log in with your BT Smart Controls account.
5 To get started try saying "**Alexa, ask Smart Controls**".

Link to your Google Assistant
1 Open the **Google Assistant** app.
2 Say "Hey Google, talk to Smart Monitor".
3 It will then ask you to link your account. Just say "**Yes**".
4 Log in with your BT Smart Controls account.
5 To get started try saying "**Hey Google, talk to Smart Monitor**".

[JUST ASK amazon alexa] [works with the Google Assistant]

Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

Google Home, Google Assistant virtual personal assistant and the Google logo are trademarks of Google LLC.