

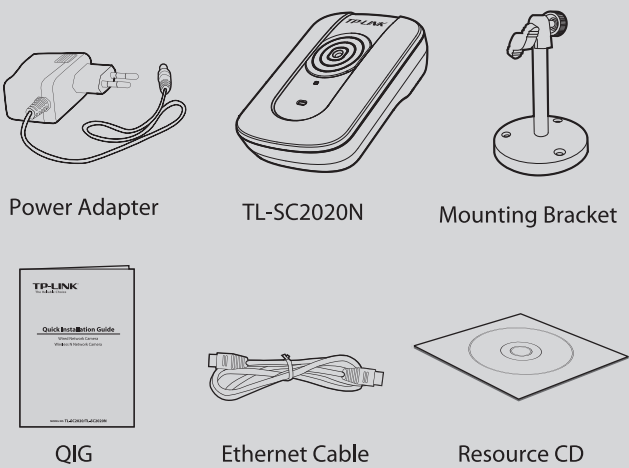
## Quick Installation Guide

Wired Network Camera  
Wireless N Network Camera

MODEL NO. TL-SC2020/TL-SC2020N

## Package Contents

The product model shown in this QIG is TL-SC2020N, as an example.



(\*The pictures are for reference only.)

### System Requirement

The following operating systems are supported:

- Windows 2000
- Windows 2003
- Windows XP
- Windows Vista
- Windows 7

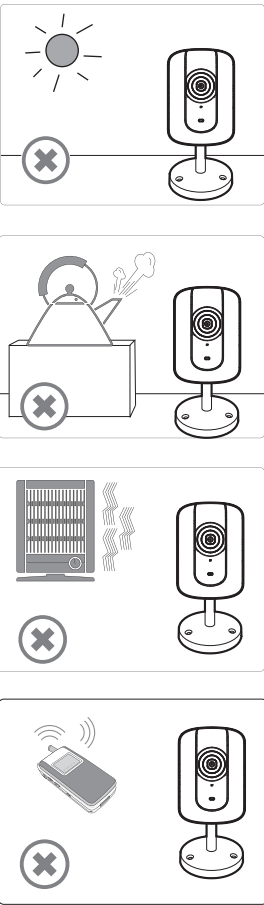
The following browsers are supported:

- Internet Explorer 8 or higher
- Safari
- Firefox
- Chrome

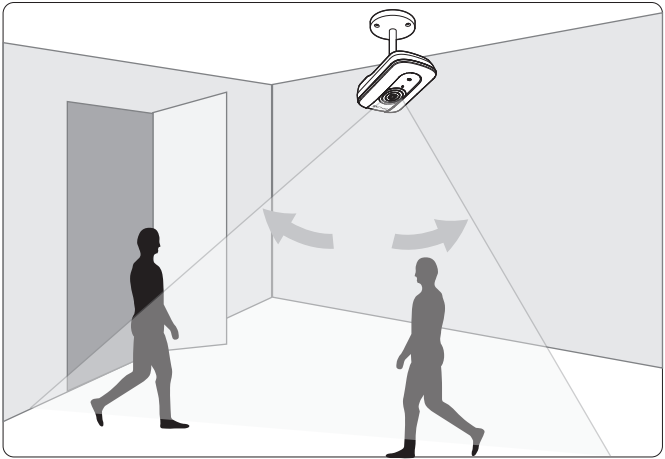
(\*Internet Explore Browser is recommended.)

## 1 Warning Before Installation

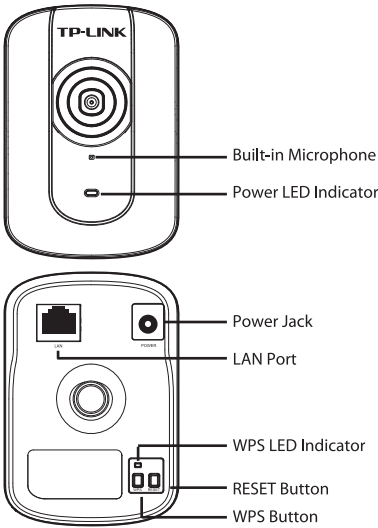
- Do not keep the Camera exposed to direct sunlight.
- Do not place the Camera in high humidity environments such as in a kitchen.
- Do not place the Camera where there are high temperatures such as near an oven.
- Do not place the Camera near devices that emit radio waves, such as mobile phones.



\* It is recommended to mount the Camera where objects often pass, and the direction towards the door or passage is much better, see the illustration below:



## 2 Physical Description



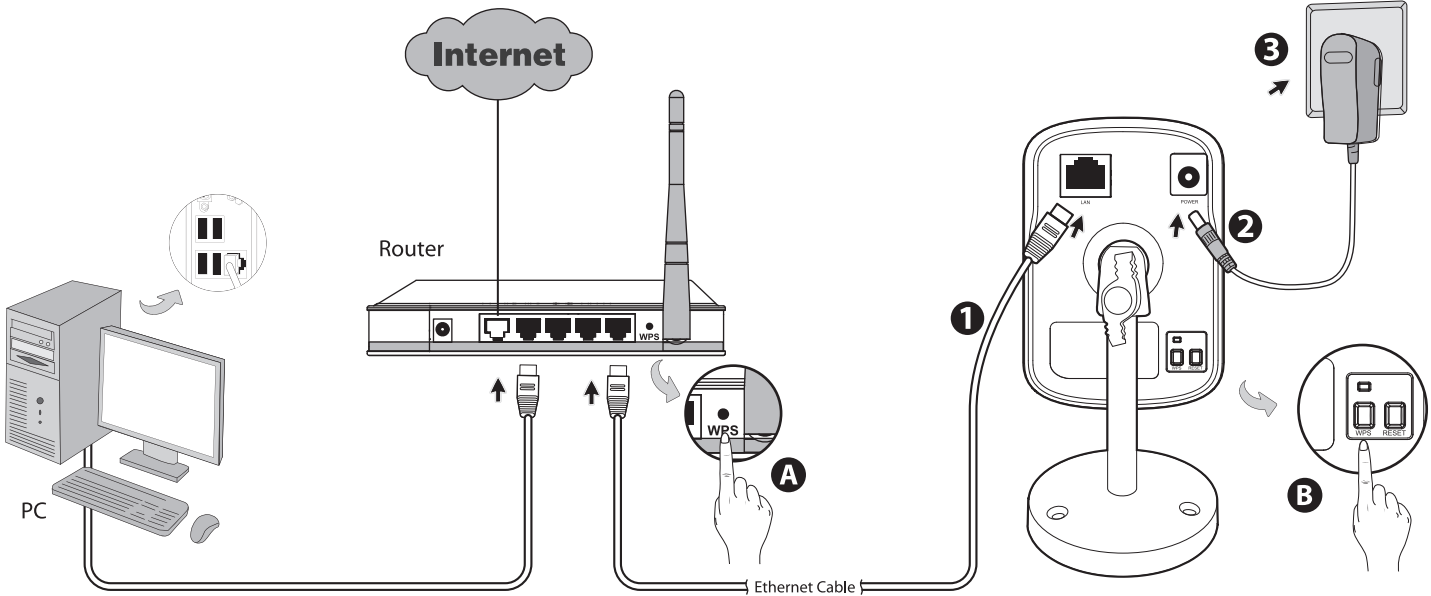
LED	Status	Description
Power LED	Solid Red	The Camera is booting up.
	Flash Red	The Camera has finished booting up, but it isn't connected to any network.
	Solid Blue	The Camera has been connected to a network.
WPS LED*	Flash Blue	The Camera is connecting to a network by WPS.
	Solid Blue	The Camera has been connected to a network through wireless.

Button	Description
RESET Button	Press the button for more than 15 seconds, and the Camera will be restored to factory defaults.
WPS Button*	WPS stands for Wi-Fi Protected Setup. This button is used to easily set up a wireless connection with the Router supporting WPS.

\* The WPS LED and WPS button are for TL-SC2020N only.

## 3 Hardware Connection

TL-SC2020	Wired Connection
TL-SC2020N	<b>Wired Connection / Wireless Connection</b> (To set up a wireless connection, if your Router supports <b>WPS</b> , please follow this Guide to finish connection; if your Router doesn't support WPS, please refer to the User Guide included on the Resource CD for instructions.)



### Wired Connection

- 1 Connect the LAN port on Camera to the LAN Port of your Router or Switch with an Ethernet cable.
- 2 Connect the power adapter cord to the POWER jack.
- 3 Plug the power adapter into the power outlet.

### Wireless Connection (by WPS)

Power on the Camera and make sure that the Power LED is flash red. Then take the following steps.

- A Press the WPS button on the Router supporting WPS for 2 seconds.
- B Within 2 minutes, press the WPS button on the Camera for 2 seconds.

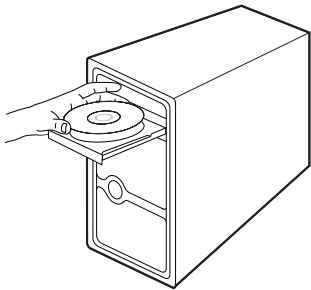
After you press the WPS button on the Camera, the WPS LED will turn flash blue. Once the **WPS Connection** is successfully established, it will turn solid blue.



Before proceeding, confirm that your PC is connected to your Router and can access the Internet.  
Make sure that your Router's DHCP feature is enabled. If not, please refer to your Router's instruction to enable it.

# 4 Software Installation

- 1 Insert the provided Resource CD into your CD-ROM drive.

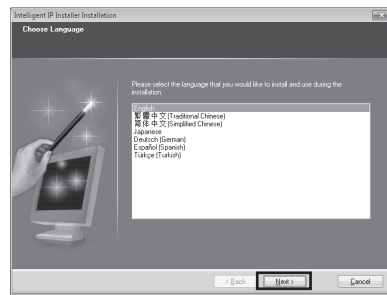


- 2 The Setup Wizard will automatically pop up, then click **"Intelligent IP Installer"**.

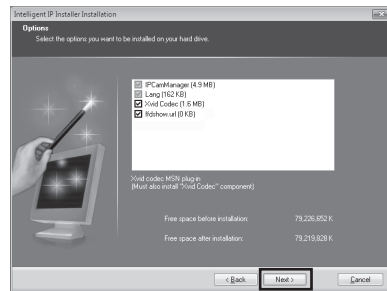


\* If the CD does not automatically run with the installation window appearing, find the CD drive in the **"My Computer"** space and run it directly there.

- 3 The Intelligent IP Installer window will appear. Click **"Next"**.



- 4 Select the optional program as needed. The default setting is highly recommended. Click **"Next"**.



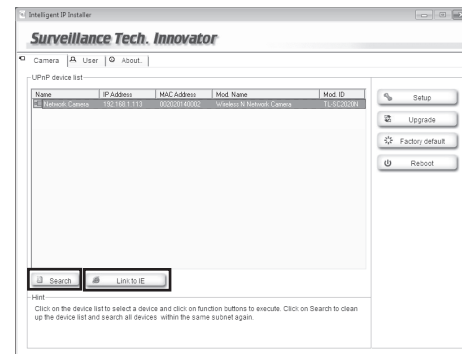
- 5 Click **"Finish"** to complete the setup.

# 5 Access the Camera Using IP Installer

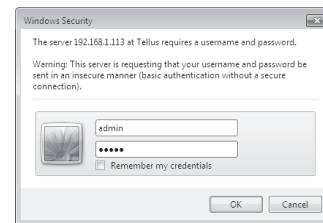
- 1 Click the icon of **Intelligent IP Installer** on the computer's Desktop.



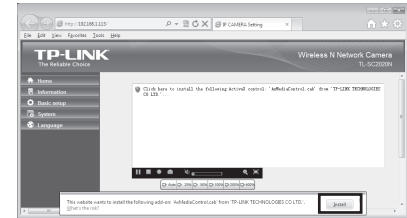
Click **"Search"**, the main page will show up listing all active TP-LINK camera devices. You can find the MAC address of the Camera on its label. Select the relevant camera from the list and click **"Link to IE"**.



- 2 Enter User name and Password to log into the Camera. (Default is **admin / admin**)



- 3 When you are accessing the Camera for the first time, a yellow information bar will appear at the bottom of the web page. Click the **"Install"** button. Then click **"Install"** at the prompt.



- 4 Live video will display in the center of your web browser.



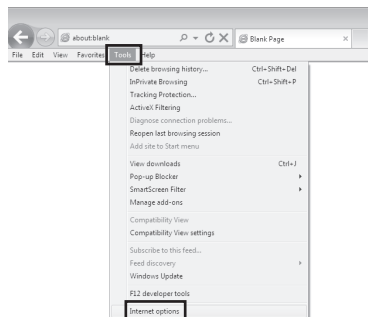
If the information bar does not show up, please refer to **Appendix: PC Configuration**.

For advanced settings, please refer to the **User Guide** and **Application Guide** on the Resource CD.

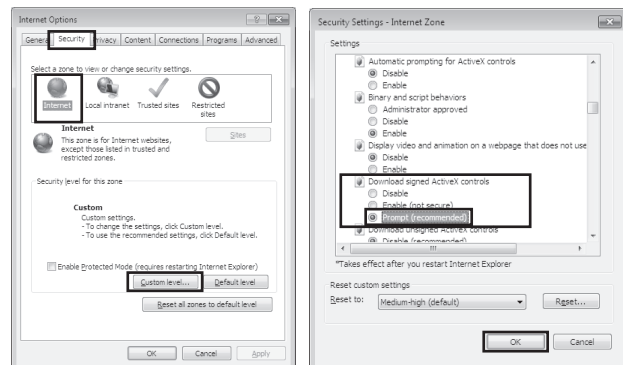
## Appendix: PC Configuration

We take IE in Windows 7 as an example, for the setup is similar in Windows Vista/Windows XP.

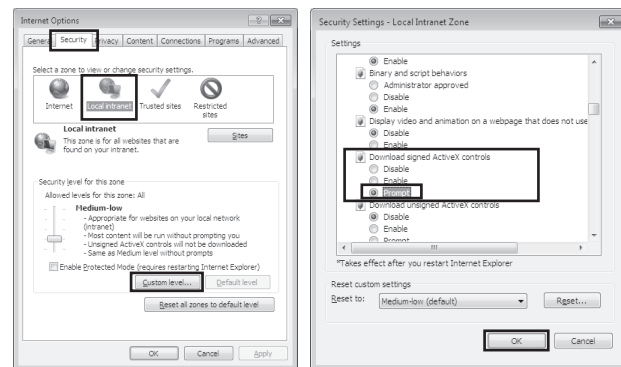
- 1 Open an IE browser. Click **"Tools"**, then **"Internet options"**.



- 2 Click **"Security"** -> **"Internet"** -> **"Custom level..."**. Find the item **"Download signed ActiveX controls"** and set to **"Prompt (recommended)"**, then click **"OK"**.



- 3 Click **"Security"** -> **"Local intranet"** -> **"Custom level..."**. Find the item **"Download signed ActiveX controls"** and set to **"Prompt"**, then click **"OK"**.



The item **"Download signed ActiveX controls"** is **"Prompt"** by default. You can change it after the whole configuration.

## Troubleshooting

- 1 What can I do if I forget the login name and password?

Keep the Camera powered on, then press and hold the **Reset** button for more than 15 seconds. Afterwards release it, and the Camera will be restored to factory defaults after reboot. Both the default name and password are admin.

- 2 What can I do if I can't access the Camera?

Make sure the Power LED is solid blue. If you can't find the IP address through IP Installer, please log into your Router and find the Camera's IP address in the DHCP Client list. If this still doesn't work, please reset the Camera.

- 3 What can I do if the video image flickers?

Log into the Camera, go to **"Basic setup"** -> **"video"**, then according to the alternating current frequency, set **"Light Frequency"** to 50Hz or 60Hz.

- 4 What can I do if the video is not smooth?

This may be caused by wireless interference or inadequate bandwidth. You can log into the Camera, go to **"Basic setup"** -> **"video"**, and set **"Resolution"** or **"Maximum Frame rate"** to a smaller value.

For more details about Troubleshooting and Technical Support contact, please log onto our Technical Support Website.

<http://www.tp-link.com/en/support>

## Technical Support

- For more troubleshooting help, go to [www.tp-link.com/support/faq.asp](http://www.tp-link.com/support/faq.asp)
- To download the latest Firmware, Driver, Utility and User Guide, go to [www.tp-link.com/support/download.asp](http://www.tp-link.com/support/download.asp)

- For all other technical support, please contact us by using the following details:

Global	Australia & New Zealand
Tel: +86 755 26504400 E-mail: support@tp-link.com Service time: 24hrs, 7 days a week	Tel: AU 1300 87 5465 NZ 0800 87 5465 E-mail: support.nz@tp-link.com.au Service time: 24hrs, 7 days a week
Singapore	Turkey
Tel: +65 62840493 E-mail: support.sg@tp-link.com Service time: 24hrs, 7 days a week	Tel: 444 19 25 (Turkish Service) NZ 0800 87 5465 E-mail: support.tr@tp-link.com Service time: 9:00 AM to 6:00 PM, 7 days a week
UK	Italy
Tel: +44 (0) 845 147 0017 E-mail: support.uk@tp-link.com Service time: 24hrs, 7 days a week	Tel: +39 02 66987799 E-mail: support.it@tp-link.com Service time: Monday to Friday, 9:00 AM to 6:00 PM
USA/Canada	Ukrainian
Toll Free: +1 866 225 8139 E-mail: support.usa@tp-link.com Service time: 24hrs, 7 days a week	Tel: +380 (44) 590-51-14 E-mail: support.ua@tp-link.com Service time: Monday to Friday, 9:00 AM to 6:00 PM
Russian Federation	Brazilian(Portuguese Service)
Tel: 8 (499) 754-55-60 8 (800) 250-55-60 (toll-free call from any RF region) E-mail: support.ru@tp-link.com Service time: From 10:00 to 18:00 (Moscow time) *Except weekends and holidays in Russian Federation	Toll Free: 0800-770-4337 E-mail: suporte.br@tp-link.com Service time: Monday to Saturday 08:00 AM to 08:00 PM
Indonesia	Poland
Tel: (+62) 021 6259 135 E-mail: support.id@tp-link.com Service time: Monday to Friday 9:00 -12:00 ; 13:00 -18:00 *Except public holidays	Tel: +48 (0) 801 080 618 / +48 22 7217563 (if calls from mobile phone) E-mail: support.pl@tp-link.com Service time: Monday to Friday 9:00 AM to 5:00 PM, GMT+1 or GMT+2 (Daylight Saving Time)
Germany / Austria	Switzerland
Tel: +49 1805 875465 (German Service) +49 1805 TPLINK E-mail: support.de@tp-link.com Fee: 0.14 EUR/min from the German fixed phone network and up to 0.42EUR/min from mobile phone. Service Time: Monday to Friday, 9:00 AM to 6:00 PM, GMT+1 or GMT+2 (Daylight Saving Time in Germany) * Except bank holidays in Hesse	Tel: +41 (0)848 800998 (German Service) E-mail: support.ch@tp-link.com Fee: 4-8 Rp/min, depending on rate of different time Service time: Monday to Friday 9:00 AM to 6:00 PM, GMT+1 or GMT+2 (Daylight Saving Time)