



Toucan Smart Outdoor Wi-Fi® Security Camera & Smart Socket

Quick Start Guide



Thank you for choosing Toucan Solutions Outdoor Security Camera

It's thanks to customers like you that we are able to continue doing business. If you have any questions or concerns, please do not hesitate to reach out to our customer service.

Your satisfaction is our #1 concern

Attention



Thank you for purchasing the Toucan Wi-Fi Outdoor Security Camera. To insure that your startup is effective, please review the following information about the product requirements:



Toucan requires continuous power from light fixture.
Not compatible to motion-activated light fixtures

Light Bulb Choices

Compatible light bulb types:

For use only with max. 40W and standard **A15 / A19** size CFL, LED light bulb or Incandescent light bulb



LED Light bulb



CFL Light bulb



Incandescent Light bulb



NOT Compatible
light bulb types

Halogen, Candelabra, Triple Twin Tube,
Two Prong, Globe, Motion-activated
Light and others.



Each Toucan Wi-Fi Outdoor Security Camera can control more than one smart socket under the app. Smart Sockets are available on our online store. To pair the smart socket with the app, please follow the pairing steps at the **Pair Smart Socket with Kuna** section.

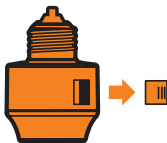
Toucan Camera Installation



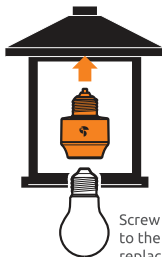
IMPORTANT

Before you pair the app, you **MUST** install the **Toucan Wi-Fi Outdoor Security Camera**. Make sure the power switch is OFF or switch off the breaker at the fuse panel before installation.

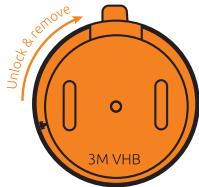
For: Standard Light Fixture



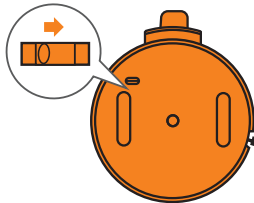
Remove the **USB cover** from the **Smart Socket**



Screw the **Smart Socket** to the light fixture and replace the light bulb



Unlock the **Back Plate** to access the back of the **Toucan Outdoor Security Camera**. Before mounting onto the wall, peel off the **3M VHB**



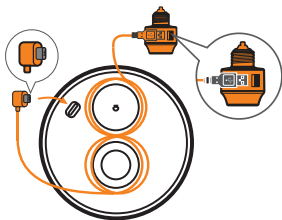
Use the built in leveler on the **Back Plate** to make sure it is level. After positioning the **Back Plate**, push it onto the wall to make it stick

WATCH VIDEO



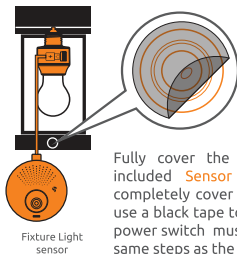
Demo video of installation

Toucan Camera Installation



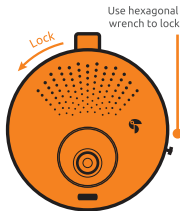
Connect the smaller end of the USB cable to the back of the **Toucan Outdoor Security Camera** and then wrap the excess cable in a figure-8 as shown above. Connect the bigger end of the USB cable to the **Smart Socket**

Optional: For light fixture with light sensor



Fully cover the light fixture sensor with the included **Sensor Cover**. If this cover cannot completely cover your light fixture sensor, please use a black tape to cover the rest. The light fixture power switch must **Always be ON**. Then follow the same steps as the **Standard Light Fixture**

Lock the **Toucan Outdoor Security Camera** to the back plate on the wall by lining up the grey dot on the side of the camera with the word "lock" on the side of the back plate. Secure it with the supplied **hexagonal wrench**. Align the USB cable conduit and manage the **cable** with **cable clips**. Power ON the light switch, if light is ON, the LED light will flash in red. The installation is now complete and ready to pair with the app

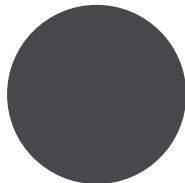


Important Note



Toucan uses the power from your light fixture, therefore, please keep the power switch ON at all times

Sensor Cover



Pair Toucan with Kuna app



Download the Kuna app from the App Store (for iOS) [Kuna Smart Home Security](#) or the Google Play (for Android) [Kuna Home Security](#). Create an account using your email address before pairing up with the app. You will receive a confirmation email from Kuna when your account is activated.



To pair the app, please make sure the [Toucan Outdoor Security Camera](#) is completely installed and you followed the instructions on page 1 & 2. Once the [status LED](#) at the bottom right is [flashing red](#), then the [Toucan Outdoor Security Camera](#) is powered on and ready to be paired.

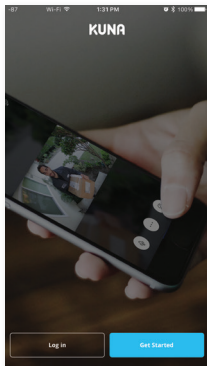


This pairing instruction is for the Kuna app version 2. If you have the Kuna legacy app (older version), please scan the QR on the left and follow the set up instructions

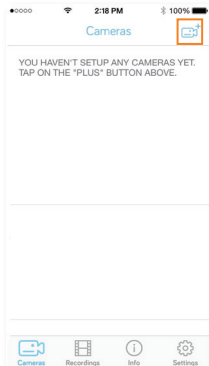
Download & Review

Playback and download events with a complimentary **2 HOURS FREE** recording from the time of event

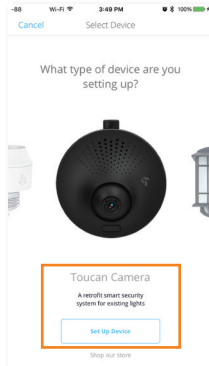
Create an account or
Sign in to the Kuna app



Add Toucan camera to your
Kuna account. Tap Camera Plus



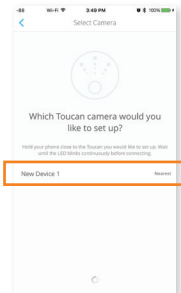
Select [Toucan](#)



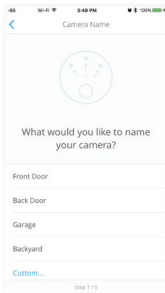
Pair Toucan with Kuna app



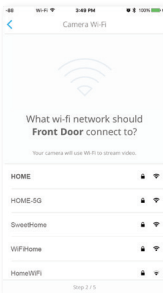
Select the Toucan camera you want to setup with Kuna app



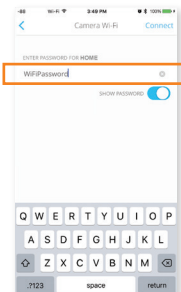
Name your Toucan Camera



Connect Toucan Camera via Wi-Fi®



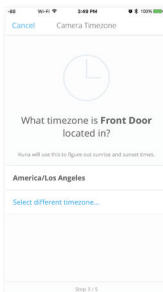
Enter your Wi-Fi® network password



Toucan camera connects to your Wi-Fi® successfully



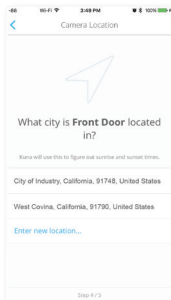
Set the Timezone for your Toucan camera



Pair Toucan with Kuna app



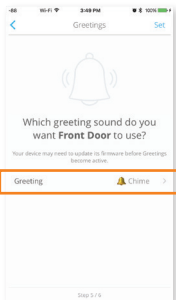
After the timezone setup, select the location for the **Toucan**



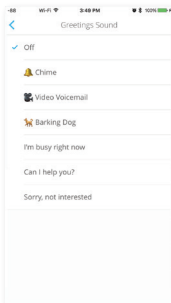
Choose to use the default chime or any other sound



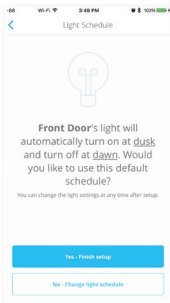
Choose a chime for when the motion sensor is triggered



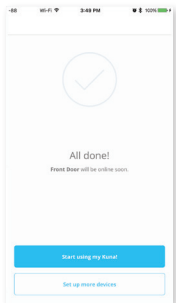
Select the chime you would like to use for the **Toucan**



Setup your light schedule
Time, sensitive, dusk to dawn and more



Kuna app will then connect to your **Toucan** successfully



Pair Smart Socket with Kuna



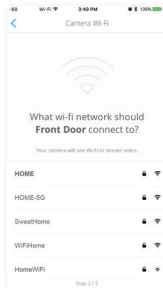
Return to the HOME Page.
Tap “+” to add a new device



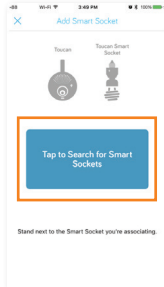
Select **Toucan Smart Socket**



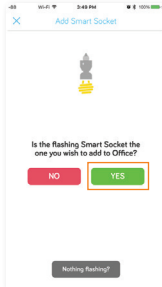
Select the camera to pair
with the **Smart Socket**



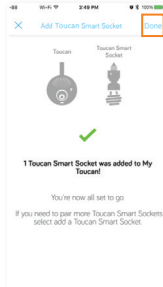
Tap the blue square to search
for the new smart socket



Kuna app will then connect
to your **Toucan** successfully



Set the Timezone for your
Toucan camera



FAQ



What should I install first? The Smart socket or the Toucan camera?

The Toucan camera **MUST** be installed before pairing the smart socket

What is the maximum light bulb wattage I can use with the Smart Socket?

Use maximum of 40W and standard A15/A19 size CFL, LED light bulb or incandescent light bulb.

How long is the USB cable?

The USB cable that is included is approximately 3 feet

Kuna app cannot find the Toucan Outdoor Security Camera.

Delete the Kuna app, reinstall and pair it to your smart gadget again.

My smart socket does not connect to Toucan, how do I reset it?

Below the USB port there is a small hole. Insert a paper clip into the small hole, press and hold the reset button for 4 seconds. Then follow the steps of "Setup Kuna app with Smart Socket". If this method does not work on your smart socket, please try to turn the power switch ON and OFF 4 times to reset the smart socket.

My camera indicates as OFFLINE, how can I get it back ONLINE?

Turn the light switch ON and OFF to power cycle your Toucan camera. If your camera is still offline, please redo "Setup Kuna app with Toucan".

My camera is too sensitive. It is picking up a lot of false alarms and sending notifications non-stop. How can I adjust the sensitivity?

Lower the camera sensitivity on the Kuna app by going to the camera settings. If it is still too sensitive, re-install the Kuna app and complete the "setup Kuna app with Toucan & Smart Socket."

How far will the motion sensor trigger when someone is nearby?

Approximately 10 feet

How do I view "Video voicemail"?

Select "Events" to view all recorded video and video voicemail

Can I record my own chimes?

No. You have the option to select one of our exclusive pre-recorded messages. Included are seasonal sounds such as Halloween, Christmas, New Year, and more.

My porch has more than one light fixture controlled by the same light switch. What should I do?

You should purchase an extra smart socket for each light fixture and connect it to the Toucan you wish to pair with.

Why can't I control the light?

Make sure your smart socket has been paired with the Kuna app. Keep the light switch ON and adjust the light setting as you wish under the Camera Setting. Each Toucan camera can pair up to 4 smart sockets

Why is my light OFF?

Make sure your smart socket is installed and paired with the Kuna app. Keep the light switch ON and adjust the light setting as you wish under the Camera Setting.

I cannot connect the Toucan camera after I reset my network router.

Redo the Kuna app setup process (Toucan camera and Smart Socket) and enter the new Wi-Fi® network connection information

Can I share my account with my family or friends?

Yes. All users must sign up with their own account. The primary user can share with up to 10 users via the email address they used to sign up. Follow the steps of "Share Account."

Do I have to upgrade the plan to use my Toucan?

This is not necessary. The plan gives you unlimited video downloads, the ability to watch recorded events, and lifetime theft protection. Different plans are available, see details at getkuna.com/plan

What happens when my free trial expires?

After the 14 day free trial, your recorded events will delete after 2 hours. You may upgrade to a premium plan if you wish. Different plans are available, see further details at getkuna.com/plan

Can I mount the Toucan camera without hardwiring?

Yes, we provide 2 mounting options. (a) an included 3M wall adhesive sticker placed behind the camera back plate. It is designed to mount on flat/smooth walls. (B) Each Toucan Outdoor Security Camera includes a set of hardwiring tools: mount screws, washers, wall inserts (see manual page 10 for details)

How do I delete my Kuna account?

Please contact Toucan|VuPoint Solutions customer service to delete your Kuna account by toll-free number (888) 788-6888 between Monday to Friday 8:30am to 5:30pm (PST); email at support@vupointsolutions.com or contact Kuna support between Monday to Friday 8:30am to 3:30pm (PST) with toll-free number (888) 804-5862