4.6 Alarm

4.6.1 Motion Detection

IP Camera supports **Motion Detection Alarm**, when the motion has been detected, it will send emails or upload images to FTP.

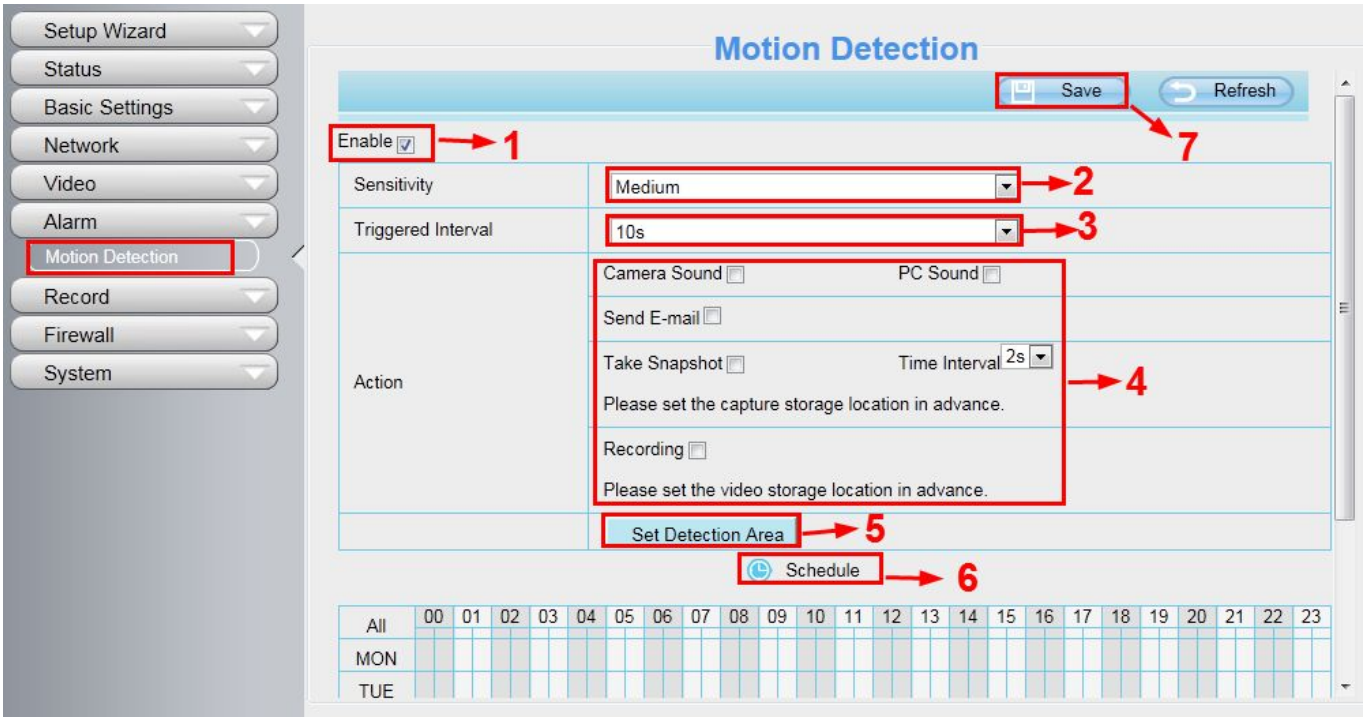

Figure 4.46

To enable motion detection, follow the steps below:

1 Enable Motion detection

2 Sensitivity---- It supports three modes: Low, Middle and High. The higher the sensitivity, the camera will be more easily alarmed. Select one motion sensitivity.

3 Trigger interval--- The interval time between two motion detections. Here supports 5s/6s/7s/8s/9s/10s/11s/12s/13s/14s/15s. Select one interval time.

4 Select the alarm indicators

When the motion has been detected, the alarm status will turn to Detect alarm.

Refresh

Alarm Status	Detect alarm
NTP Status	Disable
DDNS Status	Disable
UPnP Status	Success
WiFi Status	Connected to:foscam-wifi
IR LED Status	Off

Figure 4.47

There are four alarm indicators:

A Camera Sound and **PC Sound**

If the camera has connected with a speaker or other audio output device, if you select Camera Sound or PC Sound, when the motion has been detected, the people around the camera will hear beep alarm sound.

B Send E-mail

If you want to receive alarm emails when motion is detected, you must select Send E-mail and set Mail Settings first.

C Take Snapshot

If you select this checkbox, when the motion has been detected, the camera will snap the live view window as a still picture and load it to the FTP. Make sure you have set FTP and set FTP as the storage path in Video->Snapshot settings panel.

Time interval: The interval time between two pictures.

D Recording

If you select this checkbox, when the motion has been detected, the camera will recording and load it to the FTP server. Make sure you have set FTP and set FTP as the storage path in Video->Snapshot settings panel.

5 Set detect area

Click set detect area and it pop up a window, then you can draw the detection area. Click Back button after settings. When something moving in the detection area, the camera will alarm.

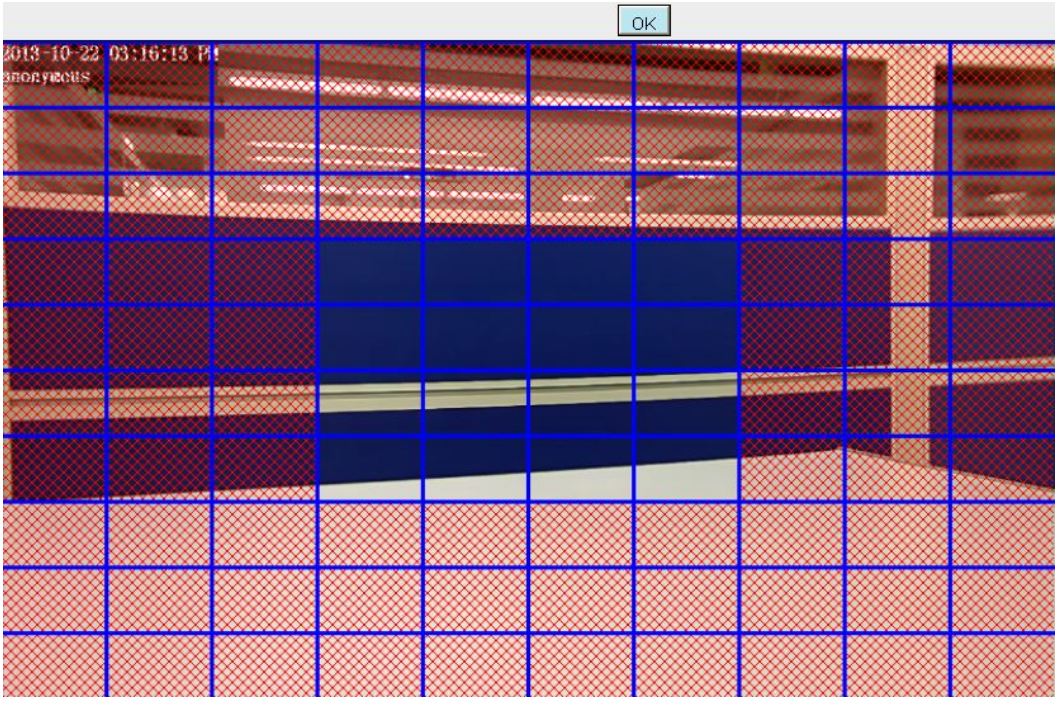

Figure 4.48

6 Alarm Schedule

① Alarm anytime when motion is detected

Click the black button up the MON, you will see all time range turn red. When something moving in the detection area at anytime, the camera will alarm.

Figure 4.49

② Specify an alarm schedule

Click the week day words, the corresponding column will be selected. For example, click TUE, the all column of TUE turns to red, that means during Tuesday whole day, when something moving in the detection area, the camera will alarm.

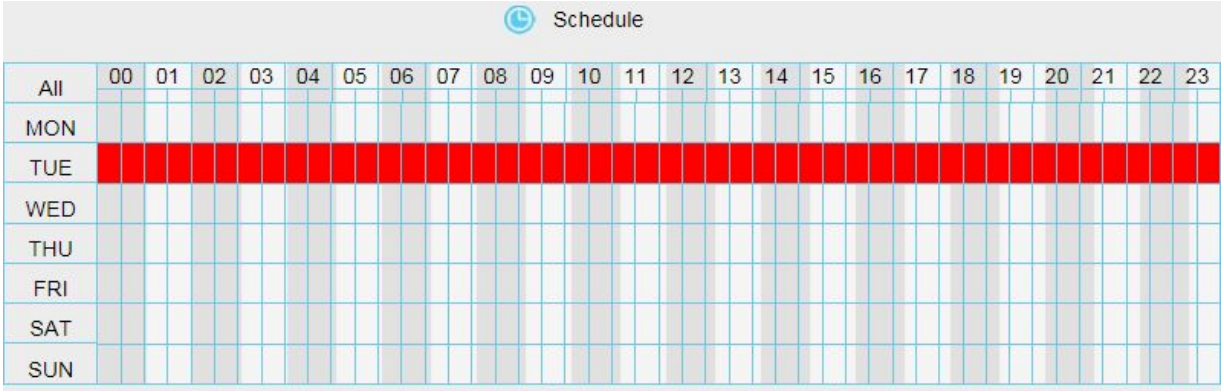

Figure 4.50

③ Press the left mouse and drag it on the time boxes, you can select the serial area,

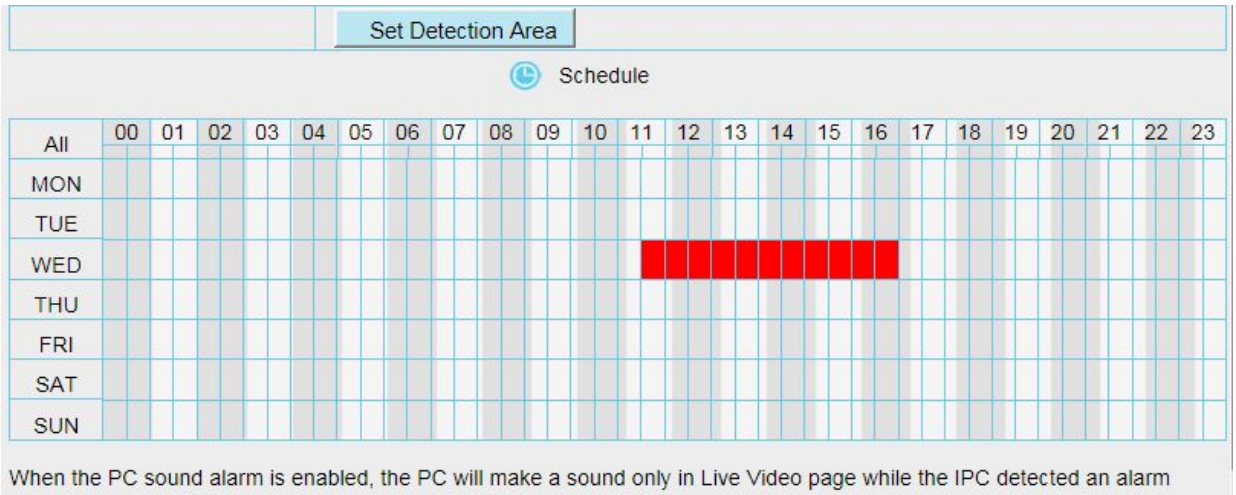

Figure 4.51

7 Click Save button to take effect. When the motion is detected during the detection time in the detection area, the camera will alarm and adopt the corresponding alarm indicators.

NOTE: You must set the detection area and detection schedule, or else there is no alarm anywhere and anytime.

4.7 Record

4.7.1 Storage Location

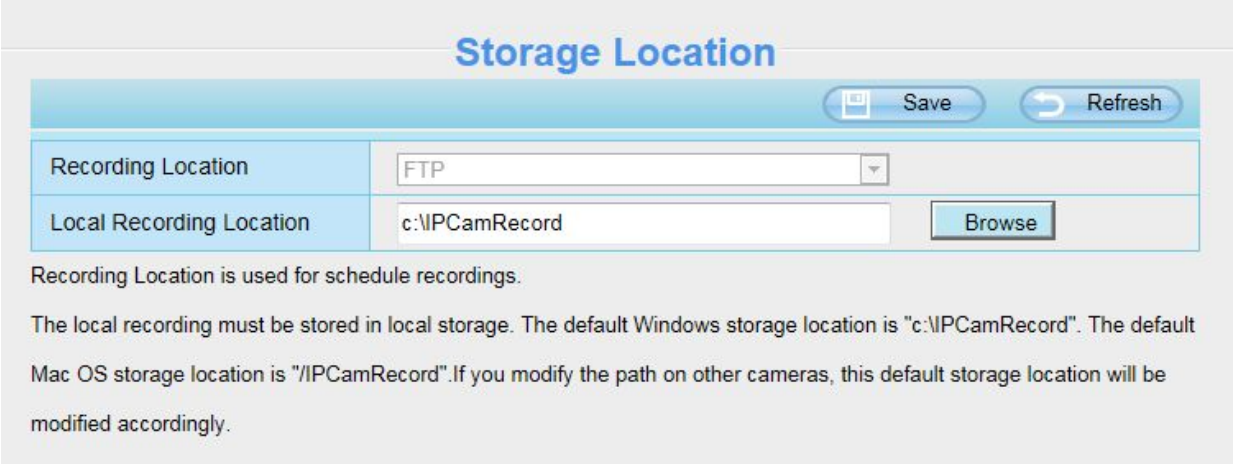

Figure 4.52

Recording Location : FTP.

Local Recording Location: For Windows OS, the manual recording path is C:/ IPCamRecord, you can change another one. For MAC OS, the manual recording path is: / IPCamRecord.

4.7.2 Alarm Record

Figure 4.53

4.7.3 Local Alarm Location

On this page you can enable local alarm record, and select the local alarm record time.

Figure 4.54

4.7.4 Schedule Recording

When the video is selected as FTP, the device supports scheduled recording.

Figure 4.55

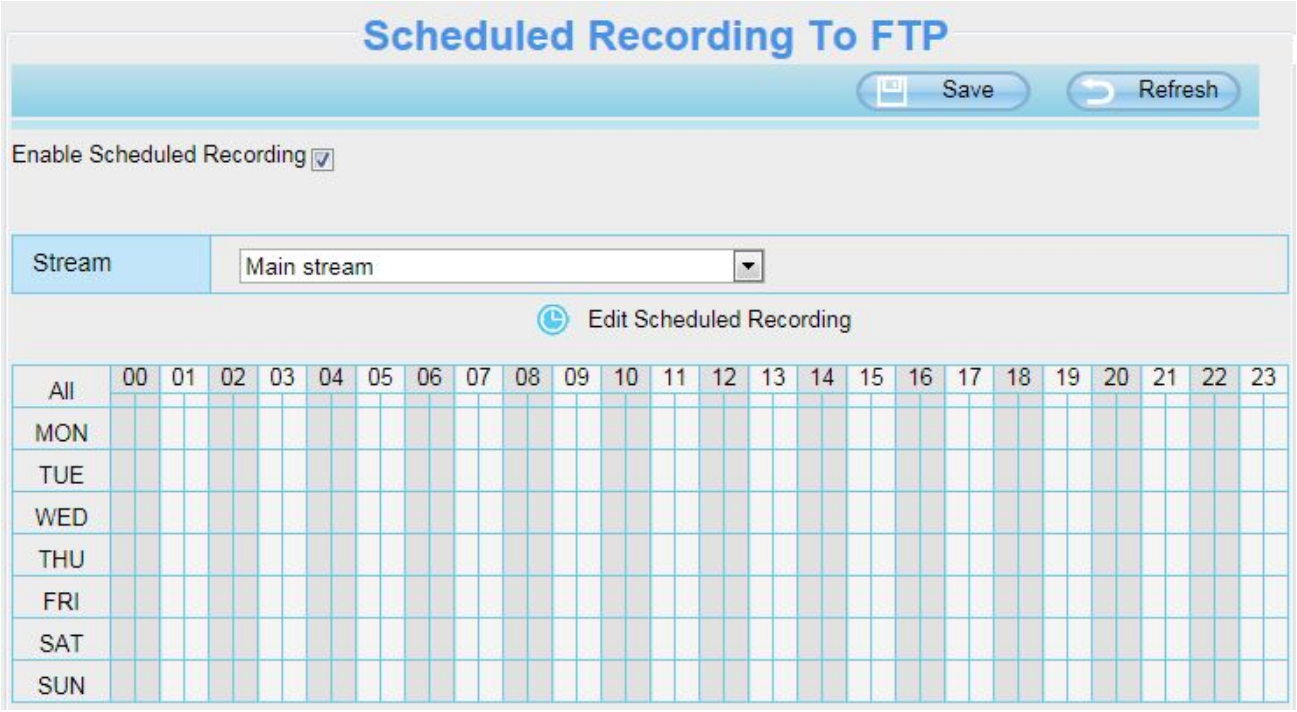

Figure 4.56

4.8 Firewall

This section explains how to control the access permission by checking the client PC's IP addresses. It is composed of the following columns: **Block access from these IP addresses** and **Only allow access from**

these IP addresses.

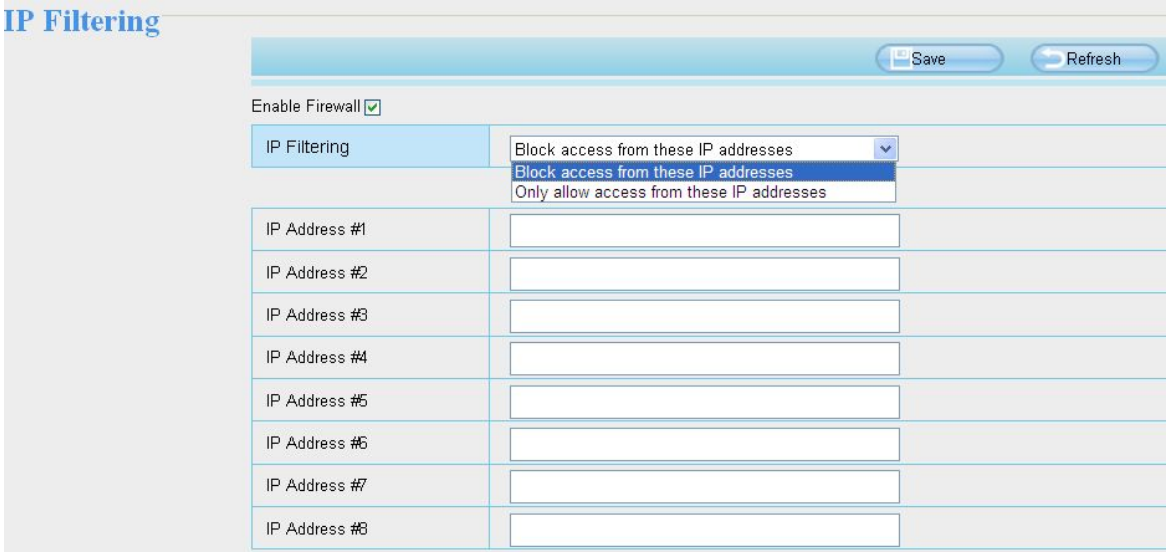

Figure 4.57

Enable firewall, If you select Only allow access from these IP addresses and fill in 8 IP addresses at most, only those clients whose IP addresses listed in the Only allow access from these IP addresses can access the Network Camera. If you select Block access from these IP addresses, only those clients whose IP addresses are in the IP list cannot access the Network Camera.

Click Save to take effect.

4.9 System

In this panel, you can back up/restore your camera settings, upgrade the firmware to the latest version, restore the camera to default settings and reboot the device.

4.9.1 Back-up& Restore

Click Backup to save all the parameters you have set. These parameters will be stored in a bin file for future use.

Click Browse and select the parameters file you have stored, then click Submit to restore the restore the parameters.

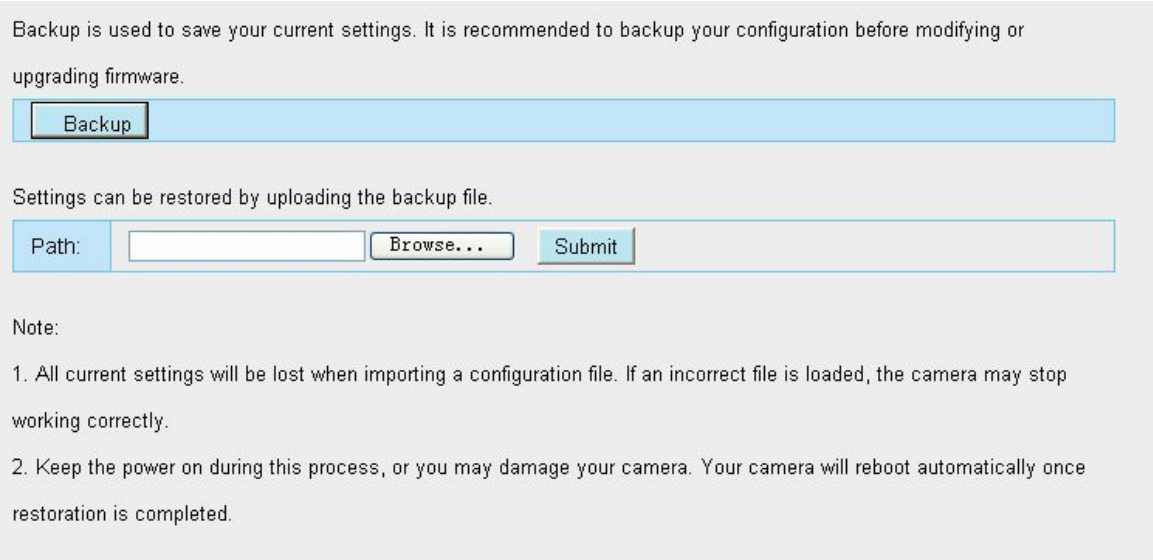

Figure 4.58

4.9.2 System Upgrade

Click “Download the latest firmware”, you will see the following screen. And click “save” to save the firmware on your computer locally.

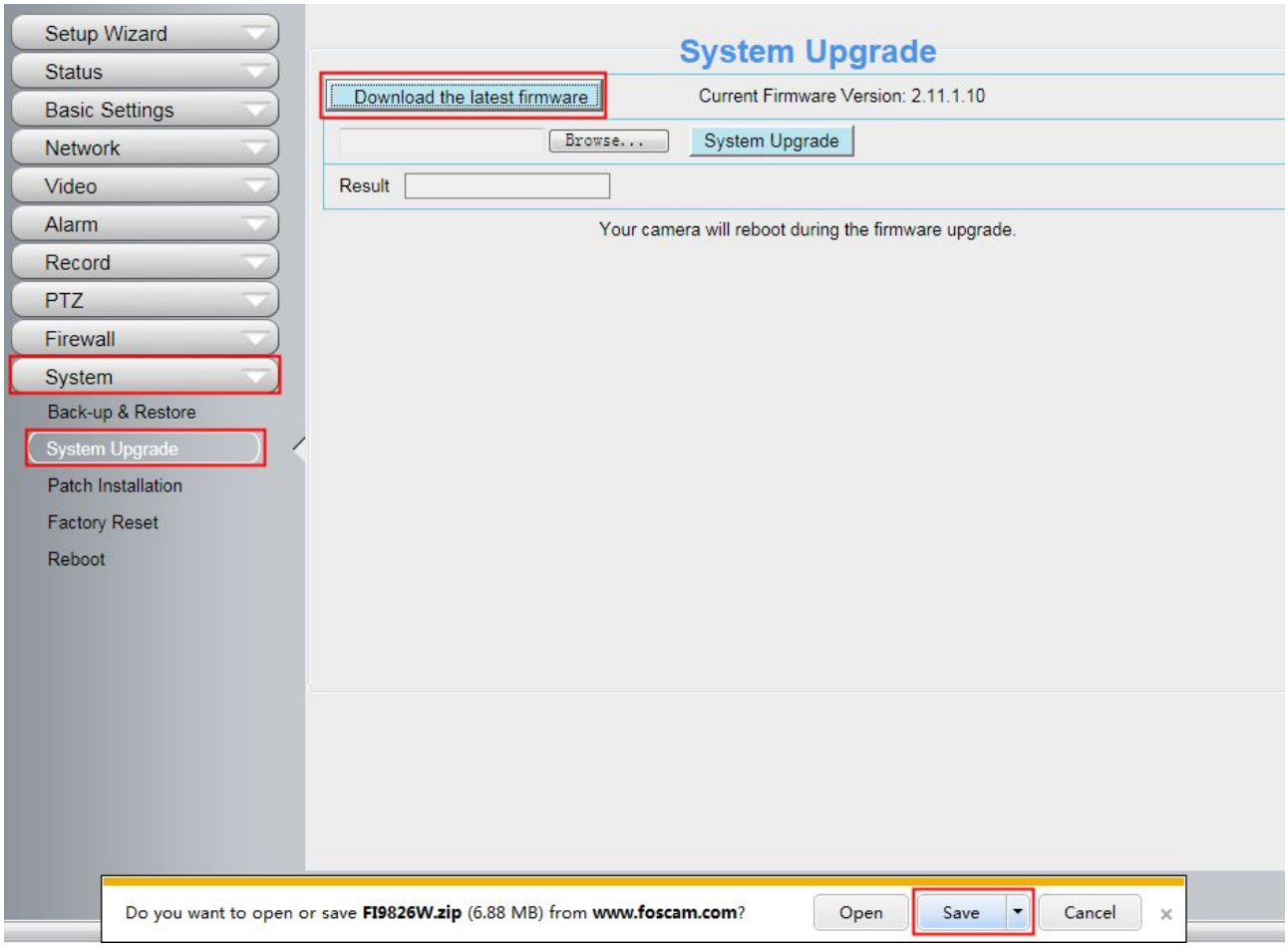

Figure 4.59

Your current firmware version will be displayed on your screen. You may go to the **Status → Device Information** page to check for the latest firmware versions available.

Click **Browse**, choose the correct bin file and then click **System upgrade**.
Don't shut down the power during upgrading. After upgrading, you can see the upgrade result.

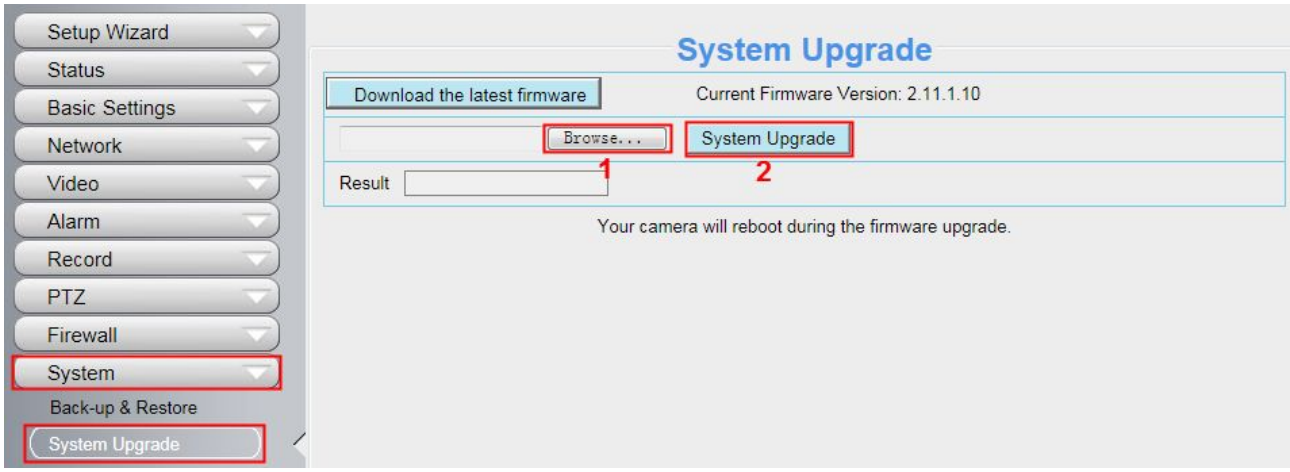

Figure 4.60

Upgrade Firmware by IP Camera Tool

Double click the IP Camera Tool shot icon

, select the Camera IP that you want to upgrade the firmware. Then select Upgrade Firmware and enter the username and password, choose the firmware file, and upgrade.

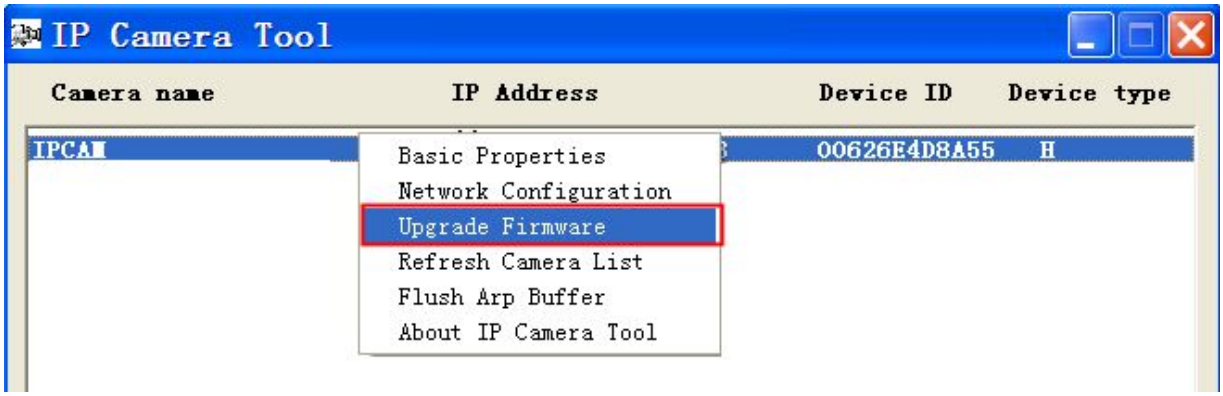

Figure 4.61

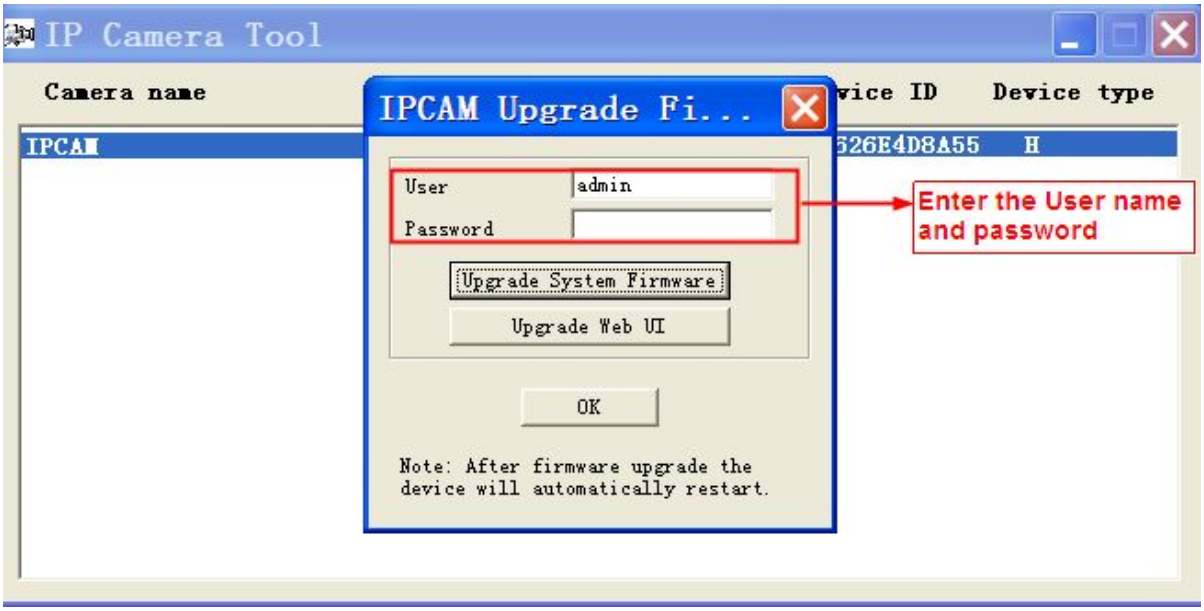

Figure 4.62

CAUTION:

If your camera works well with the current firmware, we recommend not upgrading. Please don't upgrade the firmware unnecessarily. Your camera may be damaged if mis-configured during an upgrade.

NOTE:

1) Don't upgrade the firmware through the web UI in WAN, or else the upgrade may be failed.
2) Please ensure you have download the correct firmware package for your camera before upgrading. Read the upgrade documentation (readme.txt file) in the upgrade package before you upgrade.
3) Upon downloading the firmware check the sizes of the .bin files. They must match the size in the readme.txt file. If not, please download the firmware again until the sizes are the same. Your camera will not function correctly if a corrupt .bin file is used.
4) Normally, only Device WEB UI need to be upgrade, please do not try to upgrade the Device Firmware.
5) Never shut down the power of the camera during upgrade until the IP camera restart and get connected.
6) After upgrade successfully, please clear the cache of browser, uninstall the old plugin and re-install it, then reset the camera to the default factory settings before using the camera.

4.9.3 Patch Installation

Click "Browse" to select the correct patch file, and then click "Install Patch" to install the patch. Do not turn off the power during it installing. After installing is complete, you will receive a system prompt.

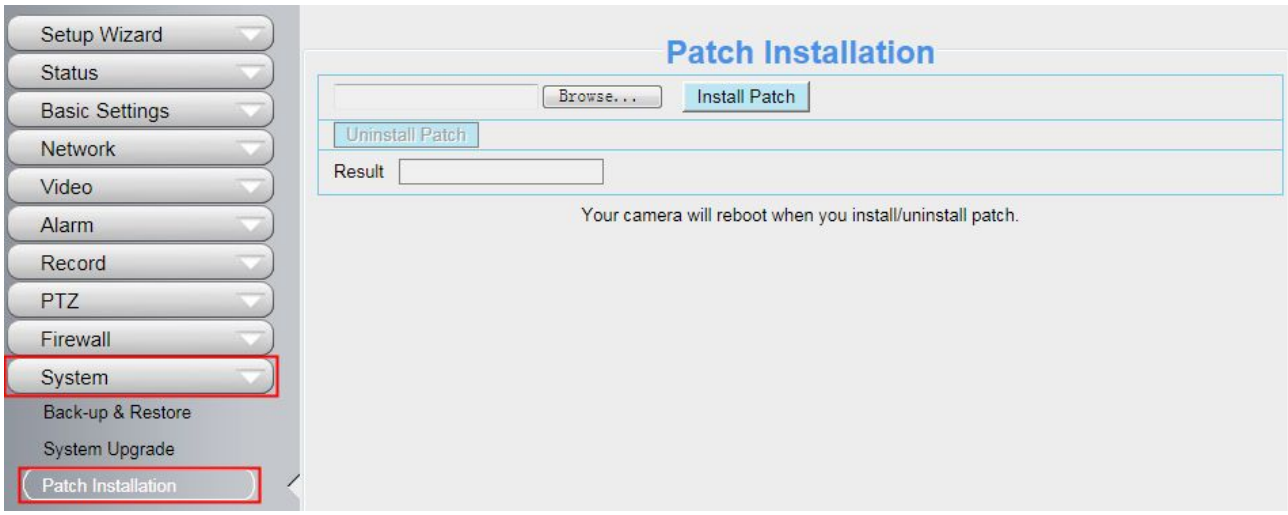

Figure 4.63

4.9.4 Factory Reset

Click **Factory Reset** button and all parameters will return to factory settings if selected.
The default administrator username is admin with a blank password.

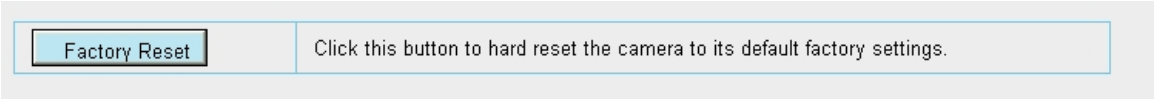

Figure 4.64

4.9.5 Reboot

Click **Reboot** to reboot the camera. This is similar to unplugging the power to the camera.

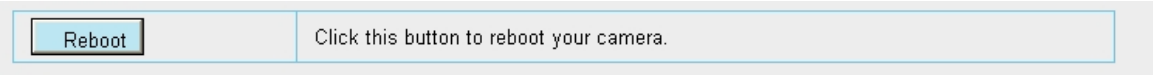

Figure 4.65

5 Appendix

5.1 Frequently Asked Questions

5.1.1 Install the ActiveX of Firefox browser, Google Chrome and IE Chrome.

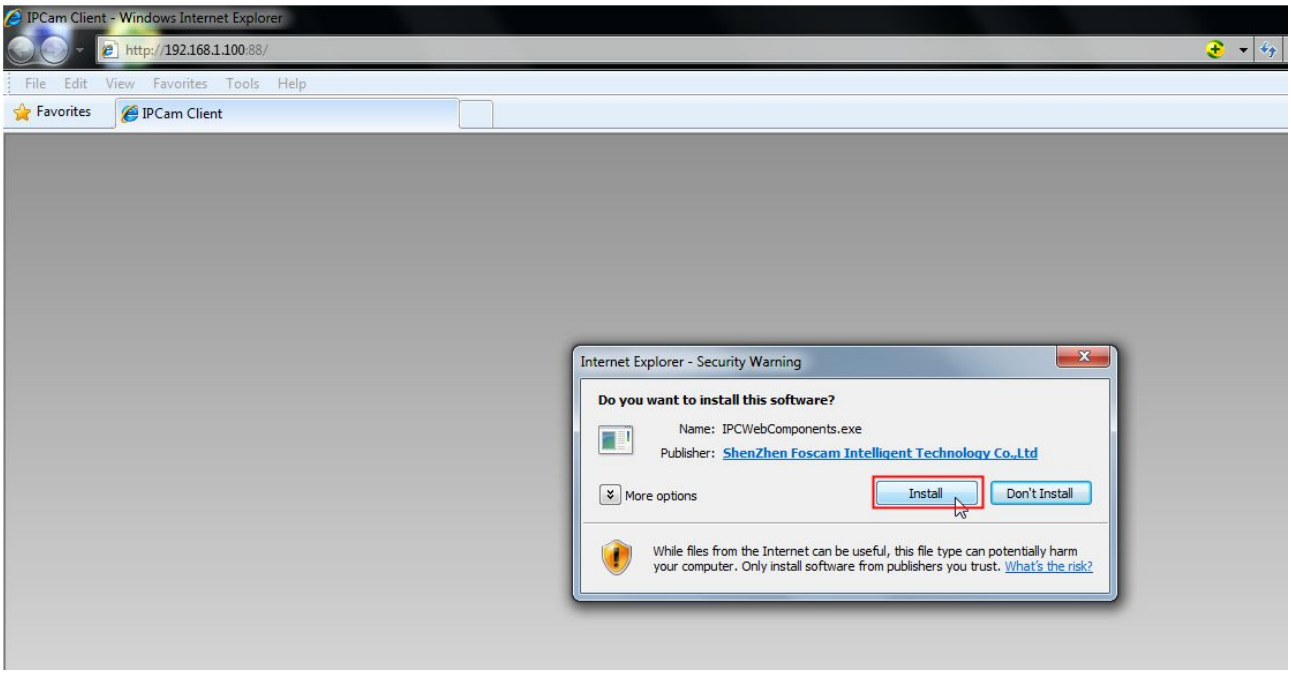

Figure 6.1

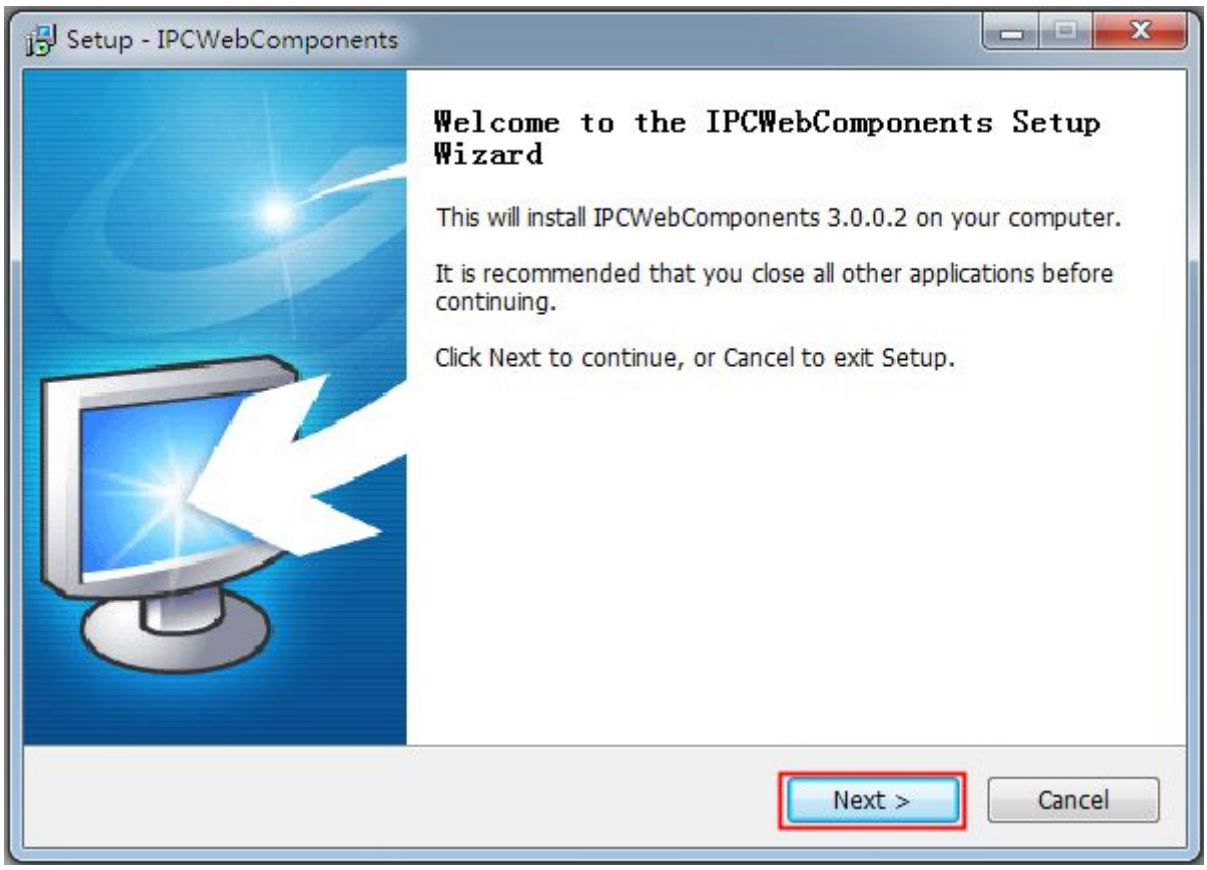

Figure 6.2

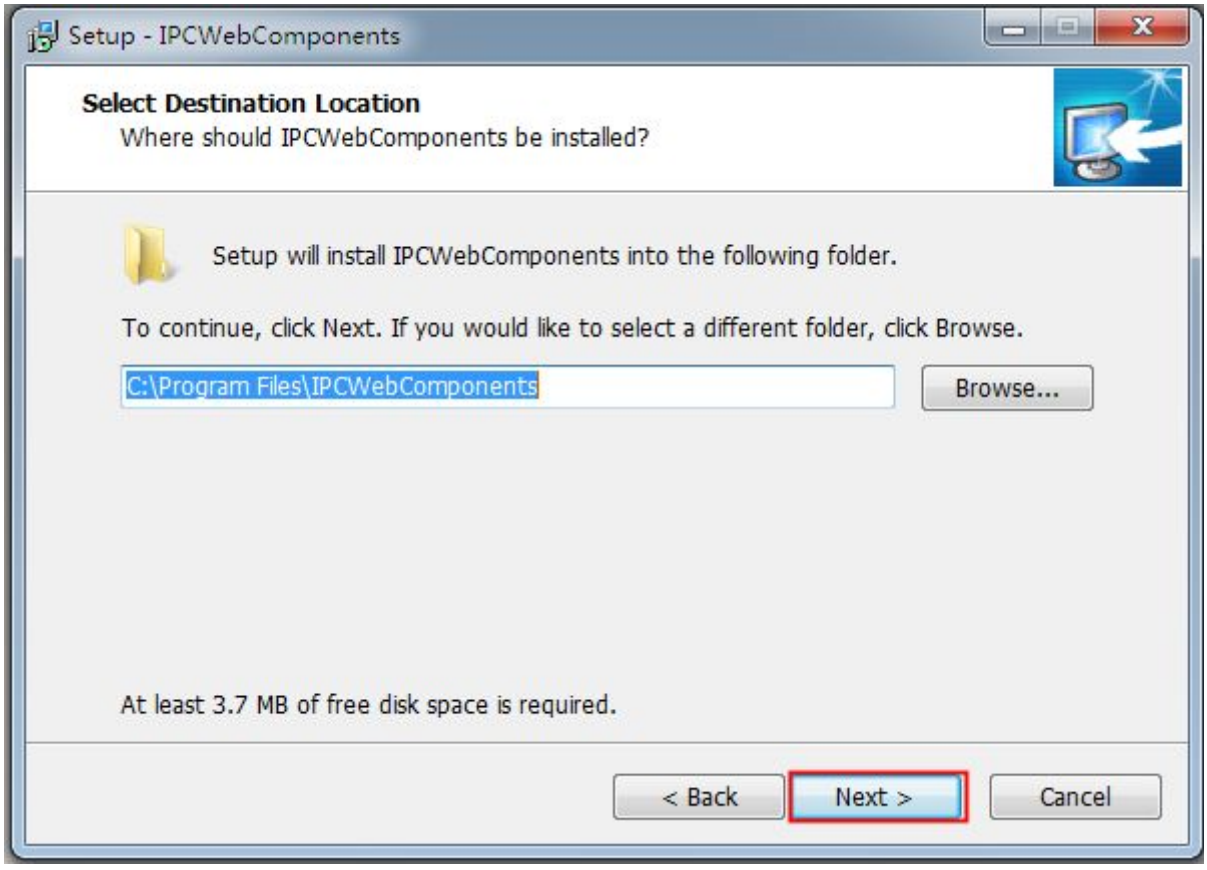

Figure 6.3

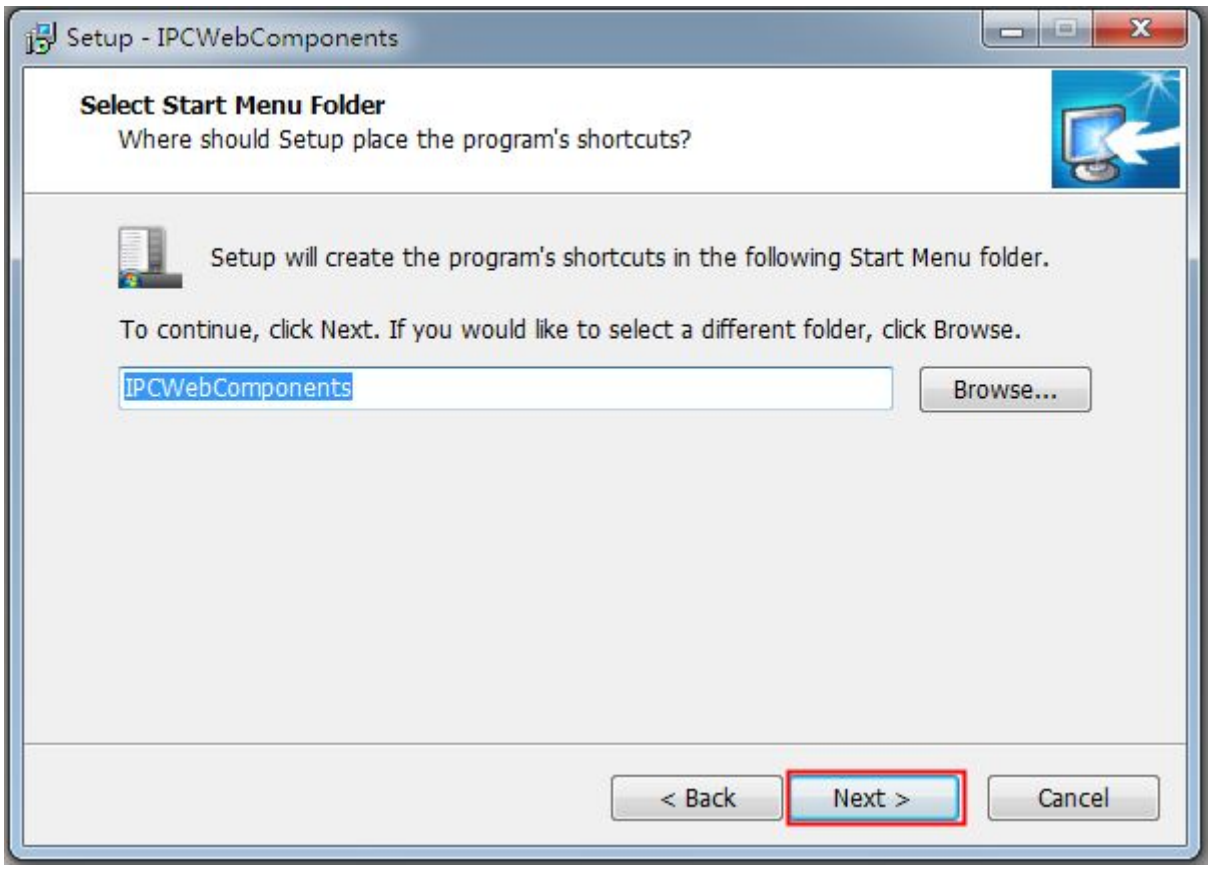

Figure 6.4

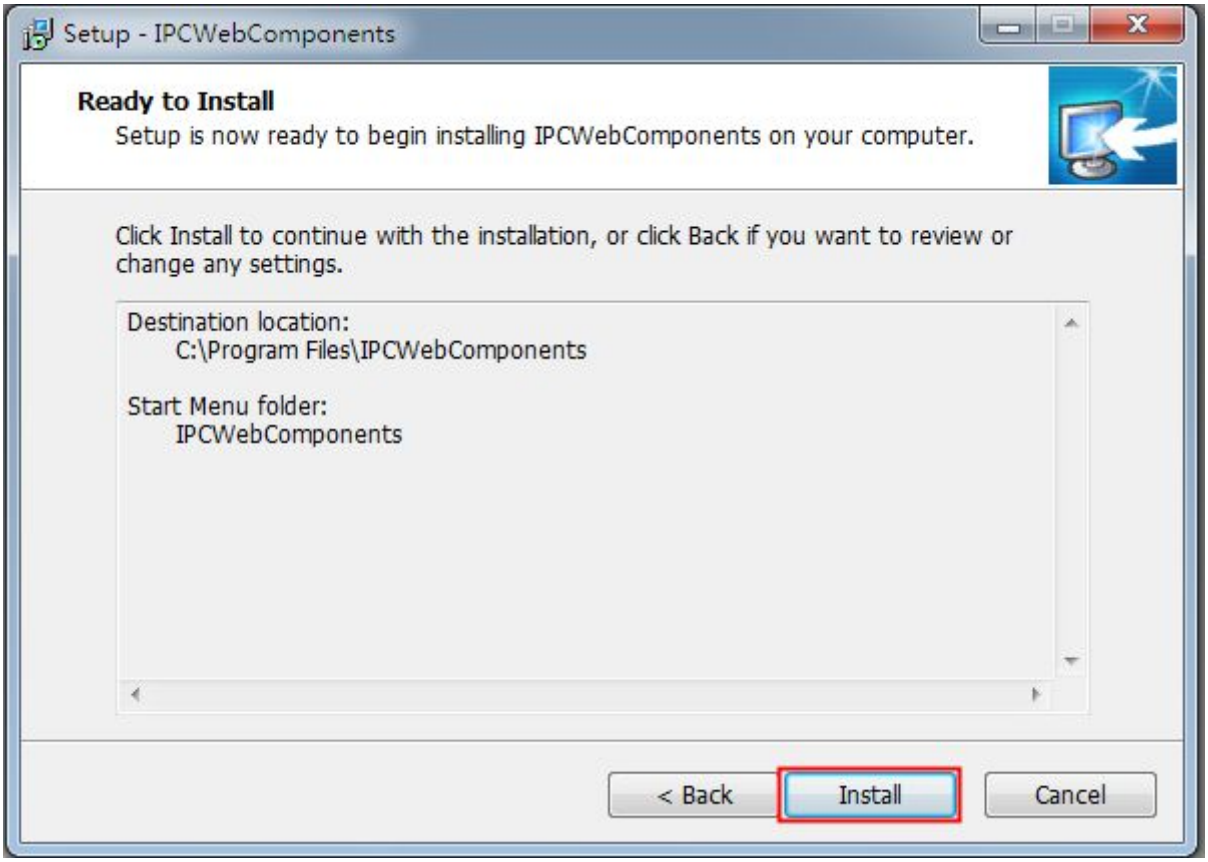

Figure 6.5

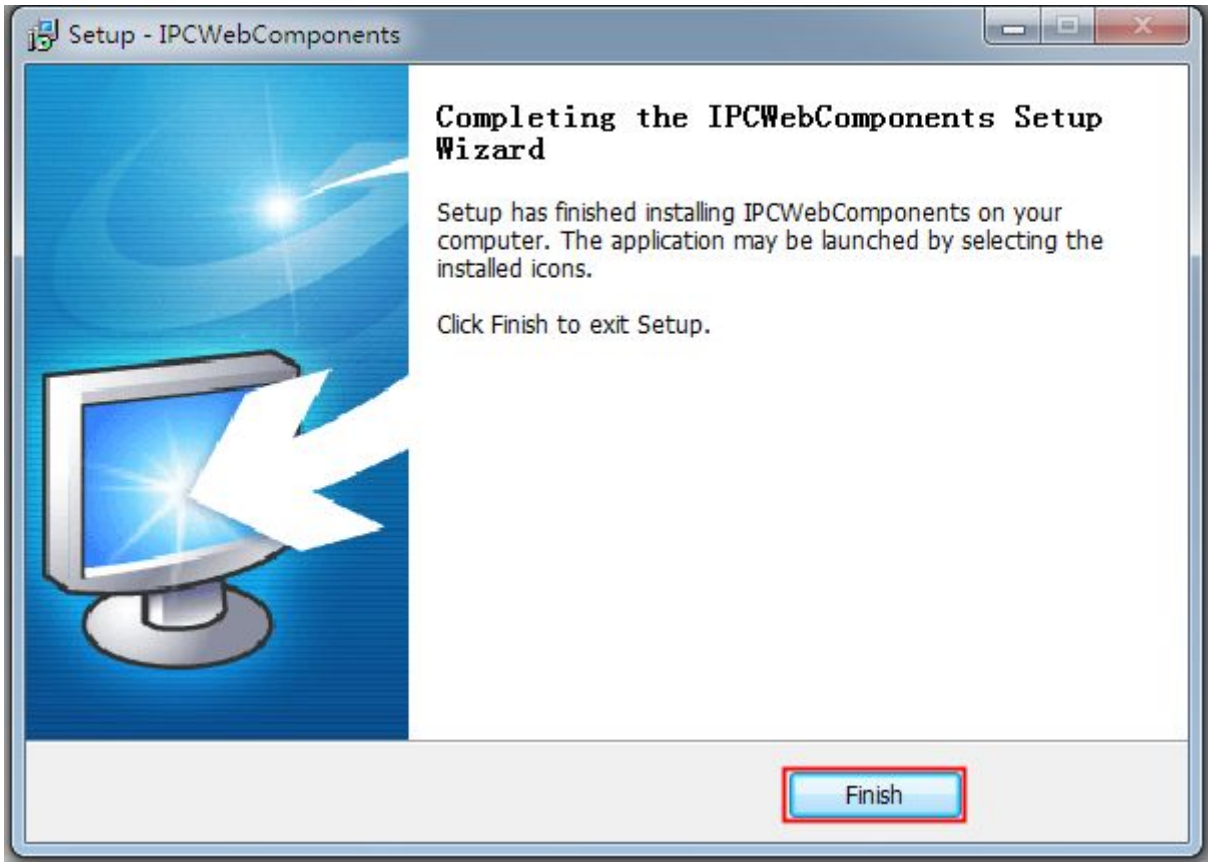

Figure 6.6

5.1.2 Uninstall the ActiveX of Firefox browser, Google Chrome and IE Chrome.

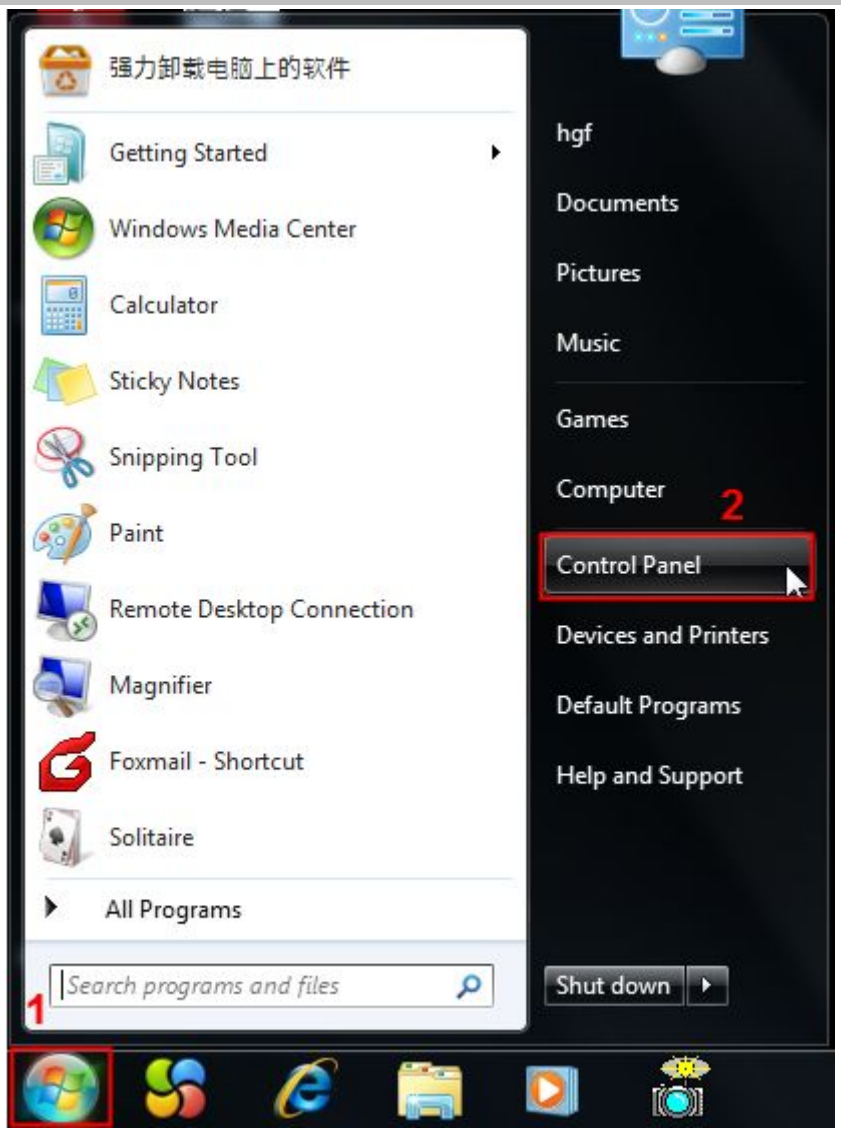

Figure 6.7

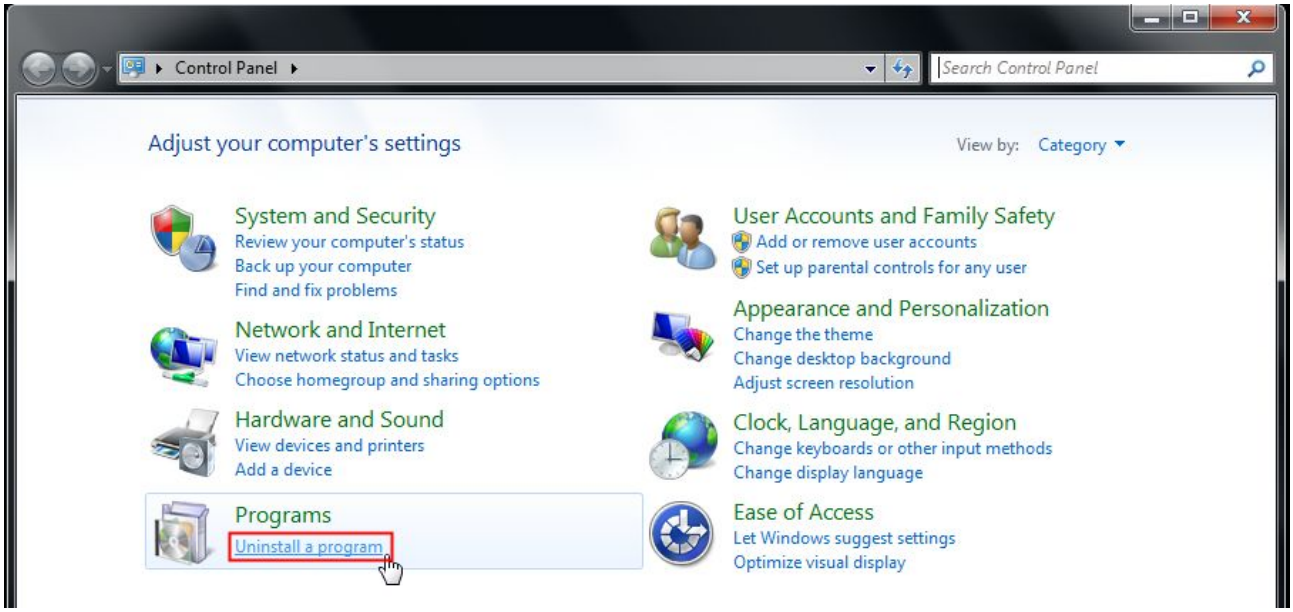

Figure 6.8

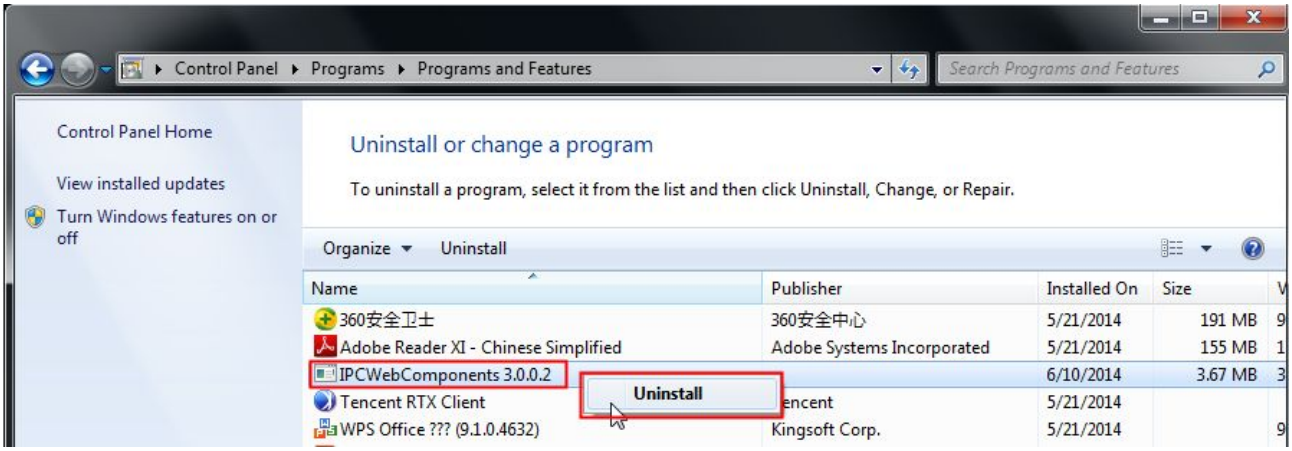

Figure 6.9

5.1.3 I have forgotten the administrator password

To reset the administrator password, you had better unplug the network cable firstly. After that, press and hold down the RESET BUTTON about 5 seconds. Releasing the reset button, the password will turn to the factory default.

Default administrator username/password: **admin with blank password**

5.1.4 Subnet doesn't match

Check whether your ip camera in the same subnet of your computer. The step is **Control Panel -- Network Connections -- Dbclick Local Area Connections -- Choose General -- Properties**.

Check subnet mask, IP address and gateways. When you set IP address please make sure they are in the same subnet. Otherwise you can't access camera.

5.1.5 Camera can not record

Camera can not record when I click Record button or I can't change the manually record path.

When you use Windows7 or Vista, you may be not able to do manually record or change the record path because of the security settings of computer.

There are two ways to resolve this problem:

1 Please add the camera as a trusted site to resolve this issue. The steps are
IE browser--Tool--Internet Properties--Security--Trusted sites--Sites--Add

2 Open IE browser, then right click, select "Run as administrator"

5.1.6 No Pictures Problems

The video streaming is transmitted by the ActiveX controller. If ActiveX controller isn't installed correctly you will see no video image. You can resolve this problem by this way:

Download ActiveX controller and set the safety property of IE in the PC when you view it first time: IE

browser--Tool--Internet Proper--Security--Custom Level--ActiveX control and Plug-ins. Three options of front should be set to be “Enable”, The ActiveX programs read by the computer will be stored. As follows:

Enable: Download unsigned ActiveX controls

Enable: Initialize and script ActiveX controls not marked as safe

Enable: Run ActiveX controls and plug-ins

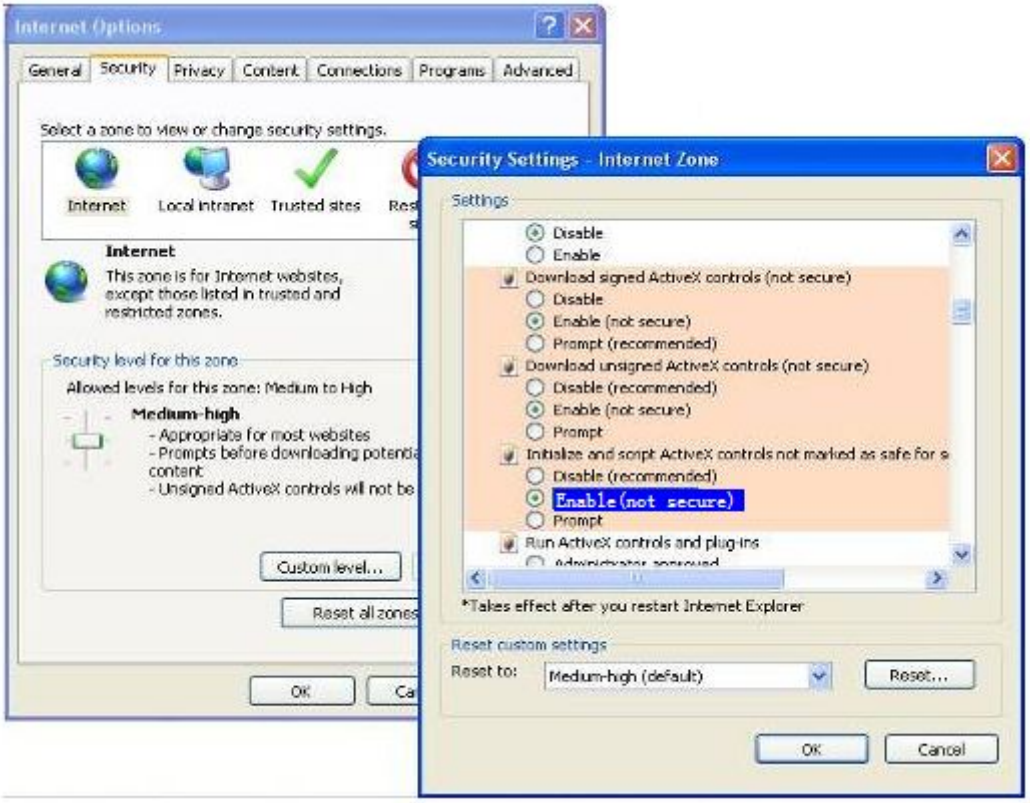

Figure 6.10

If you allow the ActiveX running, but still could not see living video. Please change another port number to try. Don’t use port 8000.

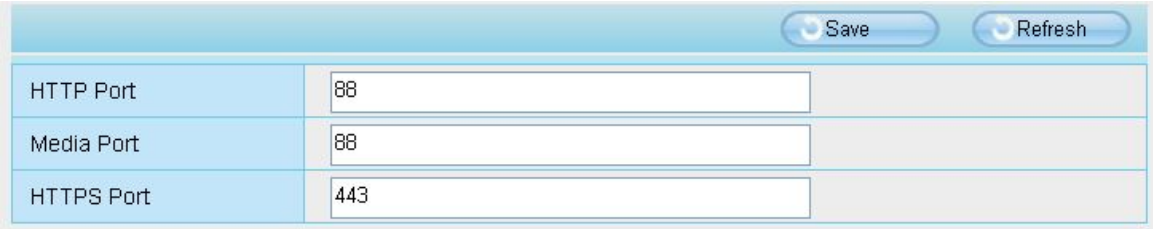

Figure 6.11

NOTE: Make sure that your firewall or anti-virus software does not block the camera or ActiveX. If you could not see video, please shut down firewall or anti-virus software to try again.

5.1.7 Can’t access IP camera in internet

There are some reasons:

1 ActiveX controller is not installed correctly

2 The port which camera used is blocked by Firewall or Anti-virus software. Please change another port number and try again.

3 Port forwarding is not successful.
Check these settings and make sure they are correct.

5.1.8 UPnP always failed

UPnP only contains port forwarding in our recent software. Sometimes, it may be failed to do port forwarding automatically because of firewall or anti-virus software. It also has much relation with router's security settings. So we recommend you do port forwarding manually. You can view your camera in internet successfully after you do port forwarding manually in your router.

5.1.9 Camera can not connect wireless

If your camera could not connect wireless after you set wireless settings and plug out the cable. Please check whether your settings are correct or not.
Normally, camera can't connect wireless mainly because of wrong settings.
Make sure broadcast your SSID; use the same encryption for router and camera.

5.1.10 Remove the plug-in

Remove the plug-in from IE

If you need to remove the plug-in from IE, please open an IE page.
Go to Tools-->Manage Add-ons-->Show All add-ons-->then find the ocxIPcam Control, double click to remove it.
Camera will prompt you to install the latest one when next logging.
(Do not login your camera during the deleting, or the plug-in won't removed caused it is running.)

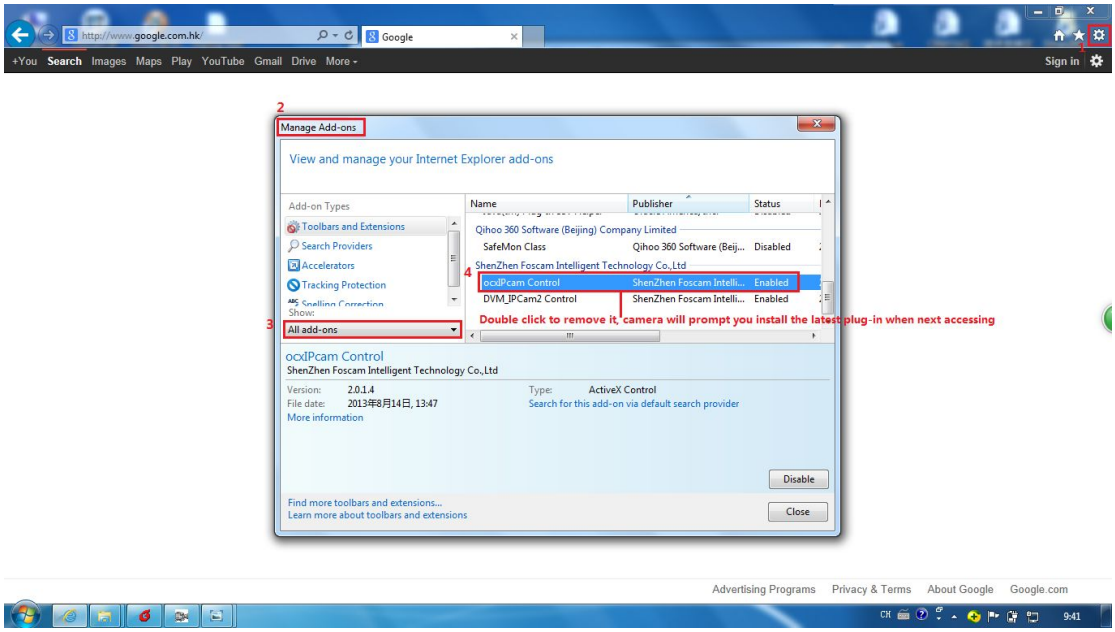

Figure 6.12

Remove the plug-in on Safari

If you need to remove the plug-in from Safari, please open a Finder window.
From the Finder menu bar click Go ---> Go to Folder
Copy then paste the following:
Library/Internet Plug-Ins
Click Go then move to the Internet Plug-Ins.
Find the fsIPCam.bundle file, and delete it.
Camera will prompt you to install the latest one when next logging.

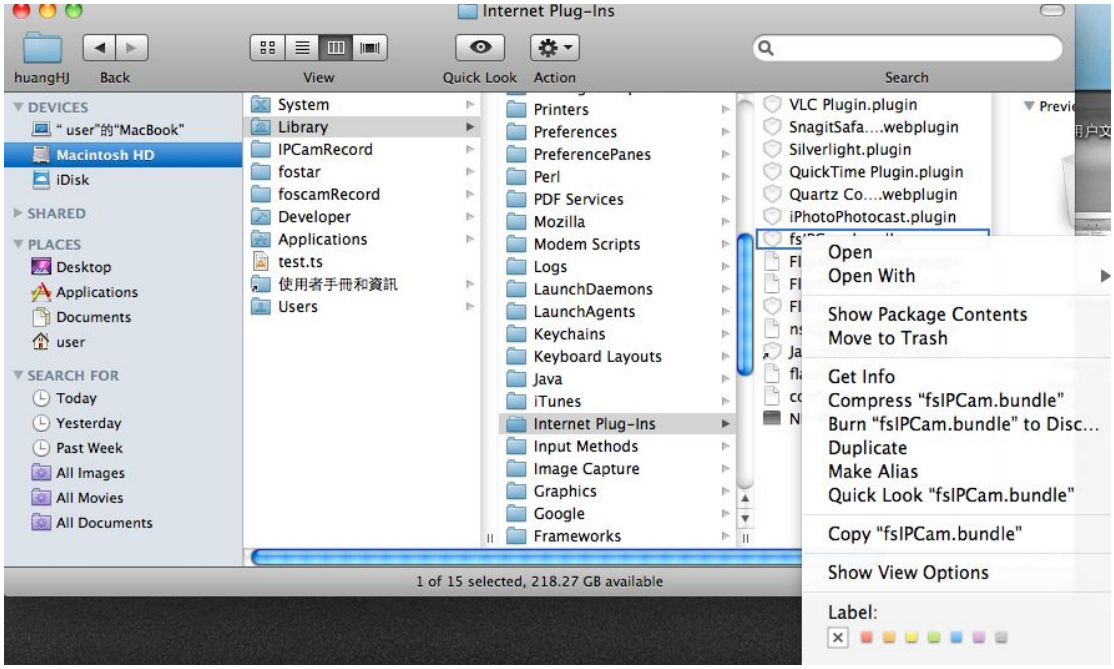

Figure 6.13

Remove the plug-in from Chrome

If you need to remove the plug-in from Google Chrome, please open a new tab.
Click **Customize and Control Google Chrome**, then go to **Tools** ---> **Extensions**.
Find the IPCAM extension, and click the junk icon to remove it.
Camera will prompt you to install the latest one when next logging.

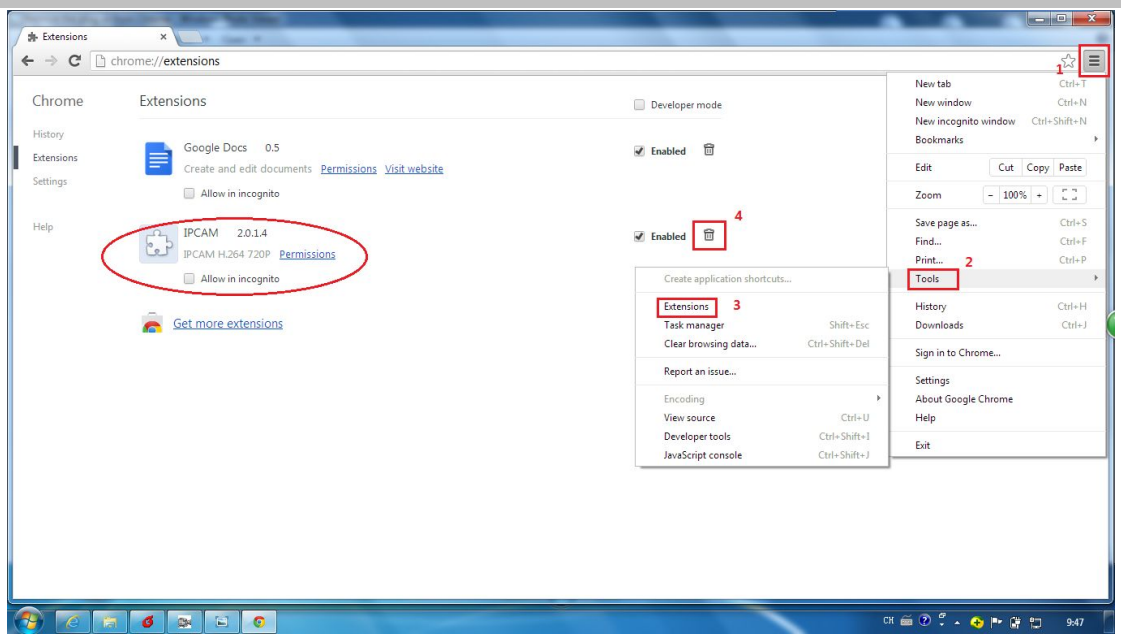

Figure 6.14

Remove the plug-in from Firefox

If you need to remove the plug-in from Firefox, please open a new tab.
Click the **Firefox** icon on the top right, then go to **Add-ons**.
Find the npIpcam 2.0.1.x, and click the **Remove** button to delete it.
Please follow a restart to take the change effect.
Camera will prompt you to install the latest one when next logging.

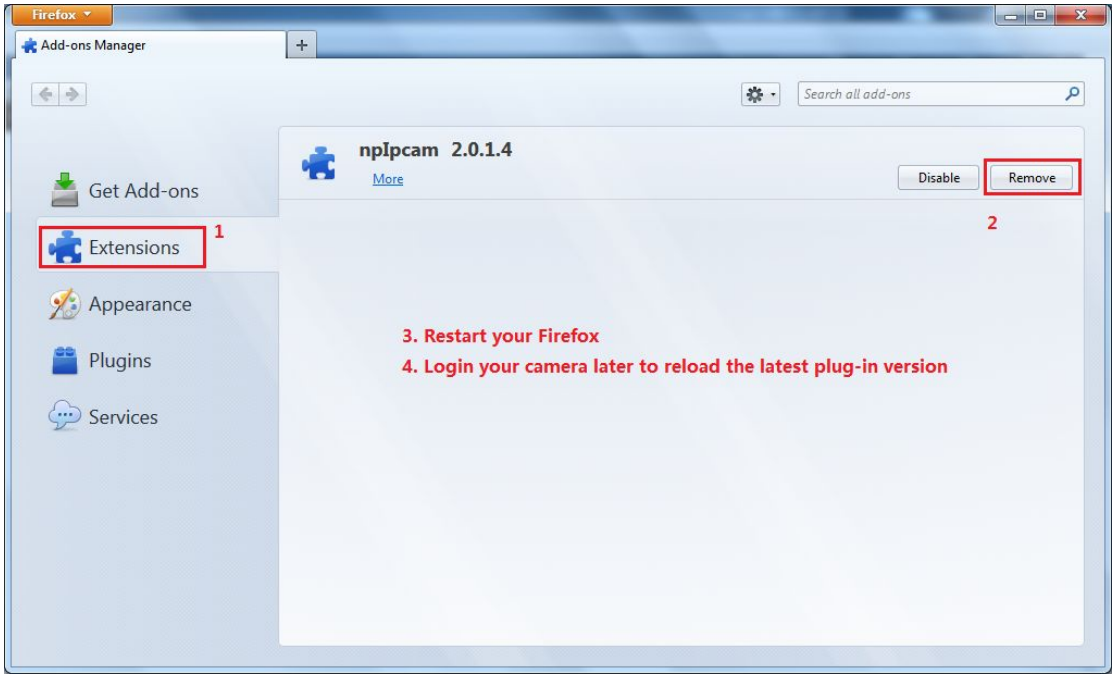

Figure 6.15

5.2 Default Parameters

Default network Parameters
IP address: obtain dynamically
Subnet mask: obtain dynamically
Gateway: obtain dynamically
DDNS: Embedded FOSCAM DDNS Service
Username and password
Default admin username: admin with a blank password

5.3 Specification

ITEMS		FI9803P V2
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1.0 Megapixels
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:2.8mm
	Aperture	F1.2
	Angle of View	70°
Video	Image Compression	H.264
	Image Frame Rate	25fps
	Resolution	1280 x 720P, VGA(640 x 480), QVGA
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Night visibility	With 1 Infrared Lamp Array, Night Vision Range up to 20m
Network	Ethernet	One 10/100Mbps RJ45 port
	Wireless Standard	IEEE 802.11b/g/n
	Data Rate	IEEE802.11b: 11Mbps(Max.); IEEE802.11g: 54Mbps(Max.); IEEE802.11n: 150Mbps(Max.).
	Wireless Security	WEP, WPA, WPA2
	Remote Access	P2P DDNS
	Network Protocol	IP, TCP, UDP, HTTP, HTTPS, SMTP, FTP, DHCP, DDNS, UPnP, RTSP, ONVIF
	Operating System	Microsoft Windows 2000/XP, Vista, 7,8; Mac OS

System Requirements	Browser	Microsoft IE6 and above version or compatible browser; Mozilla Firefox; Google Chrome; Apple Safari.
Other Features	Motion Detection	Alarm via E-Mail, upload alarm snapshot to FTP
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Reset	Reset button is available
Power	Power Supply	DC 12V/1.0A
	Power Consumption	4.2 Watts (Max.)
Physical	Dimension(mm)	153(L)x 92(W)x 86(H)
	Net Weight	380g
Environment	Operating Temperature	-20°C ~ 55°C (-4°F ~ 131°F)
	Operating Humidity	10% ~ 85% non-condensing
	Storage Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
Certification	CE, FCC, RoHS	
Warranty	Limited 2-year warranty	

Attention: Power adapter should be used between -20℃-40℃, and 20%-90% relative humidity.

5.4 CE & FCC

Electromagnetic Compatibility (EMC)
FCC Statement

This device compiles with FCC Rules Part 15. Operation is subject to the following two conditions.

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Caution

Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

CE Mark Warning

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

5.5 WARRANTY

ShenZhen FOSCAM Intelligent Technology Limited.("FOSCAM") values your business and always attempts to provide you the very best of service.
No limited hardware warranty is provided by FOSCAM unless your FOSCAM product ("product") was purchased from an authorized distributor or authorized reseller. Distributors may sell products to resellers who then sell products to end users. No warranty service is provided unless the product is returned to an authorized return center in the region where the product was first shipped by FOSCAM or to the point-of-purchase, which may have regional specific warranty implications.
If you purchase your FOSCAM product from online store, please contact the point-of-purchase and ask for return/replacement/repair service.

Hardware Warranty Information

FOSCAM provide 2-year limited warranty for naked product and 6-month limited warranty for accessories.

Limited Hardware Warranty

FOSCAM products are warranted to be free from manufacturing defects in materials and workmanship starting from the shipping date of FOSCAM.
This limited hardware warranty does not cover:

- Software, including the software added to the products through our factory-integration system, software that included in the CD,etc.
- Usage that is not in accordance with product instructions.
- Failure to follow the product instructions.
- Abuse firmware upgrade without the authorized technician's guidance.
- Normal wear and tear.

Return Procedures

- Please read FOSCAM warranty policy & policy of your reseller first before sending items back to point-of-purchase.
- Customer must first contact point-of-purchase to obtain a Return Merchandise Authorization (RMA) number before returning the product. If the product you received is suspected to be defective and the product warranty has not expired, The RMA number will allow your reseller to track your return much easier and help them expedite processing your request.
- After receiving your RMA case number, pack the item(s) very well with the original box and all the original accessories included such as power adapters, brackets, cables, manuals, and driver CD disks.
- Write your RMA number and the return reason (the problem of the product) on the warranty card along with the complete package to send them back.

Replacement Services

- **If customers ask for replacement service, please contact point-of-purchase and follow their policy.**
- Our technicians will inspect all items returned for replacement requests. If the retuned product is found in working order, we will return the same item received. However customers shall be responsible for all shipping & handling charges incurred for getting the units back to customers.
- If returned products are found defective, we will replace the product and assume the shipping cost for sending back the replacement unit to customers.
- If for any reason, we are unable to provide a replacement of the original returned item(s). You will have a choice for a “Substitute” item at the same equal value.
- We do not provide exchange and replacement due to normal hardware upgrade according the market after 14 days after the product is delivered.
- Our technicians will test the product before send out the replacement, any other demand for more than two times replacement for the same product during replacement limit will be rejected.
- **Replaced products are warranted from the balance of the former warranty period.**

Warranty Forfeiture

- Warranty is void if purchase from unauthorized distributor or reseller.
- **Warranty is void if trade-mark, serial tags, product stickers have been removed, altered or tampered with.**
- Warranty is void for mishandling, improper use, or defacing the product.
- **Abuse firmware upgrade without the authorized technician’s guidance.**
- Warranty is void for physical damage, altered, either internally or externally, improper or inadequate packaging when returned for RMA purposes.
- Warranty is void if damage has resulted from accident, dismantle, abuse, or service or modification by someone other than the appointed vendor, souse, fission or the spare part has been over the period of warranty.
- Warranty is void if product is damaged due to improper working environment or operation. (For example, improper temperature, humidity, unusual physical or electrical stress or interference, failure or fluctuation of electrical power, static electricity, using wrong power adapter, etc.)
- Warranty is void if damaged by the use of parts not manufactured or sold by FOSCAM.
- Damage caused by improper installation of third-party products.
- Warranty is void if damaged for irresistible cause, such as earthquake, fire, lightning, flood, etc.
- Product beyond limited warranty.

Shipping Fee

- If products are defective or damaged under normal use or operation in the replacement limit, distributors or resellers are responsible for the shipping cost the product back to customers, customers should assume the shipping cost send the product to the point-of-purchase.
- During replacement limit, if customers ask for replacement due to the product does not fit for customer's personal expectation, customers should responsible for both shipping fee.
- Customers shall be responsible for both shipping fee if their product beyond the replacement limit but still in warranty limit.

Repair Service Out Of Warranty

- FOSCAM provide extra repair service for product that out of warranty, it is chargeable. The total fee contains device cost and service fee. Device cost (including accessories) is the standard uniform price provide by FOSCAM.
- Different region may have different service fee, please contact the point-of-purchase to confirm that before you ask for this service.
- Our technicians will quote the total price after detect the product, If customers refused to repair after the quotation, customers need pay for the test fee, $3.5/hour. If agree with the quotation, test will be free.
- Repaired product out of warranty will obtains 3-month warranty from the date of the product back to customers.

Limitation of Liability

- FOSCAM is not responsible for other extra warranty or commitment promised by resellers, if your reseller promised some extra commitment or warranty; please ask for written documents to protect your rights and interests.
- FOSCAM does not offer refunds under any circumstances. Please contact the point-of-purchase and follow their refund/return policy.
- FOSCAM shall not be liable under any circumstances for any consequential, incidental, special or exemplary damages arising out of or in any connection with this agreement or the products, including but not limited to lost profits, or any claim based on indemnity or contribution, or the failure of any limited or exclusive remedy to achieve its essential purpose or otherwise. Purchaser's exclusive remedy, as against FOSCAM, shall be the repair or replacement of defective parts. If FOSCAM lists a product on its website specification in error or that is no longer available for any reason, FOSCAM reserves the right to explain it without incurring any liability.

All rights reserved. FOSCAM and the FOSCAM logo are trademarks of ShenZhen FOSCAM Intelligent Technology Limited., registered in the U.S. and other countries.

6 Obtaining Technical Support

While we hope your experience with the IPCAM network camera is enjoyable and easy to use, you may experience some issues or have questions that this User's Guide has not answered.
If you have problem with FOSCAM IP camera, please first contact FOSCAM reseller for solving the problems. If our reseller cannot provide service, please contact our service department: **tech@foscam.com** .