



User Manual

Indoor HD IP Camera



Model: FI9831EP

Colour: Black/White

Table of Contents

1 Overview	1
1.1 Key Features	1
1.2 PoE (Power over Ethernet)	2
1.3 Read Before Use	2
1.4 Package Contents	2
1.5 Physical Description	3
2 Access the IP Camera	5
2.1 Access the Camera in LAN	5
2.2 Access the Camera in WAN	8
2.3 Using the VLC player	13
2.4 IP camera connection to the server	15
3 Surveillance Software GUI	16
3.1 Login Window	16
3.2 Surveillance Window	18
4 Advanced Camera Settings	26
4.1 Status	26
4.2 Basic Settings	28
4.3 Network	36
4.4 Video	57
4.5 Alarm	61
4.6 Record	65
4.7 PTZ	69
4.8 Firewall	74
4.9 System	74
5 Playback	77
6 APPENDIX	79
6.1 Frequently Asked Questions	79
6.2 Default Parameters	84
6.3 Specifications	85
6.4 CE & FCC	86
6.5 WARRANTY	86
7 OBTAINING TECHNICAL SUPPORT	89

1 Overview

FOSCAM Indoor HD IP Camera is an integrated wireless IP Camera with a color CMOS sensor enabling viewing in High Definition resolution. It combines a high quality digital video camera, with a powerful web server, to bring clear video to your desktop and mobile devices from anywhere on your local network or over the Internet.

FI9831EP support P2P function. Thanks to the P2P easy access technology, you don't need to do complicated Port Forwarding and DDNS settings, you just need to scan the QR code on the bottom of the camera to connect it on smart phone, or input the UID on CMS software to realize remote access. Moreover, FI9831EP supports PoE to transmits power and data via single Ethernet cable.

With flexible 300-degree pan and 120-degree tilt, FOSCAM IP Camera gives users more comprehensive control over a monitored site. The camera supports H.264 video compression technology, dramatically reducing file size and saving network bandwidth.

The camera is based on the TCP/IP standard. There is a WEB server inside which could support Internet Explorer Therefore the management and maintenance of your device is simplified by using the network to access the website of your camera.

FOSCAM provides Smart Phone APP for Android and iPhone users, please search and install **Foscam Viewer** on App Store and Google Play for iOS and Android devices, then you can view your camera anywhere, anytime on your smart mobile devices.

1.1 Key Features

- Standard H.264 video compression algorithm to satisfy the transmission of high definition video in narrow bandwidth network
- P2P feature for easy access
- Megapixel HD video
- Pan 300 degree, tilt 120 degree
- Support IE/Firefox/Google/Safari browser
- Support WEP,WPA-PSK and WPA2-PSK Encryption
- IR night vision (Range: 8m)
- Support image snapshot
- Support dual-stream
- Support SD Card storage up to 32GB
- Support IR-Cut auto switch
- Embedded free FOSCAM DDNS(dynamic domain name service) Service
- Supporting the Third Party Domain Name Service
- Support two-way audio
- Support ONVIF protocols

- Multi-level users management with password protection
- Motion detection alert via email or upload image to FTP
- Providing free Android and iPhone APP for viewing live video Providing free Central Management Software to manage and monitor multiple cameras
- Support record schedule

1.2 PoE (Power over Ethernet)

FI9831EP is PoE-compliant, allowing transmission of power and data via a single Ethernet cable. Shown as the following picture: connect the Network Camera to a PoE-enabled Router/ switch via Ethernet cable.



Figure 1.1

1.3 Read Before Use

Please first verify that all contents received are complete according to the Package Contents listed below. Before the IP Camera is installed, please carefully read and follow the instructions in the Quick Installation Guide to avoid damage due to faulty assembly and installation. This also ensures the product is used properly as intended.

1.4 Package Contents

● IP Camera × 1	● DC Power Adapter × 1
	● Mounting bracket × 1
● Ethernet Cable × 1	● CD×1
● Quick Installation Guide × 1	● Warranty Card × 1

1.5 Physical Description

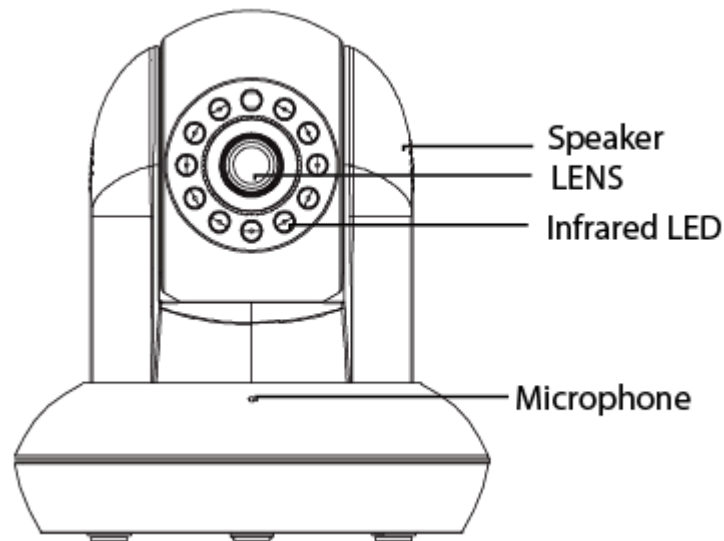


Figure 1.2

- 1.Speaker:** Built-in speaker
- 2.LENS:** Fixed focus lens
- 3.Infrared LED:** Infrared LEDs for night vision
- 4.Microphone:** Built-in microphone
- 5.WI-FI Antenna:** Wireless Antenna

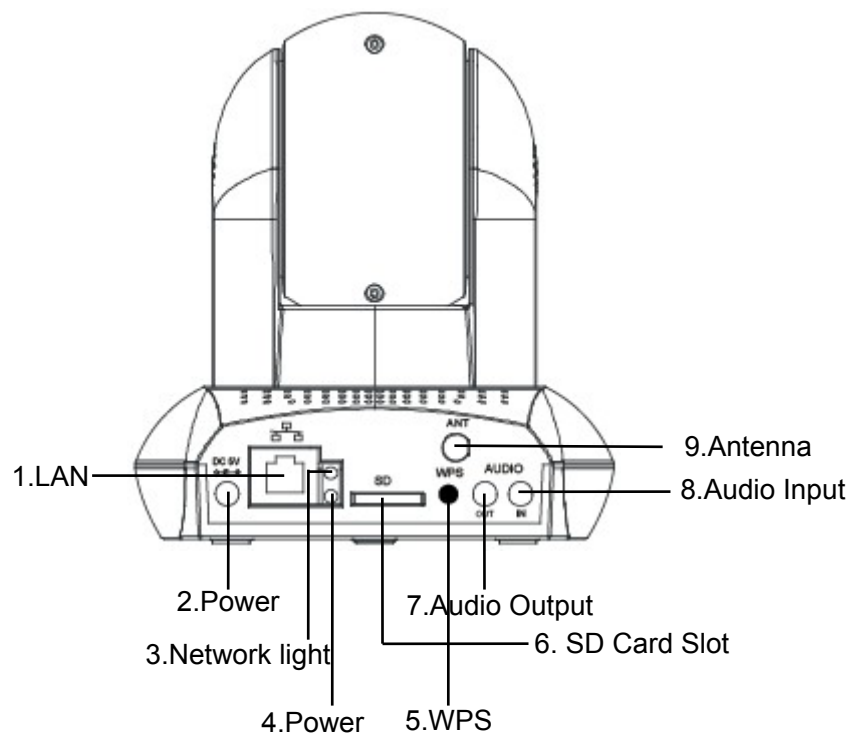


Figure 1.3

- 1.LAN: 10/100 Mbps RJ-45 port for wired connection
- 2.Power: DC 5V/2A Power supply
- 3.Network Light: The LED will blink slowly in wired connection, blink two times faster in wireless connection
- 4.Power Light: If the power supply works fine, the light will turn on
- 5.WPS: Push the WPS button on the camera and wireless router in 1 minutes, the camera will connect the wireless router automatically, in WPS process, the Network Light will blink very fast
6. SD card Slot: Supports up to 32GB SD card for storing the video
- 7.Audio Output: This jack is used to plug an external speaker
- 8.Audio Input: This jack is used to plug an external microphone
- 9.Antenna: Used to connect external wireless antenna

Bottom View

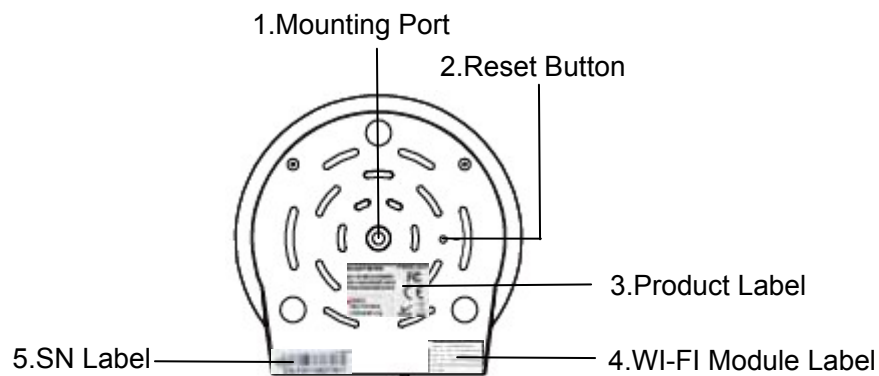


Figure 1.4

- 1.Mounting Port: Port for mounting bracket
- 2.Reset Button: Push and hold for more than 5 seconds to set the camera to factory default
- 3.Product Label: There are P2P QR code, MAC address, UID, DDNS URL, default username and password on the label
- 4.WI-FI Module Label: There is WI-FI MAC address and serial number of the WI-FI module on the label
- 5.SN Label: There is serial number of the camera on the label
- 6 The different features between the models involved

2 Access the IP Camera

This chapter explains how to access the camera through browser and RTSP player.

2.1 Access the Camera in LAN

This camera supports HTTP and HTTPS protocols, you can access the camera by two ways.

(1) http:// LAN IP + HTTP Port NO.

The default HTTP port no is 88. Double click the IP Camera Tool icon to run, and it should find the camera's IP address automatically after you plug in the network cable.

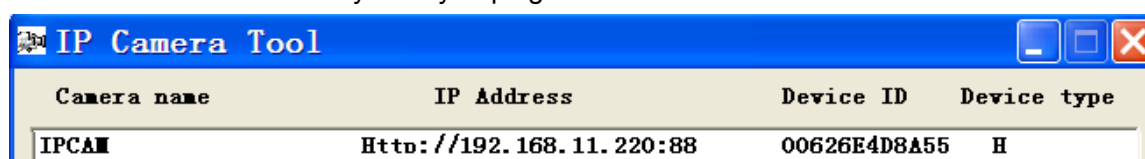


Figure 2.1

Double click the IP address of the camera; your default browser will open to the camera login page.

(2) https:// LAN IP + HTTPS Port NO.

The default Https port no. is 443. You can use the url to access the camera: https:// LAN IP + HTTPS port.

Go to **Settings - Network - Port** panel, you can see and change the http and https port NO.

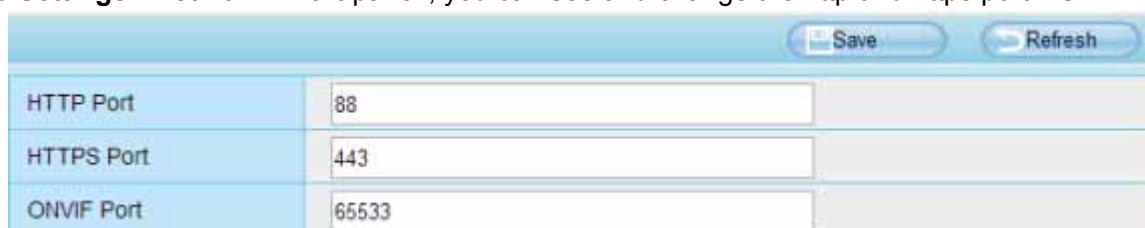


Figure 2.2

HTTPS (Hypertext Transfer Protocol over Secure Socket Layer) is a safe way to access your camera, the data transferred on the Internet will be encrypted. Since we can not apply license for every LAN or DDNS URL, the webpage may pop up a warning like the following picture, you just need to click "Continue to this website (not recommended)."

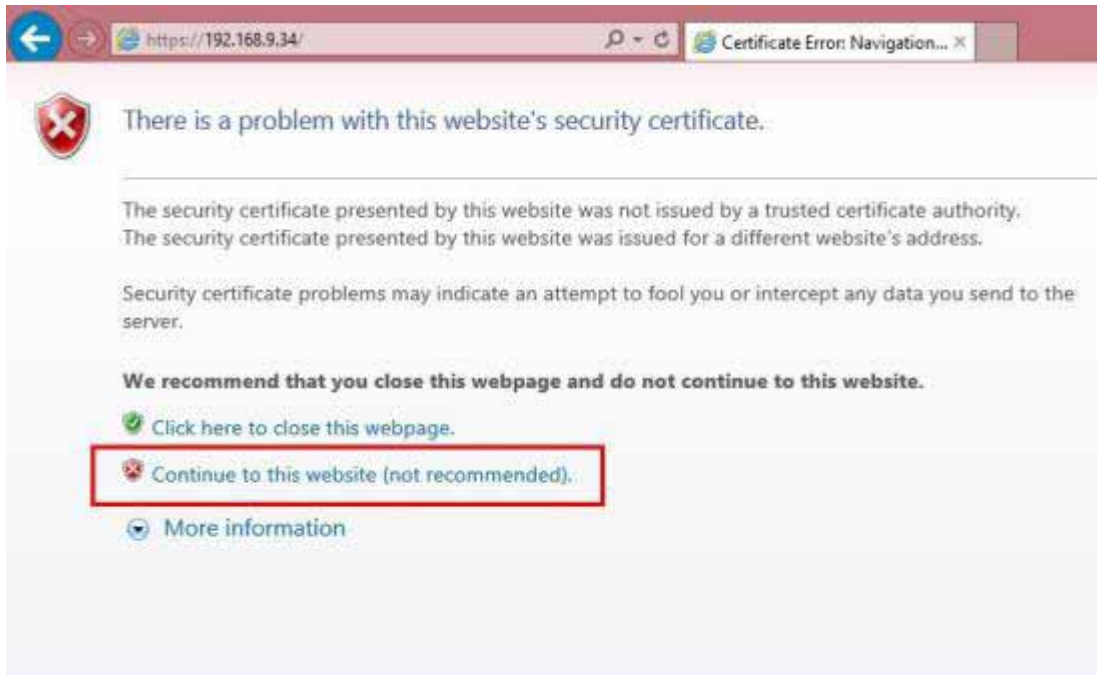


Figure 2.3

Open **Internet Explorer** if it is not already opened. Click on **Tools**, then click Internet Options. Next, click the **Security** tab, then click the **Trusted sites** button. Finally, click the **Confirm** button.

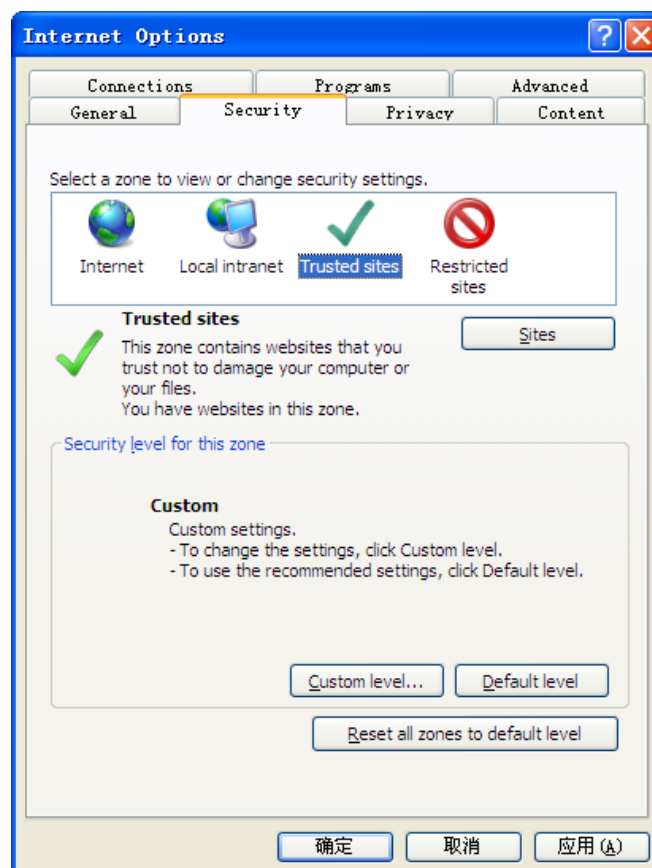


Figure 2.4

For **Firefox**, you can add the trusted as the following way:

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Tools --Options -- Advanced -- View Certificates -- Servers

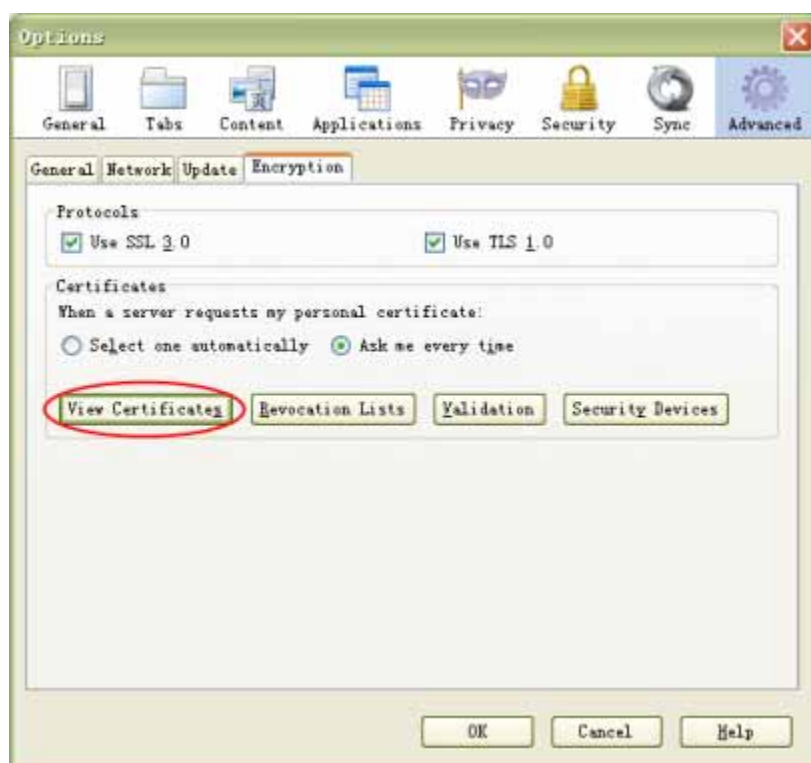


Figure 2.5

Click **View Certificates**, and go to **Servers** option.

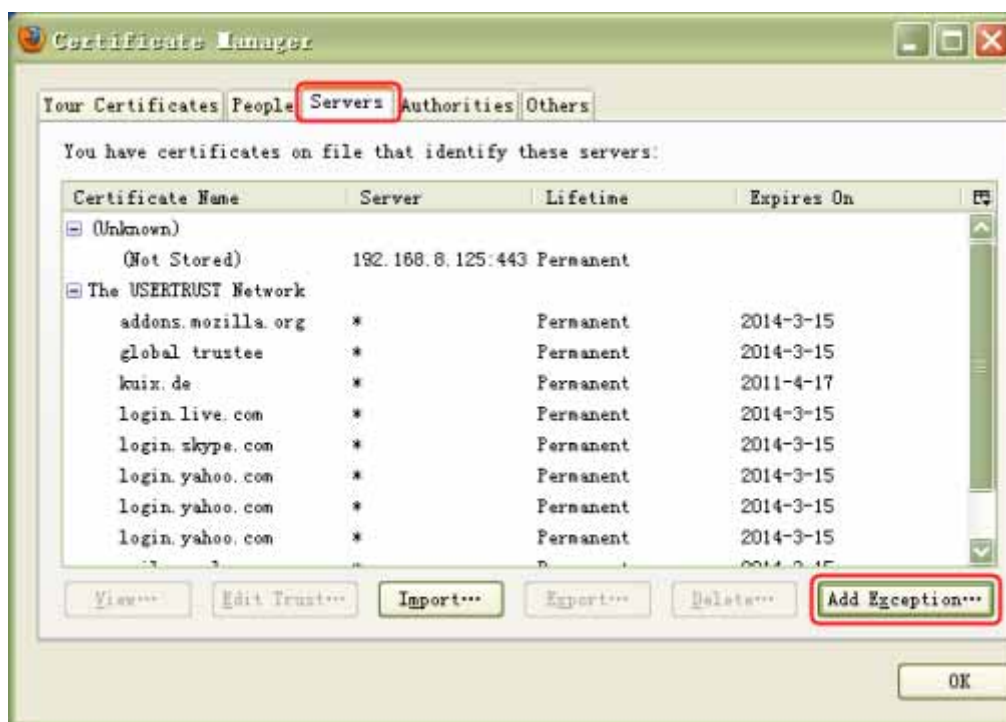


Figure 2.6

Go to **Add Exception** panel.

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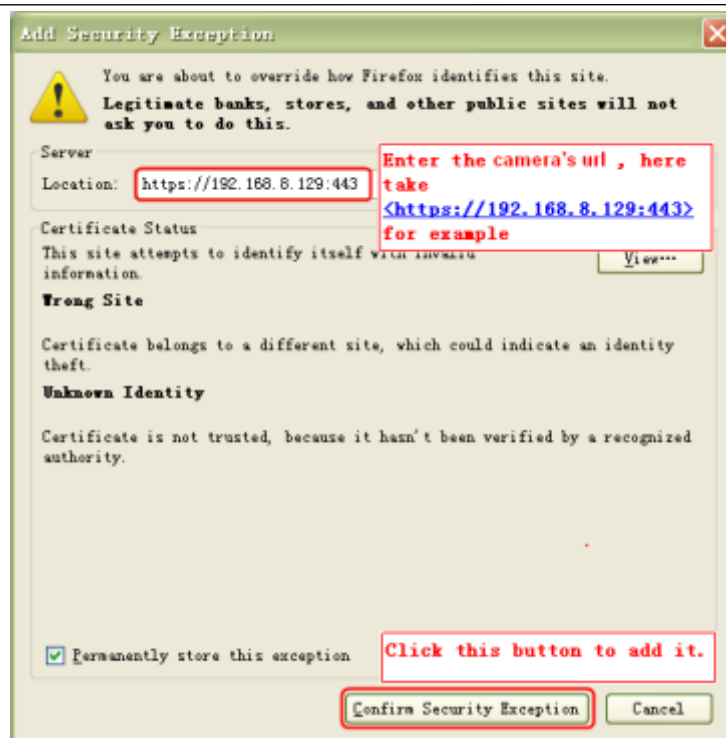


Figure 2.7

2.2 Access the Camera in WAN

2.2.1 Static IP Addresses

Users who have static IP addresses do not need to set DDNS service settings for remote access. When you have finished connecting the camera using the LAN IP address and port forwarding, you can access the camera directly from the Internet using the WAN IP address and port number.

How to Obtain the WAN IP address from a public website ?

To obtain your WAN IP address, enter the following URL in your browser: <http://www.whatismyip.com>. The webpage at this address will show you the current WAN IP.



Figure 2.8

Access your IP Camera from the Internet

You can access the IP Camera from the Internet (remote access). Enter the WAN IP address and port number in your standard browser. For example, you would enter `http:// 183.37.28.254:85`

NOTE :

Make sure port forwarding is successful. You can do port forwarding two ways.

Login to your router to enable the “UPnP” function. You can then login to the camera as administrator, choose Network, and then choose UPnP to enable UPnP. Make sure that the status of UPnP reads “UPnP Successful” on the Status page.

Do port (HTTP port and Media port) forwarding manually. (See Figure 2.11 for further details)

If your router has a Virtual Server, it can do port forwarding. Add the camera’s LAN IP and port which you had set earlier to your router’s port forwarding settings.

Note: If you plug the camera into a router, it will have a dynamic IP address and you need to set DDNS service settings to view it remotely.

2.2.2 Dynamic IP Addresses

DDNS is a service that allows your IP Camera, especially when assigned with a dynamic IP address, to have a fixed host and domain name. This means that even though your WAN IP address is constantly changing, you will have a fixed hostname you can use to access your cameras at all times. You can access the camera directly from the Internet using the hostname and port number.

What is the HTTP Port NO.?

Default HTTP Port is 88

All cameras have the default HTTP port of 88. For example, if the LAN IP link of the camera is http://192.168.8.102:88, this means that the camera's HTTP port is 88. You can change port 88 to another port if you'd like such as 2000 or 8090, which will not be conflict with other existing ports like 25, 21, 10000. Here you can set the port no. between 1 and 65535.

Change the default http no.88 to another one.

How to assign a different HTTP Port No. and fixed the LAN IP of the camera by the IP Camera Tool ?

Step 1: Open the IP Camera Tool, select the camera you would like to change the port of, right click on the IP address, and click on "Network Configuration", this brings up the network configuration box as shown in Figure 2.9 and 2.10 .

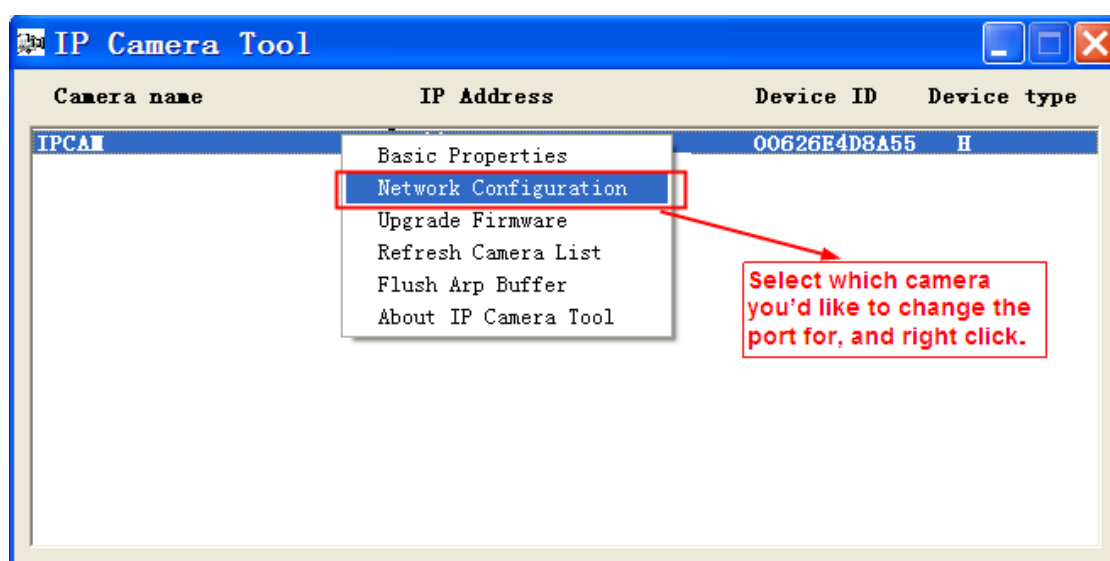


Figure 2.9

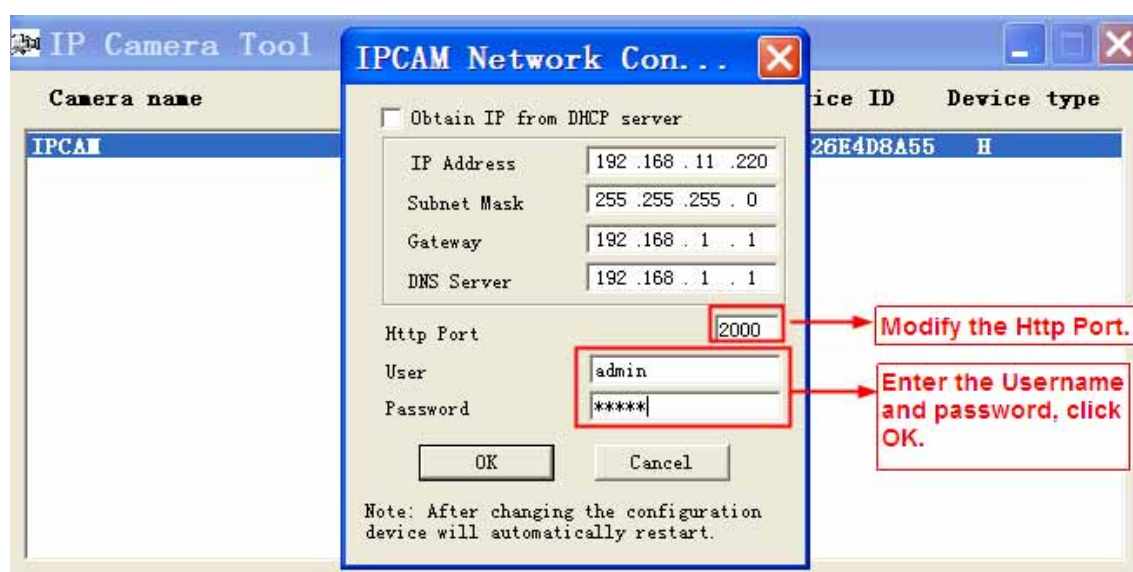


Figure 2.10

Step 2: Enter the username and password of the Administrator (default username is admin with a blank password), and click “OK” to apply changes.

Step 3: Wait around 10 seconds, you’ll see that the camera’s LAN IP address has changed. In our example it was changed to 2000, so we see http://192.168.8.102:2000 in IP Camera Tool. Also, the LAN IP address is now fixed at a static IP address of http://192.168.8.102:2000. This IP address will not change even if the camera is powered off and back on, the camera will remain on this LAN IP address. This is very important that a static LAN IP address is set, or you may have problems later with remote access and seeing the camera remotely if the camera loses power and reconnects on a different LAN IP address. Make sure you set a static LAN IP address!



Figure 2.11

What is Port forwarding?

If you have never done port forwarding before, you can open and view the following link to understand the basic concept. Port forwarding allows for outside connections to access a specific device on your network from anywhere in the world. Every router automatically blocks any incoming connections for safety purposes. Using port forwarding, you are telling your router to allow a connection through a certain port (you can think of it as a gateway) into your router. You set this port to a specific device, in our case an IP Camera, so it can be accessed from anywhere in the world.

Click this link to learn more about port forwarding: <http://portforward.com/help/portforwarding.htm>

How do we configure Port Forwarding?

For this section, we will be using an example:

Let's say the camera's LAN IP address is <http://192.168.8.100:2000>

Step 1: Login to the router, and go to your router's port forwarding or port triggering menu. Sometimes this is also under the name of Virtual Server or NAT.

Using the Linksys brand router as an example, we would log into the router, and go to the Applications & Gaming menu. We would then click on the “Single Port Forwarding” sub-menu.

Step 2: Create a new column using the LAN IP address & HTTP Port of the camera within the router as shown below, then push OK or Submit to save your settings:

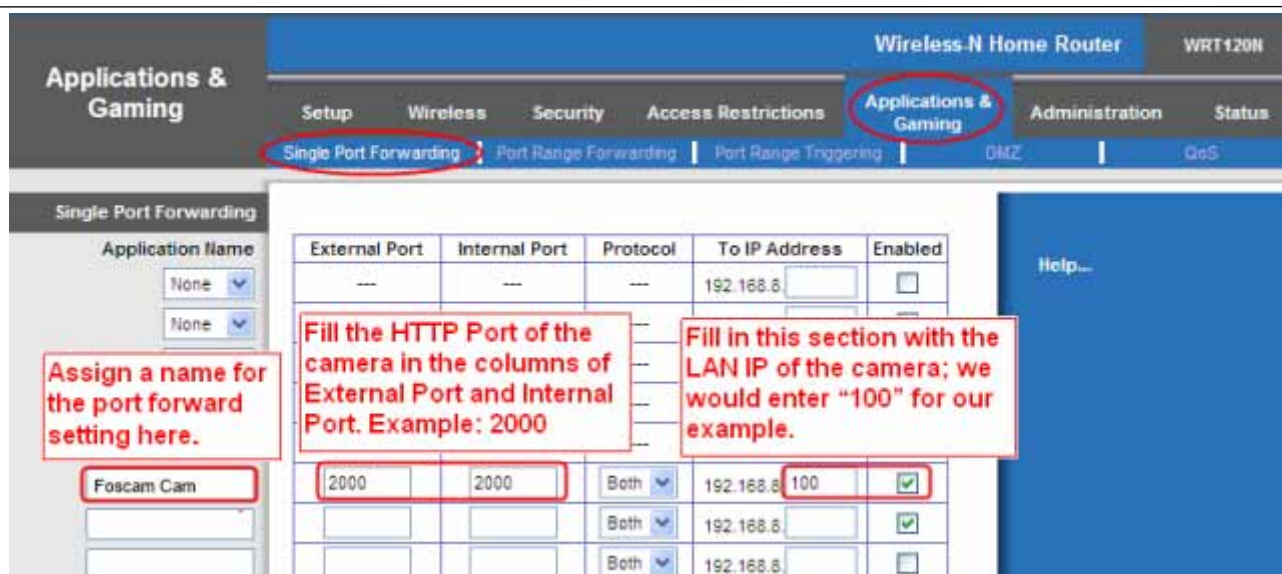


Figure 2.12

First method :

Use the embedded DDNS to access the camera via the Internet

Each Foscam camera has an embedded unique DDNS domain name, the format of this domain name is xxxxxx.myfoscam.org. On the bottom of the camera, you can see the domain name sticker with this information on it.

For example, we can use test09.myfoscam.org. In the camera, click Settings at the top, click "Network" on the left, then click "DDNS" to get to the DDNS settings page. Here you can see the unique domain name of your camera.



Figure 2.13

Now you can use "http://Domain name + HTTP Port" to access the camera via the Internet.

Take hostname test09.myfoscam.org and HTTP Port of 2000 for example, the URL link to access the camera via the Internet would be http:// test09.myfoscam.org:2000.

Second method :

Use the Third party DDNS to access the camera via the Internet

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Step 1 Please go to the third party DDNS website(such as www.no-ip.com) to create a free hostname.

Step 2 DO DDNS Service Settings within the Camera

Please set DDNS Settings within the camera by hostname, a user name and password you've got from www.no-ip.com

Take hostname ycxgwp.no-ip.info, user name foscam, password foscam2012 for example.

Firstly, goes to option of DDNS Settings on the administrator panel.

Secondly, select No-Ip as a server.

Thirdly, fill foscam as DDNS user, fill password foscam2012 as DDNS password, fill ycxgwp.no-ip.info as DDNS domain and server URL, Then click save to make effect. The camera will restart and to take the DDNS settings effective.

Fourthly, after the restart, login the camera, and go to option of Device Status on the administrator panel, and check if the DDNS status is successful.

If failed, please double check if you have input the correct hostname, user name, and password, and try to redo the settings.

NOTE :

If you have set Third Party DDNS successfully ,the Foscam Domain Name will be invalid. The Third Party DDNS and the Foscam Domain Name cannot work at the same time, the last time you configured will take effect.

2.3 Using the VLC player

This camera supports RTSP streaming, here you can view the camera using VLC player.

RTSP URL [rtsp:// \[user name\]\[:password\]@IP:HTTP port number/videosream](rtsp://[user name][:password]@IP:HTTP port number/videosream)

The part in the square brackets may be omitted.

user name & password:

The user name and password to access the camera. This part can be omitted.

IP: WAN or LAN IP address.

Videostream:Here support three mode: videoMain, videoSub and audio. When the network speed is bad, here you had better select videoSub. If you select audio, you can only hear the sound but cannot see the video.

For example:

IP: 192.168.1.11

HTTP Port number: 88

User name: admin

Password: 123

Here I can enter one of the following URLs in the VLC.

1. rtsp://admin:123@192.168.1.11:88/videoMain

2. rtsp:// @192.168.1.11:88/videoMain
3. rtsp://:123@192.168.1.11:88/videoMain
4. rtsp://admin@192.168.1.11:88/videoMain

Open the VLC, and go to Media Open Network Stream option, then enter the URL into VLC.

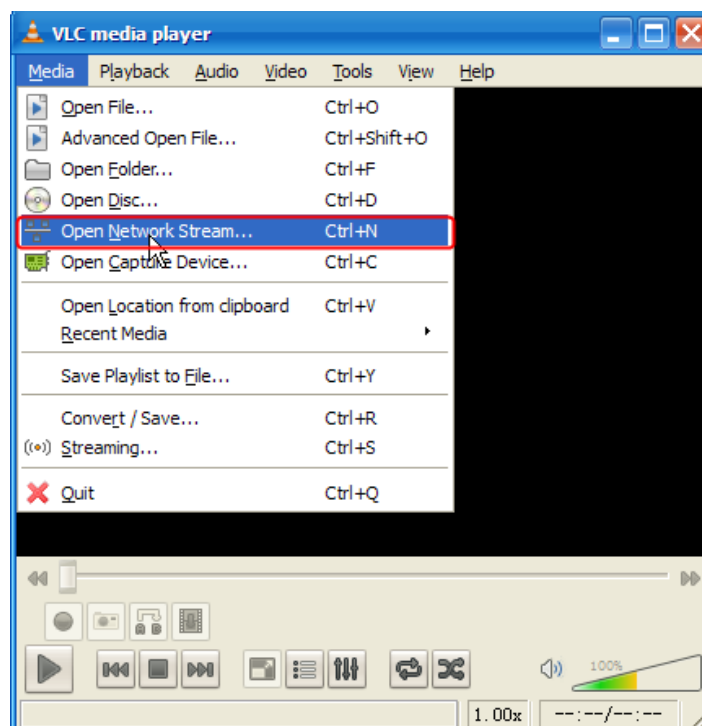


Figure 2.14

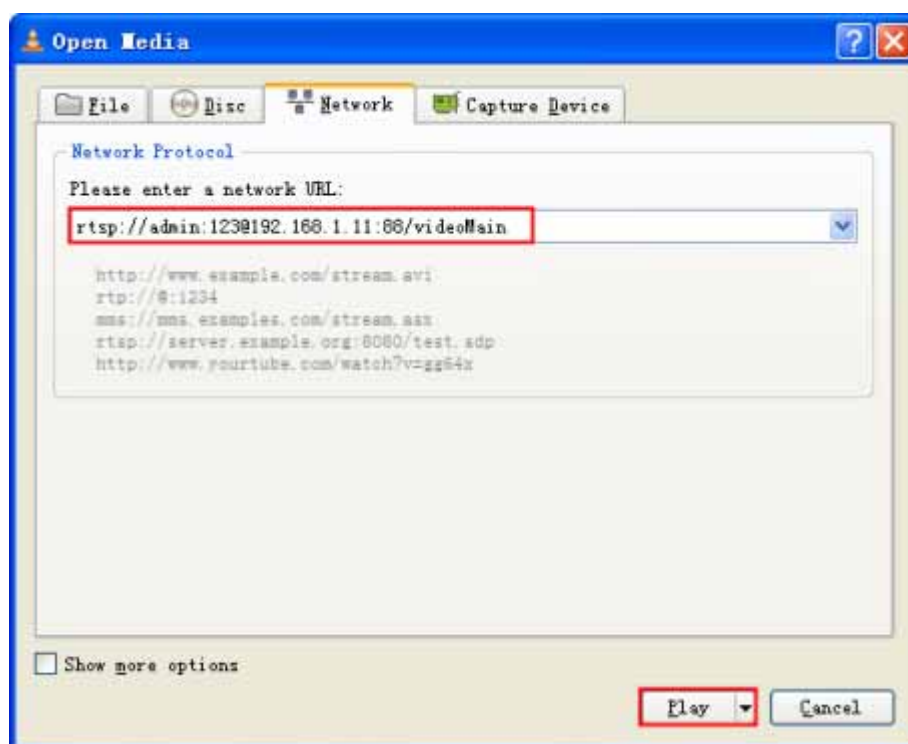


Figure 2.15

Sometimes you may need to enter the user name and password again. Click OK and you can see the real-time preview.

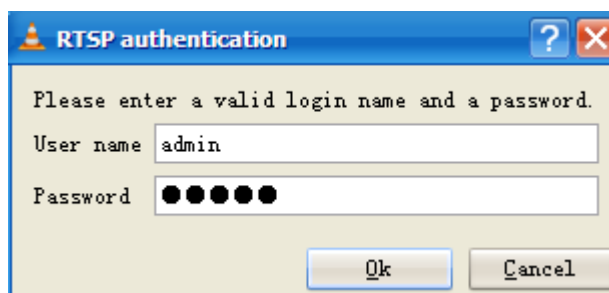


Figure 2.16

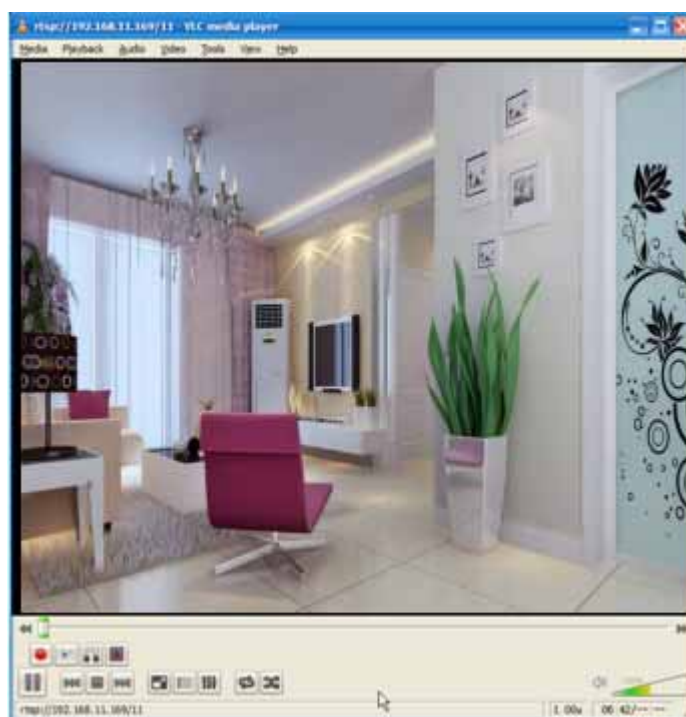


Figure 2.17

If you cannot play the video in the VLC player, please check the port mapping. You can read Quick Installation Guide about How to configure port forwarding.

NOTE:

If you modify the camera's username or password, you had better reboot the camera, or else the new username and password cannot take effect when you enter the authentication in the VLC.

2.4 IP camera connection to the server

Device supports ONVIF 2.2.1 protocol, You can easily access the NVR with ONVIF or server with ONVIF.

3 Surveillance Software GUI

Please refer to the Quick Installation Guide if you install the camera at first time. After finishing quick installation, you can take time to learn the operation of the software.

3.1 Login Window

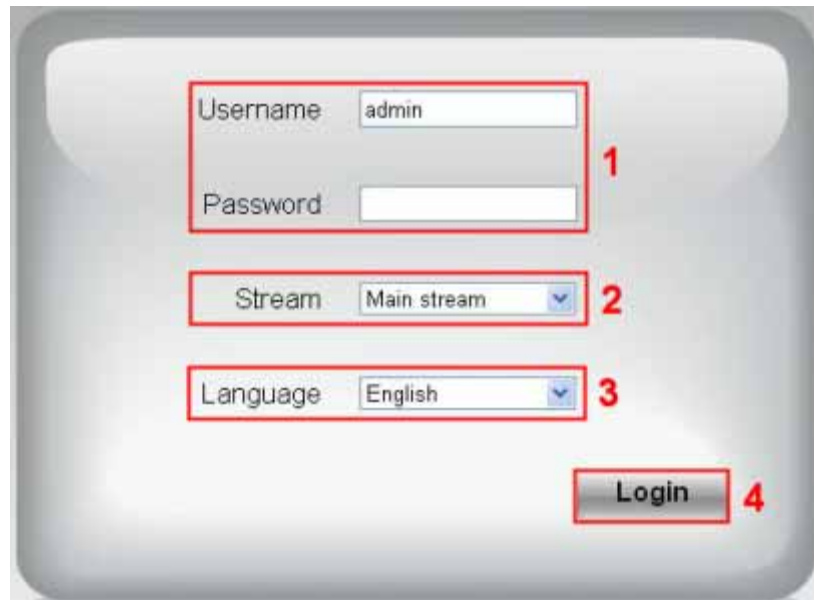


Figure 3.1

Please check the login window above, it was divided to 4 sections from no. 1 to 4.

Section1 Enter the Username and password

The default administrator username is admin with no password, please reset the password at first using and prevent unauthorized users login the camera (read chapter 3.2.4 about how to change).

Section2 Stream

The camera supports two stream modes: Main stream and sub stream. If you want to access the camera form LAN, here you can select Main stream. If you want to access the camera from Internet, here we recommend sub stream.

Note: When the network bandwidth is badly you'd better select Sub Stream and the video will be more fluency.

Section3 Select the language

You can select the language you need via click on the language dropdown list to switch.

Section4 Login the camera

Click Login button and you will see the surveilla



Figure 3.2

NOTE :

If your IP Camera is the newest software version, when setting up your camera for the first time, it will request that you modify the default username and/or password if both are still set to default. Input the new username and password, click "Modify" to complete the modification. You will now use the new username and password to log in to the camera in the future.

The image shows a 'Modify' dialog box in the Foscam web interface. It has a light gray background with rounded corners. At the top, there's a 'Username' field with the value 'admin'. Below it, there's a section with four fields: 'New username', 'New password', 'Password Security Level', and 'Confirm the password'. A 'Modify' button is located at the bottom right of the dialog. A speech bubble points to the 'New username', 'New password', and 'Confirm the password' fields, containing the text: 'Input the new username, new password and confirm the password.'

Figure 3.3

3.2 Surveillance Window

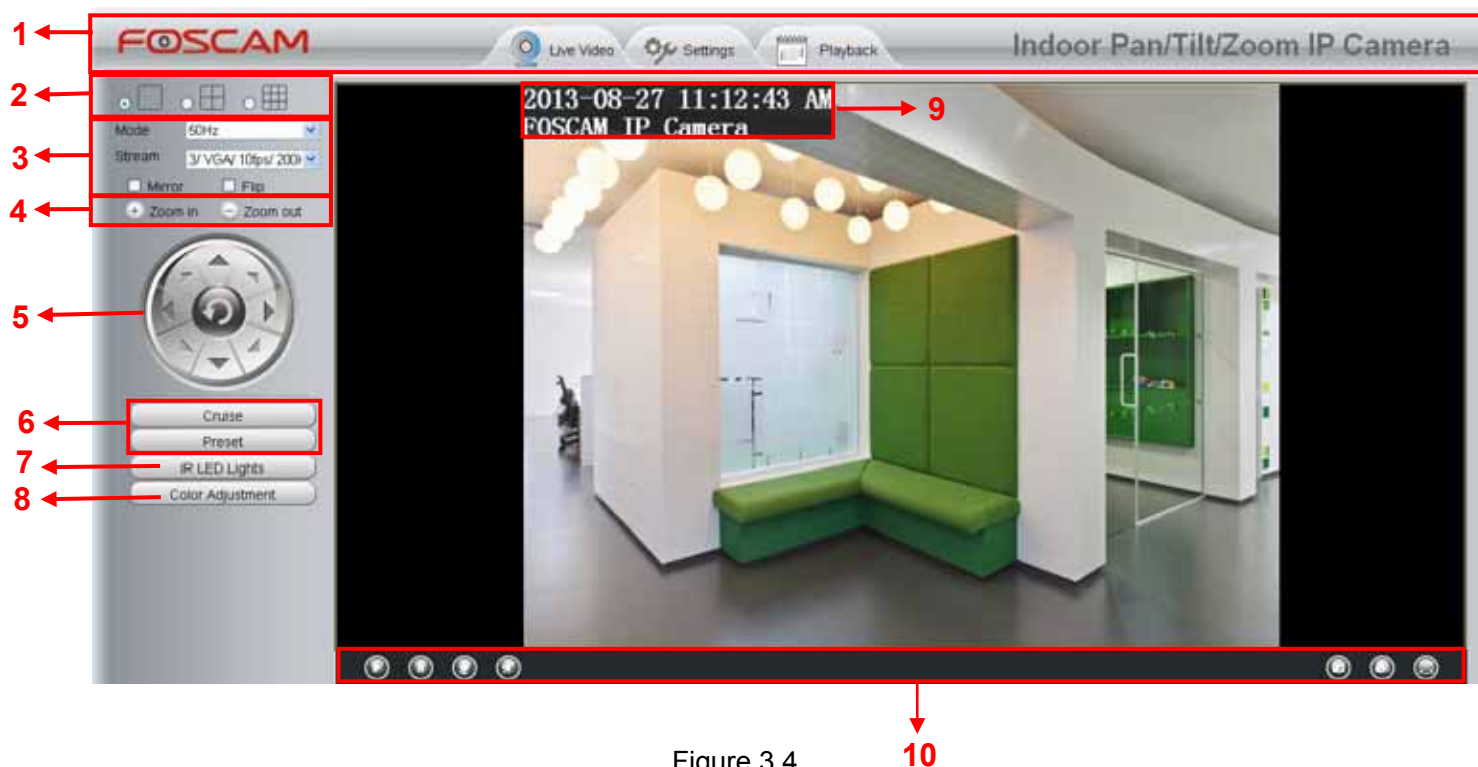


Figure 3.4

Section 1 FOSCAM Logo/ Live Video / Settings/Playback buttons



: FOSCAM LOGO



: Path to surveillance window. Click this button and back to the surveillance window



: Path to Administrator Control Panel, Click it, and it will lead to Administrator Control Panel and do advanced settings.



: Click this button and back to the Playback panel to view the stored audio files stored in the SD Card.

Section 2 Multi-Device Window



The firmware inside the camera supports up to maximum of 9 cameras being monitoring at the same time. You can add other cameras in multi-device setting (read chapter 4.2.4).

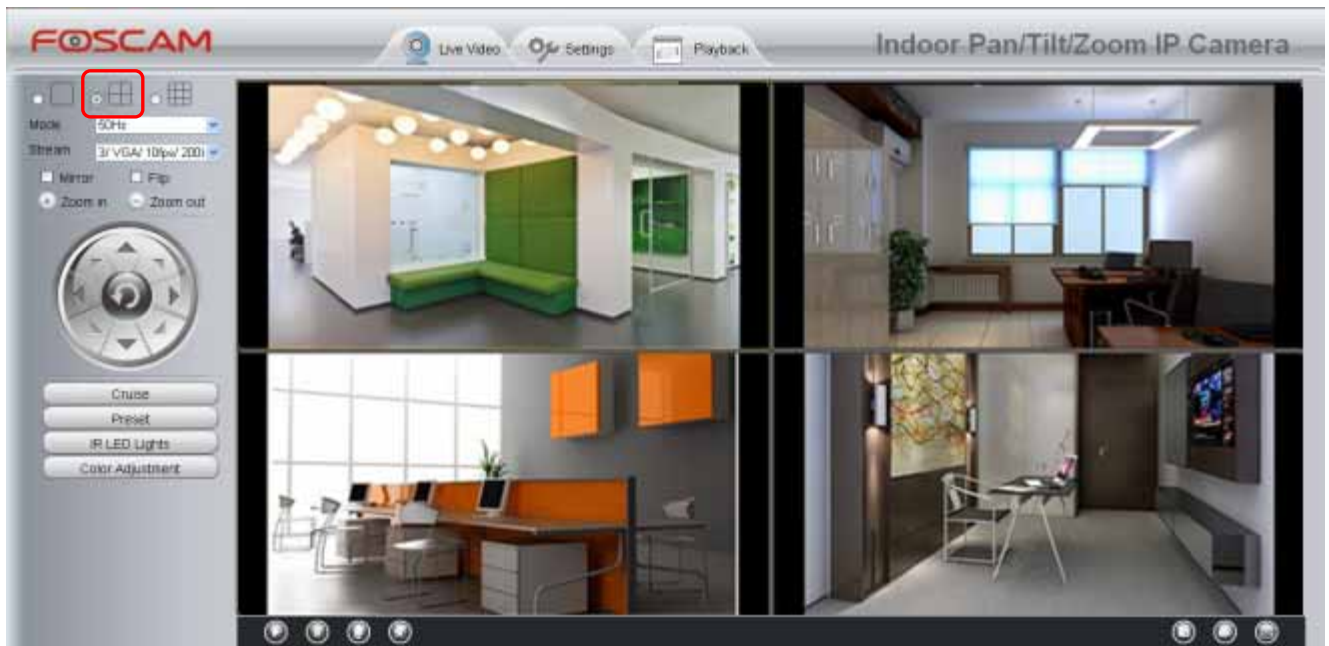


Figure 3.5

Section 3 Mode/ Stream / Mirror/ Flip buttons

Mode

- 1) 50HZ -----Indoor surveillance (Region: Europe, China)
- 2) 60HZ -----Indoor surveillance (Region: USA, Canada)
- 3) Outdoor-----Outdoor surveillance

Stream

The default Stream supports four modes: 0/720P/30fps/4M, 1/VGA/25fps/2M, 2/VGA/ 15fps/ 1M and 3/ VGA/10fps/200K. The format of the stream type is **Stream type no. / Resolution / Maximum frame rate/ Bit rate**.

1) **Stream type no.** : The number is used to identify the stream type.

2) 720P/ VGA

There are two resolutions, the bigger one is 720P, and the smaller one (VGA) is 640x480 pixels. The bigger the resolution is , the better of the image quality is. If you are accessing the camera via internet and want to get more fluent video streaming, please select resolution VGA.

3) Maximum frame rate

When the video format is 50Hz, the maximum frame rate is 25 fps. When the video format is 60Hz, the maximum frame rate is 30 fps. You should lower frame rate when the bandwidth is limited. Normally, when the frame rate above 15, you can achieve fluently video.

4) Bit rate

Generally speaking, the larger the bit rate is, the clearer video will become. But the bit rate configuration should combine well with the network bandwidth. When the bandwidth is very narrow, and bit rate is large, that will lead to video can not play well.

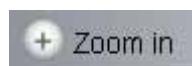
You can reset the stream type on “**Settings-> Video-> Video Settings**” panel.



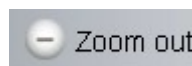
Figure 3.6

After changing, please re-login the camera and you can see the modification.

Section 4 Zoom Control



Zoom in the camera's lens.



Zoom out the camera's lens.

You can adjust the speed of the lens' zoom at **Settings--PTZ--Pan & Tilt Speed--Zoom speed**.



Figure 3.7

Section 5 Pan/Tilt Control



1-----Up control button,
2-----Down control button,
3-----Left control button,
4-----Right control button,

5----- Up-Left control button
6----- Up-Right control button
7----- Down-Left control button
8----- Down-Right control button



Click this button and go to center

Section 6 Cruise / Preset settings

Cruise Settings



The default cruise tracks have two types: Vertical and Horizontal.

Vertical: The camera will rotate from up to down.

Horizontal: The camera will rotate from left to right.



: Start cruise.

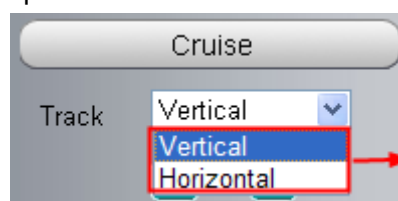


: Stop cruise.

If you want to define or change the cruise trace, please go to **Settings** → **PTZ** **Preset Settings** panel.

How to do cruise?

Firstly: Select one track in the track dropdown list



Select one of these.

Secondly: Click Start cruise button, the camera will cruise following the predefined path.

Thirdly: Click stop button and finish cruising.

Preset settings



IPCAM supports 16 preset positions, which is considered enough for DIY home & small business surveillance market

The default preset position is Topmost, Bottom most, Left most, right most, you can add other preset positions.



Add Click this icon to save the position you need the camera to remember



Delete Select one preset position and click this button to delete it.



GO Select one preset position in the preset dropdown list and click Go to make the camera move the preset position

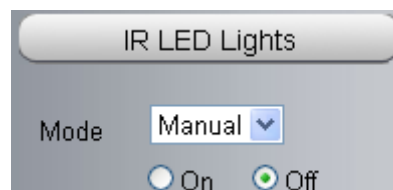
How to do preset position?

Firstly, move the camera and stop at a desired place where you want make preset position.

Secondly, click  button and enter a descriptive name for the preset position. The preset position cannot contain special characters. Then click OK to save it. If you want to reset the preset position, click Cancel. After that, you can move the camera and stop at another place, and set another preset position. You can do all the 16 preset positions with this method.

If you want to see one preset position you have set, only select the preset position name from the preset dropdown list, and click go  button, the camera will go to the preset position.

Section 7 IR LED Lights



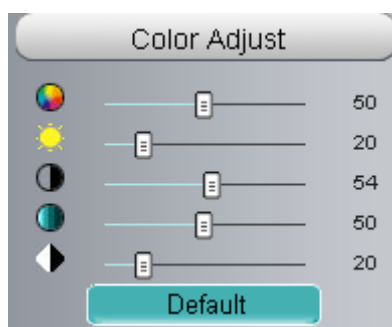
Click Infra led and there are two modes to adjust the infrared led: Auto and Manual.

Auto: Select it and the camera will adjust the infra led (on or off) automatically.

Manual: Select it and you can turn on or turn off the infra led manually.

Section 8 Image quality settings

In this page, you can tune Hue, Brightness, Contrast, Saturation, and Sharpness to get higher quality.



Section 9 OSD

If you have added time and camera name in the video, you can see it in the live window.

Go to **Settings ---Basic settings---Camera name** panel, and you can change another device name. The default device name is anonymous.

Go to **Settings ---Basic settings---Camera time** panel and adjust the device time.

Go to **Settings ---Video---On Screen Display** panel, you can add or no add OSD.

Section 10 Play/Stop/ Talk/Audio/ Snap/ Record/ Full screen button



1-----Play Click it to play the video of the camera

2-----Stop Click it to stop the video of the camera

3----- Talk Click the button and the icon will become to , then talk to the microphone that connected with PC, people around the camera can here your voice. Click the icon again and stop talking.

4----- Audio Click this icon, the icon will become to  you can hear the sound around the camera by the earphone or speakers that connected with PC.

5----- Snapshot Click it to make snapshot and it pop-up a window which picture you snapshot, right click in the window and save the picture to anywhere you want.

6----- Record Click the icon  and the camera start recording, you can see a green dot in the live window. Click again and stop recording. The default storage path is C:\IPCamRecord. You can change the storage path: Go to Settings- >Record->Storage Location panel.

7-----Full Screen Click it to make full-screen, or you can double click the surveillance screen to make full-screen. Double click again and exit full-screen.

Onscreen Mouse Control

Right click the mouse and you can adjust the screen ration, full screen and Zoom up.



Figure 3.8

Keep ration: Select it and the camera will adjust the size of live window based on the the computer monitor automatically. Sometimes there is a black border around the video, please select Keep ration to get a better visual quality .

Full Screen: Select it and Click it to make full-screen, press ESC and exit full-screen.

Zoom up: Select it and you can see a bigger screen than before.

First Method: Here is a convenient and fast solution to Zoom up/down screen by Clicking Video Screen and adjusting Mouse pulley, or by press the CTRL key and click the mouse left button.

Second Method: Click it and the live view will be digital zoomed up, then click Zoom Down and the live view back to original size.

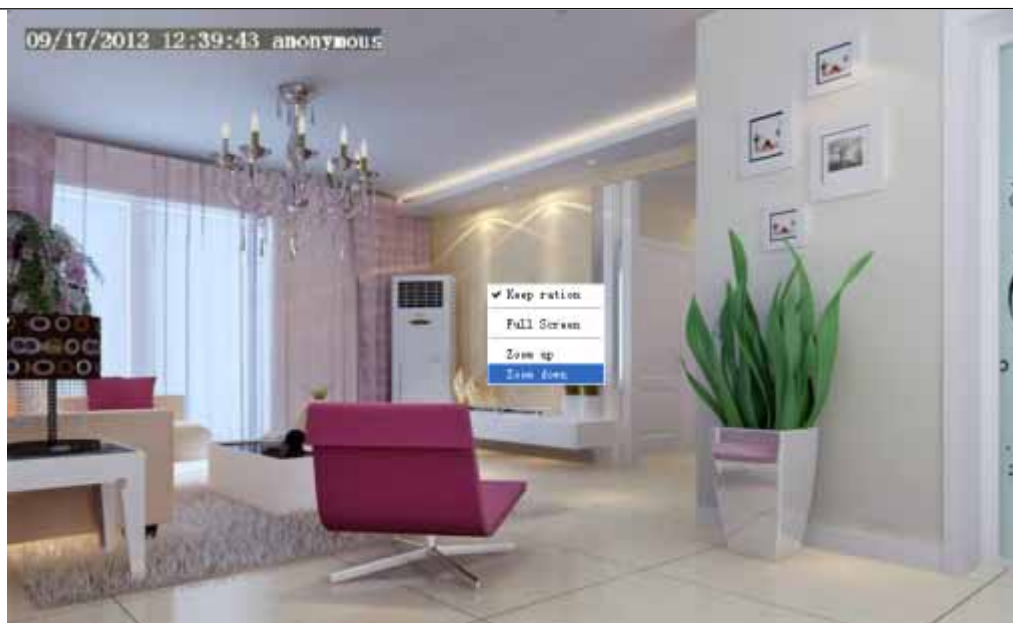


Figure 3.9

When you select the Full Screen, then click right mouse, there is a Screen PTZ button.

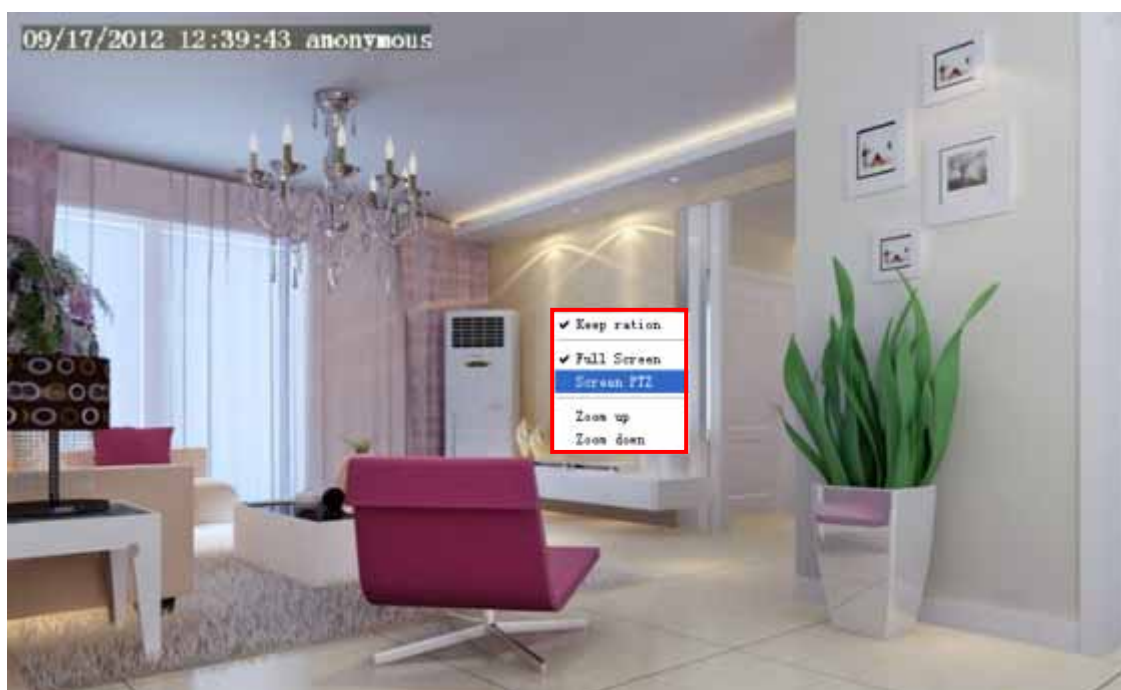


Figure 3.10

Click the **Screen PTZ** button and put the mouse on the screen to indicate the camera move direction you prefer, press the left mouse, the camera will move to the corresponding direction. Loosen the mouse and stop moving. Press Esc button or double click right mouse and cancel the function.

NOTE: For Mac OS, the plugin cannot support Onscreen Mouse Control, so you cannot allow to use it.

4 Advanced Camera Settings

Click the button “**Settings**”, goes to Administrator Control Panel to make advanced camera settings.

4.1 Status

Status contains four columns: Device Information, Device Status, Session Status and Log, it will show you various information about your camera.

4.1.1 Device Information



Figure 4.1

Camera Model: The camera model NO.

Camera Name: The Device Name is a unique name that you can give to your device to help you identify it. Click **Basic Settings** and go to **Camera name** panel where you can change your camera name. The default device name is anonymous.

Camera ID: Display the wired MAC address of your camera. For example Device ID is 000C5D00008, the same MAC ID sticker is found at the bottom of the camera.

Camera Time: The system time of the device. Click **Basic Settings** and go to **Camera time** panel and adjust the time.

System Firmware Version: Display the System Firmware version of your camera.

App Firmware Version: Display the application firmware version of your camera.

Plug-In Version: Display the plug-in version of your camera

4.1.2 Device Status

On this page you can see device status such as Alarm status/ Record Status ,DDNS status ,WIFI status and so on.



Figure 4.2

4.1.3 Session Status

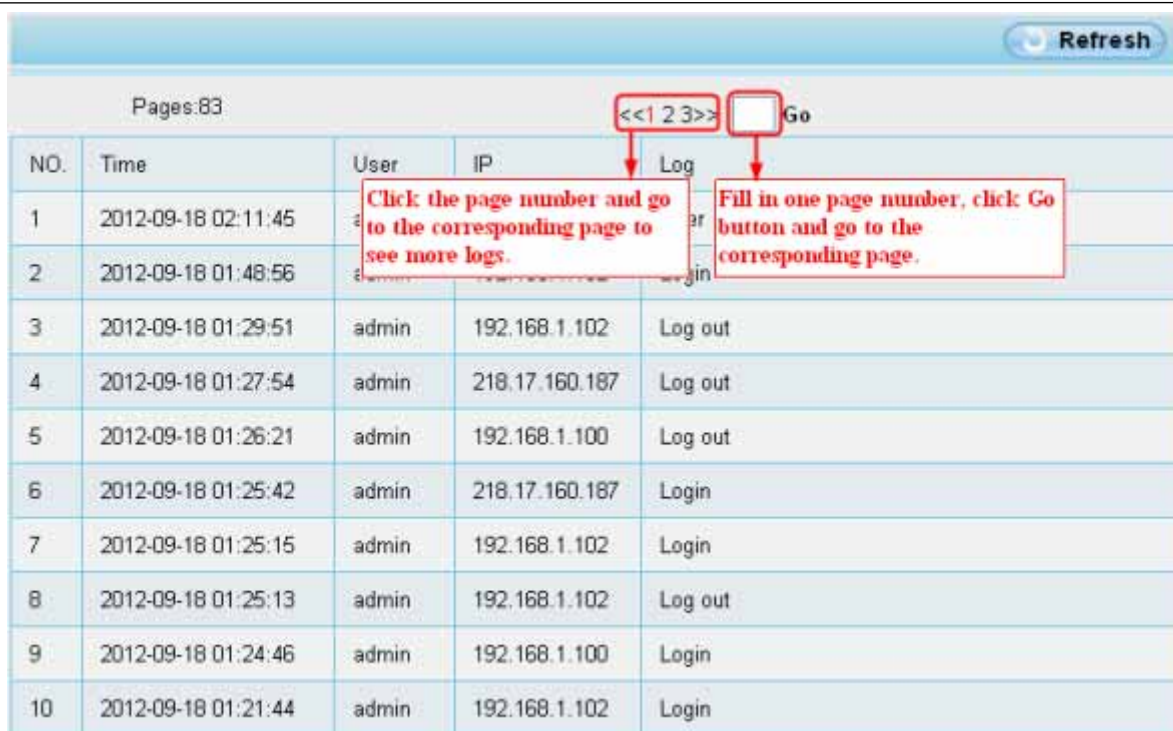
Session status will display who and which IP is visiting the camera now.



Figure 4.3

4.1.4 Log

The log record shows who and which IP address accessed or logout the camera.



Pages:83

<< 1 2 3 >> Go

NO.	Time	User	IP	Log
1	2012-09-18 02:11:45	admin	192.168.1.102	Log out
2	2012-09-18 01:48:56	admin	192.168.1.102	Log out
3	2012-09-18 01:29:51	admin	192.168.1.102	Log out
4	2012-09-18 01:27:54	admin	218.17.160.187	Log out
5	2012-09-18 01:26:21	admin	192.168.1.100	Log out
6	2012-09-18 01:25:42	admin	218.17.160.187	Login
7	2012-09-18 01:25:15	admin	192.168.1.102	Login
8	2012-09-18 01:25:13	admin	192.168.1.102	Log out
9	2012-09-18 01:24:46	admin	192.168.1.100	Login
10	2012-09-18 01:21:44	admin	192.168.1.102	Login

Figure 4.4

Reboot the camera and clear the log records.

4.2 Basic Settings

This section allows you to configure your camera's Name, Time, Mail, User account and Multi-Device.

4.2.1 Camera Name

You can define a name for your camera here such as apple. Click Save to save your changes. The alias name cannot contain special characters.



Status

Basic Settings

Camera Name

Camera Time

User Accounts

Multi-Camera

Network

Camera Name

Save Refresh

Camera Name

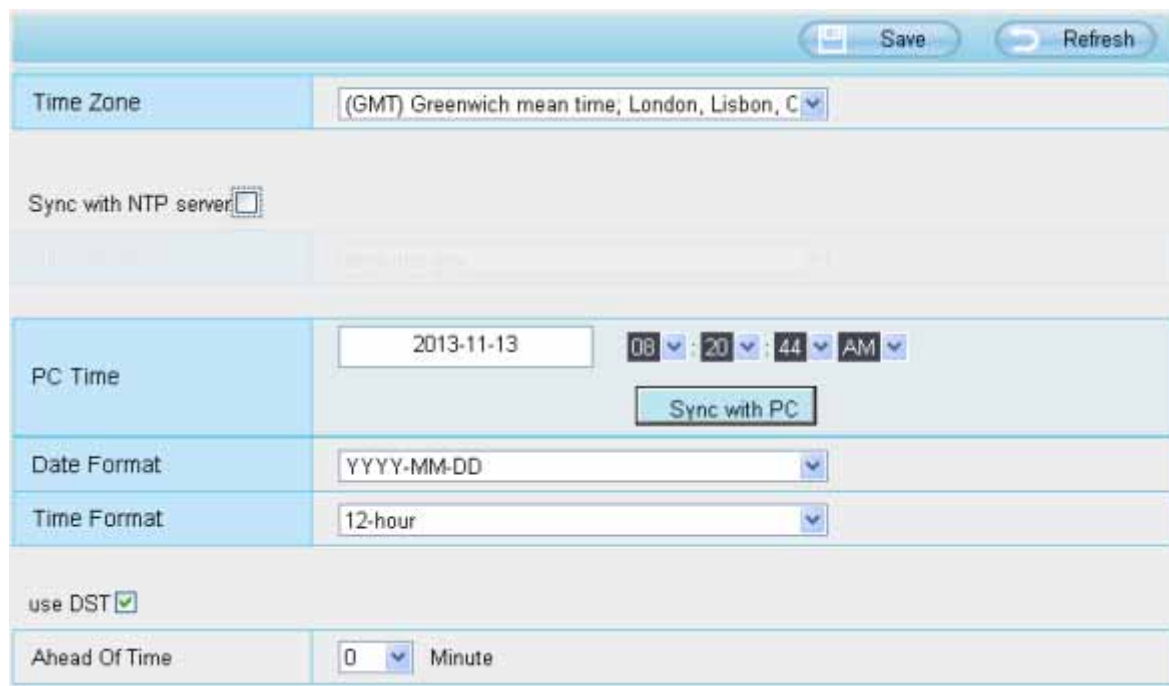
F9818W

The maximum Device Name length is 20, support English, numbers, letters and symbols

Figure 4.5

4.2.2 Camera Time

This section allows you to configure the settings of the internal system clocks for your camera.



The screenshot shows a web interface for configuring a camera's time settings. At the top right, there are 'Save' and 'Refresh' buttons. The 'Time Zone' is set to '(GMT) Greenwich mean time, London, Lisbon, C'. Below this is a 'Sync with NTP server' checkbox, which is currently unchecked. The 'PC Time' section shows the date '2013-11-13' and the time '08:20:44 AM', with a 'Sync with PC' button. The 'Date Format' is set to 'YYYY-MM-DD' and the 'Time Format' is set to '12-hour'. The 'use DST' checkbox is checked. At the bottom, 'Ahead Of Time' is set to '0 Minute'.

Figure 4.6

Time Zone: Select the time zone for your region from the dropdown menu.

Sync with NTP server: Network Time Protocol will synchronize your camera with an Internet time server. Choose the one that is closest to your camera.

Sync with PC: Select this option to synchronize the date and time of the Network Camera with your computer.

Manually: The administrator can enter the date and time manually. Note select the date and time format.

use DST: Select the daylight saving time from the dropdown list.

Click **Save** button and submit your settings.

NOTE: If the power supply of camera is disconnect, you need set the camera's time again.

4.2.3 User Accounts

Here you can create users and set privilege, **visitor**, **operator** or **administrator**. The default user account is admin, with a blank password. You can enter the users accounts of visitor, operator and administrator Manually.

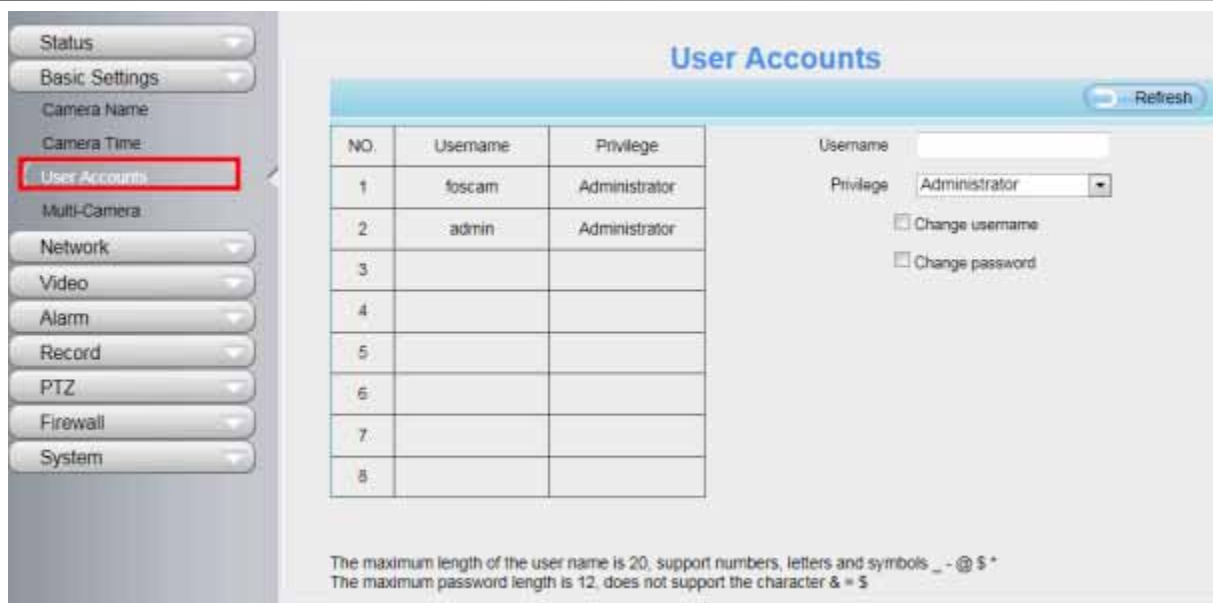


Figure 4.7

How to change the password?

Firstly, select the account which you want to change the password, then select “Change password”, enter the old password and the new password, lastly click modify to take effect.



Figure 4.8

How to add account ?

Select one blank column, then enter the new user name, password and privilege, last click Add to take effect. You can see the new added account on the Account list.

User Accounts

Refresh

NO.	Username	Privilege
1	foscam	Administrator
2	admin	Administrator
3		
4		
5		
6		
7		
8		

Username:

Password:

Password Security Level: Low security level.

Confirm the password:

Privilege:

☐ Change username

☐ Change password

Add

The maximum length of the user name is 20, support numbers, letters and symbols _ - @ \$ *
The maximum password length is 12, does not support the character & = \$

Figure 4.9

User Accounts

Refresh

NO.	Username	Privilege
1	foscam	Administrator
2	admin	Administrator
3	user	Administrator
4		
5		
6		
7		
8		

Username:

Privilege:

☐ Change username

☐ Change password

Delete

The maximum length of the user name is 20, support numbers, letters and symbols _ - @ \$ *
The maximum password length is 12, does not support the character & = \$

Figure 4.10

Delete : Select the account which you want to delete, then click Delete button to take effect.

NOTE: The default admin account cannot be deleted, but you can add other administrator users.

How to change the username ?

Firstly, select the account which you want to change the username, then select "Change username", enter the

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new password, lastly click modify to take effect.

User Accounts Refresh

NO.	Username	Privilege
1	admin	Administrator
2	operator	Operator
3		
4		
5		
6		
7		
8		

Username:

New username:

Privilege:

☒ Change username
☐ Change password

Modify

The maximum length of the user name is 20, support numbers, letters and symbols _ - @ \$ *

The maximum password length is 12, does not support the character & =

Figure 4.11

4.2.4 Multi-Camera

If you want to view multi-surveillance screens on one window, you need to login one camera, and set it as the main device, and do Multi-Device Settings, add other cameras to the first one camera. Before you do multi-cams settings, you need to assign different port such as 81, 82, 83, 84, 85, 86, 87, 88 to the cameras if there is 8 cams installed.

The firmware within the camera can support a maximum of 9 devices monitoring all at the same time. This page you can both add FOSCAM MJPEG and H.264 series cameras to the first camera and view multi-surveillance screen on one window.

Add cameras in LAN

In Multi-Device Settings page, you can see all devices searched in LAN. The 1st Device is the default one. You can add more cameras in the list in LAN for monitoring. The camera's software supports up to 9 IP Cameras online simultaneously. Click The 2nd Device and click the item in the Device List in LAN, the Alias, Host and Http Port will be filled in the boxes below automatically. Enter the correct username and password then click Add. Add more cameras in the same way.

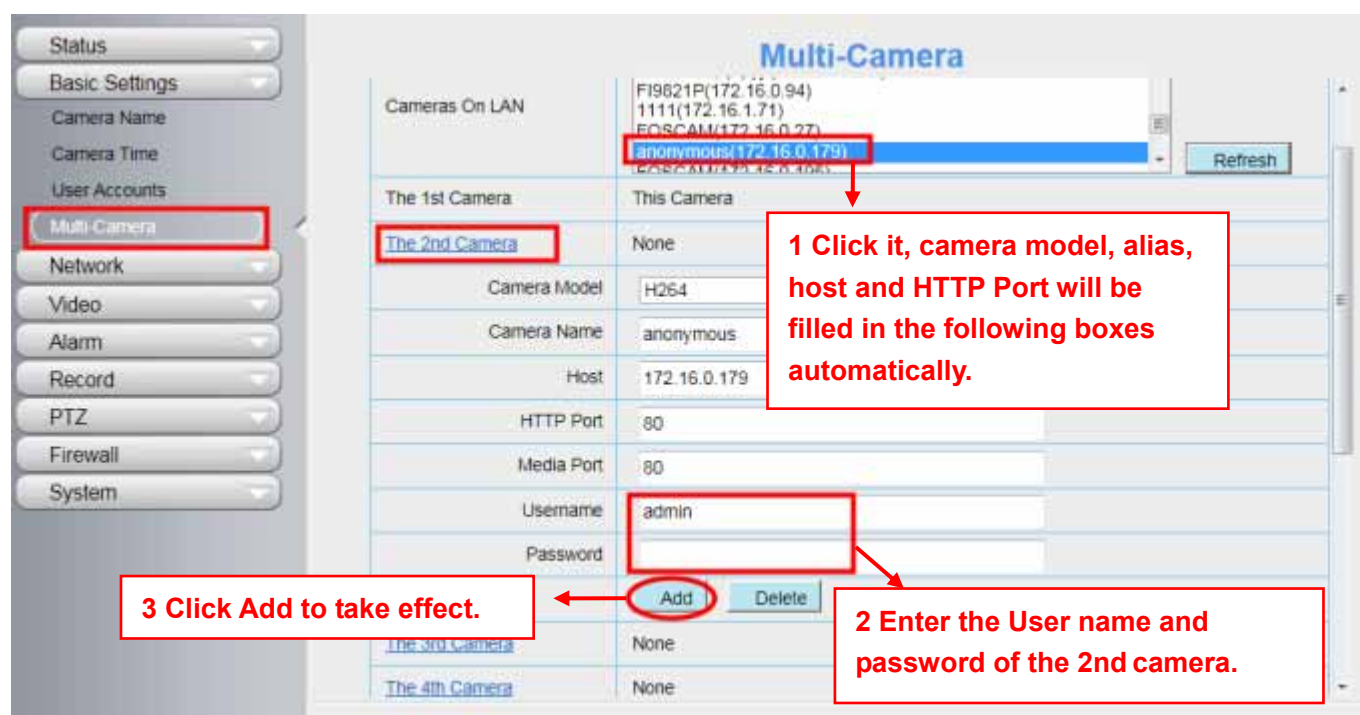


Figure 4.12

Camera Model: Our Company produces two series cameras: MJPEG and H.264. Here will show you which series the camera belongs to.

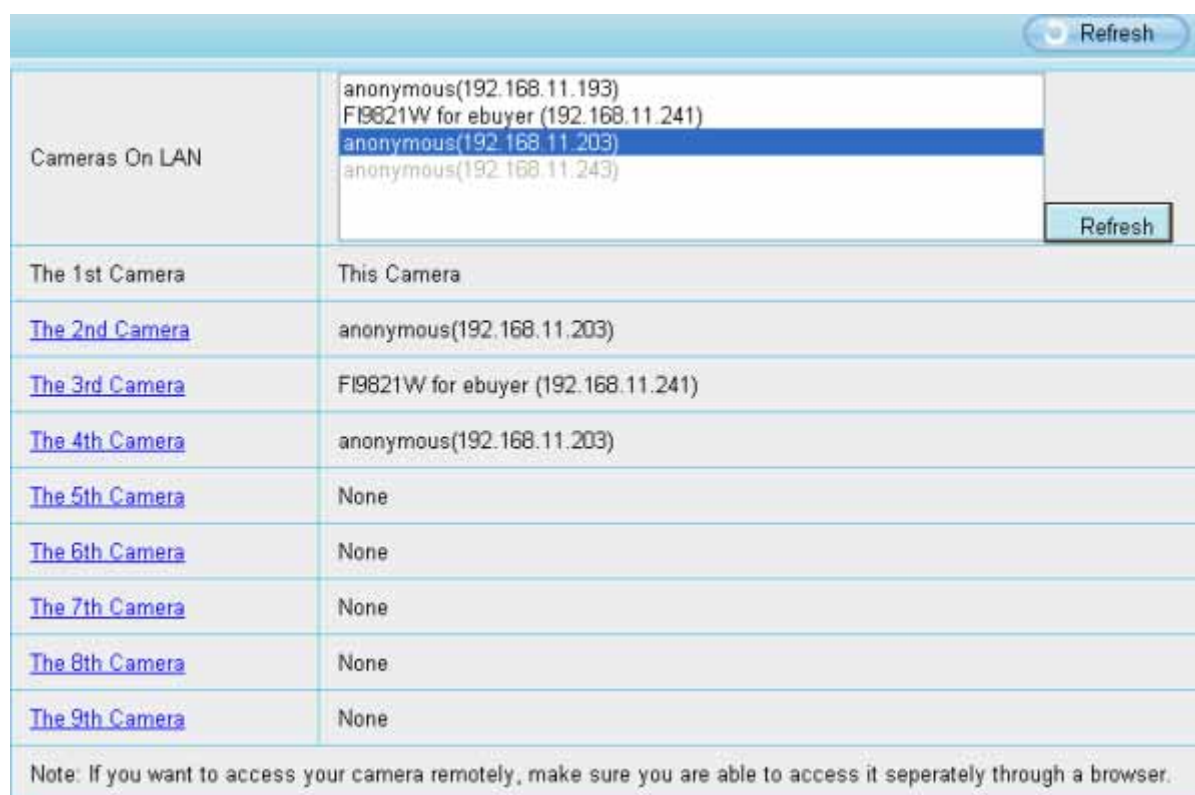


Figure 4.13

Back to **Surveillance Windows**, and click Four Windows option, you will see four cameras you added.

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Figure 4.14

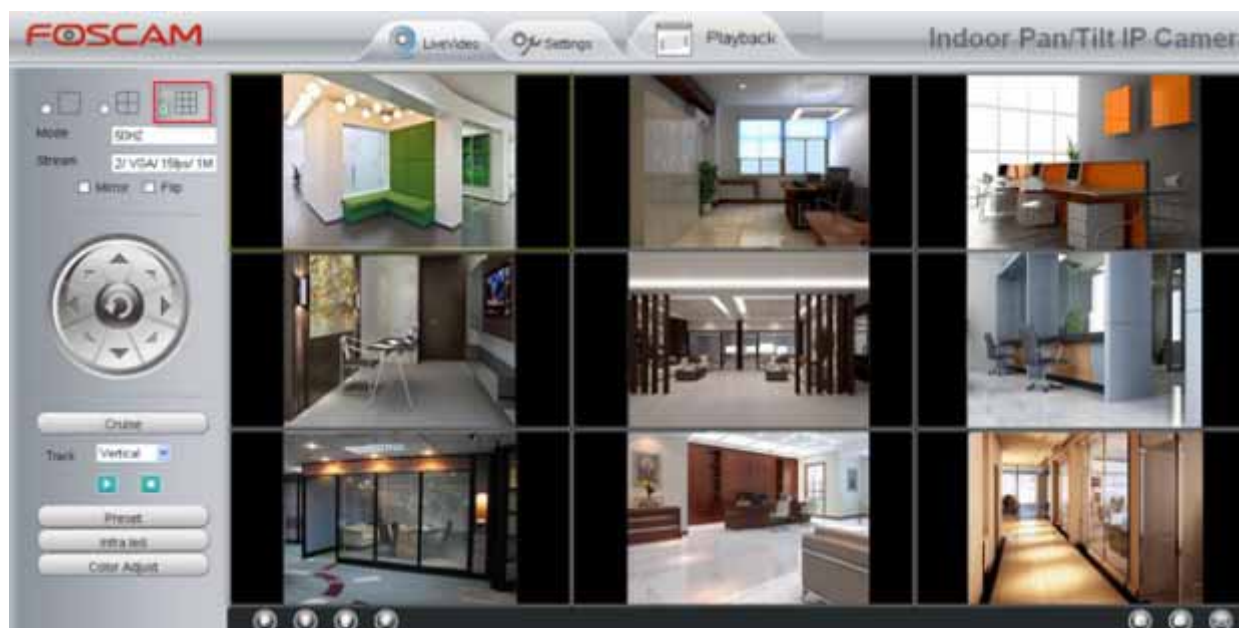


Figure 4.15

Add cameras in WAN

If you want to view all cameras via the internet(remote computer), you will need to add them using DDNS domain name. Firstly, make sure all of the cameras you added can be accessed through the internet. **(Read How to configure DDNS settings in chapter 4.3.4)**

Login to the first camera using a DDNS domain name and port.

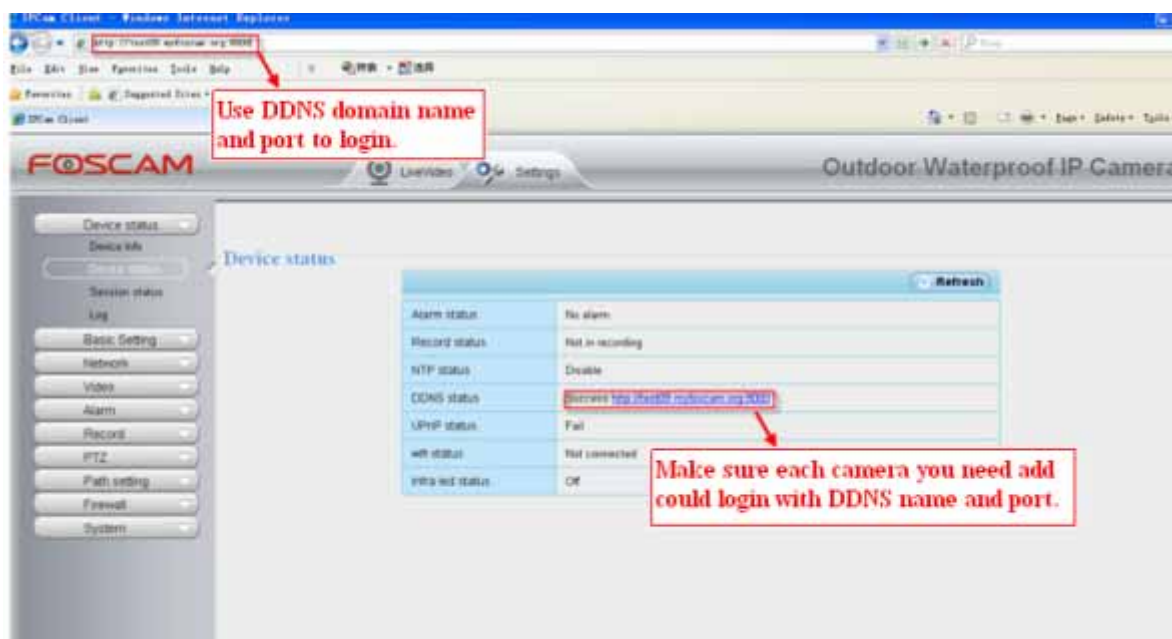


Figure 4.16

Click **Multi-Device Settings**. Choose **The 2nd Device**. Fill in the 2nd camera's name, DDNS domain name, port number. Enter user name and password and then choose Add. (Figure 4.16)

The 1st Camera	This Camera
The 2nd Camera	FI9821W(172.16.0.47)
Camera Model	H264 1
Camera Name	FI9821W 2
Host	172.16.0.47
HTTP Port	88 3
Media Port	88
Username	admin
Password	
5	Add Delete

Figure 4.17

- 1----- The camera model: MJ or H264.
 2----- The 2nd camera's name
 3----- Fill in the 2nd camera's DDNS host not LAN IP

NOTE: The MJ series have the same HTTP Port NO. and Media Port NO.

4 ---- Enter the 2nd camera's user name and password

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5---- Click Add button and to take effect

NOTE: Here the Host must be entered as the second camera's DDNS domain name, not its LAN IP.

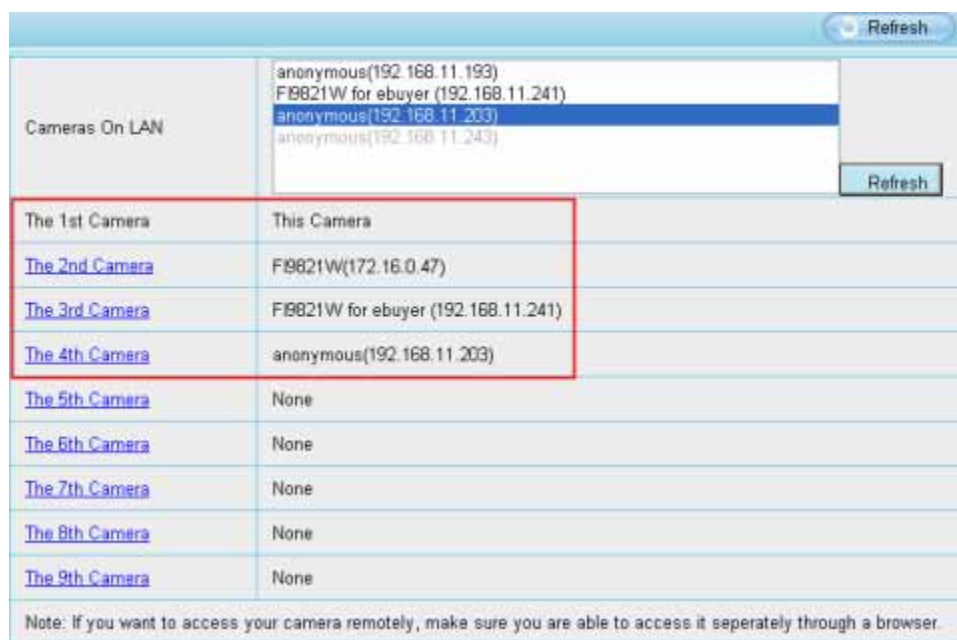


Figure 4.18

Return to video window. You will see all of the cameras accessible through the internet.

When you are away from home, you can use the first camera's DDNS domain name and port to view all the cameras via internet.

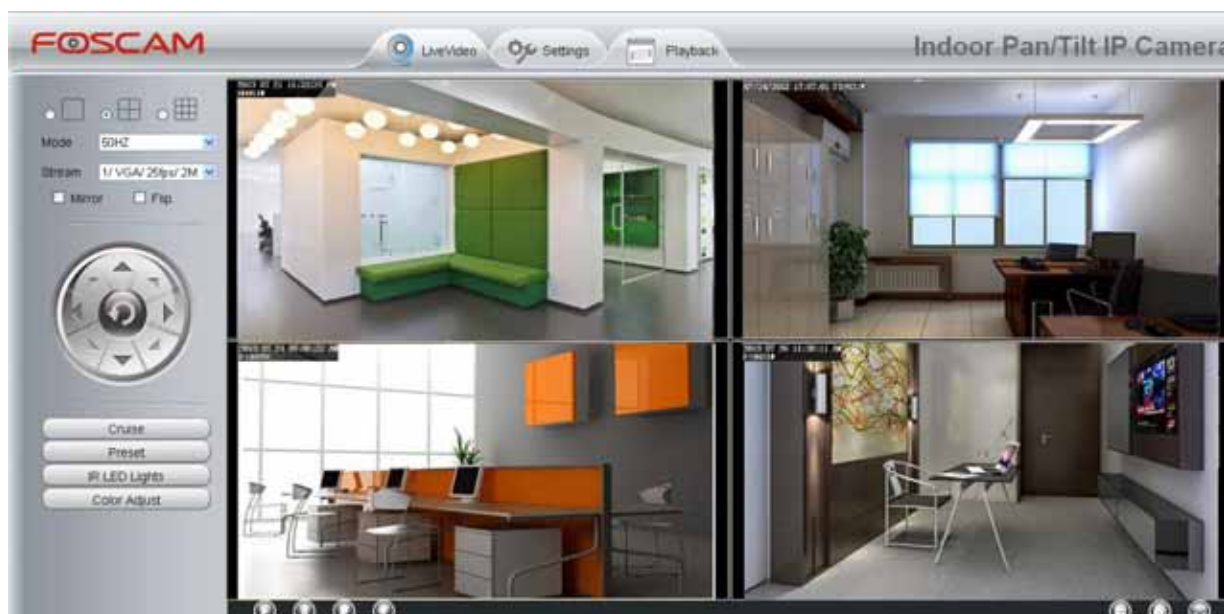


Figure 4.19

4.3 Network

This section will allow you to configure your camera's IP, PPPoE, DDNS, Wireless Settings, UPnP and Port.

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4.3.1 IP Configuration

If you want to set a static IP for the camera, please go to **IP Configuration** page. Keep the camera in the same subnet of your router or computer.



Obtain IP From DHCP	☐
IP Address	192.168.0.109
Subnet Mask	255.255.255.0
Gateway	192.168.0.1
Primary DNS Server	192.168.0.1
Secondary DNS Server	202.96.134.133

Note: Once you save your settings, the camera will restart.

Figure 4.20

Changing settings here is the same as using the IP Camera Tool.

It is recommended that you use the subnet mask, gateway and DNS server from your locally attached PC. If you don't know the subnet mask, gateway and DNS server, you can check your computer's local area connection as follows:

Control Panel → Network Connections → Local Area Connections → Choose Support → Details

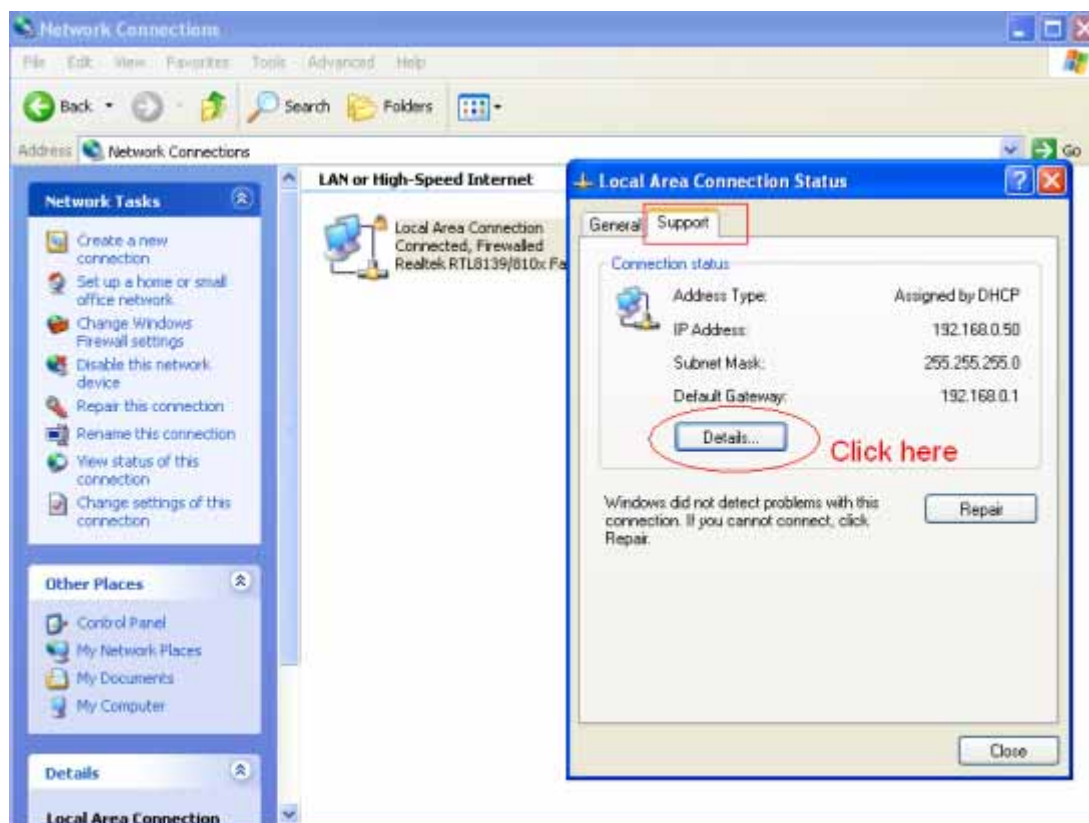


Figure 4.21

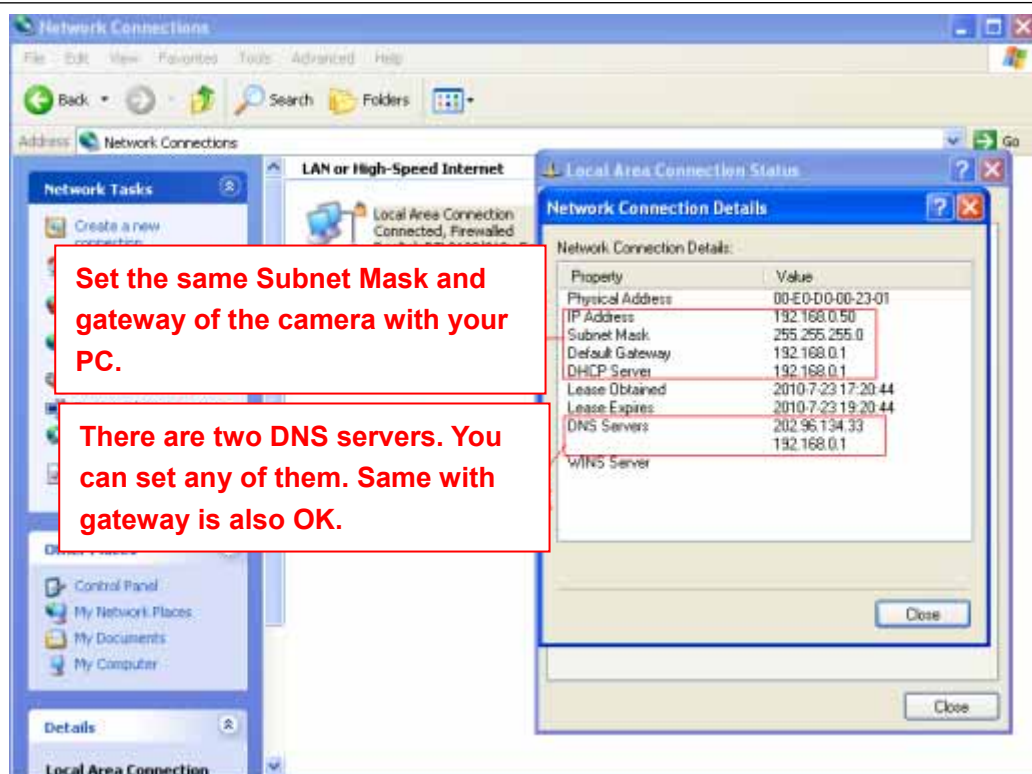


Figure 4.22

If you don't know the DNS server, you can use the same settings as the Default Gateway.

4.3.2 Wireless Settings

Step 1: Choose “**Settings**” on the top of the camera interface, and go to the “**Network**” panel on the left side of the screen, then click “**Wireless Settings**.”

Click the **Scan** button and the camera will detect all wireless networks around the area. It should also display your router in the list (Figure 4.23).



Figure 4.23

Step 2: Click the SSID (name of your router) in the list, the corresponding information related to your network, such as the name and the encryption, will be filled into the relevant fields automatically.

You will only need to fill in the password of your network. Make sure that the SSID, Encryption and the password you filled in are exactly the same for your router.

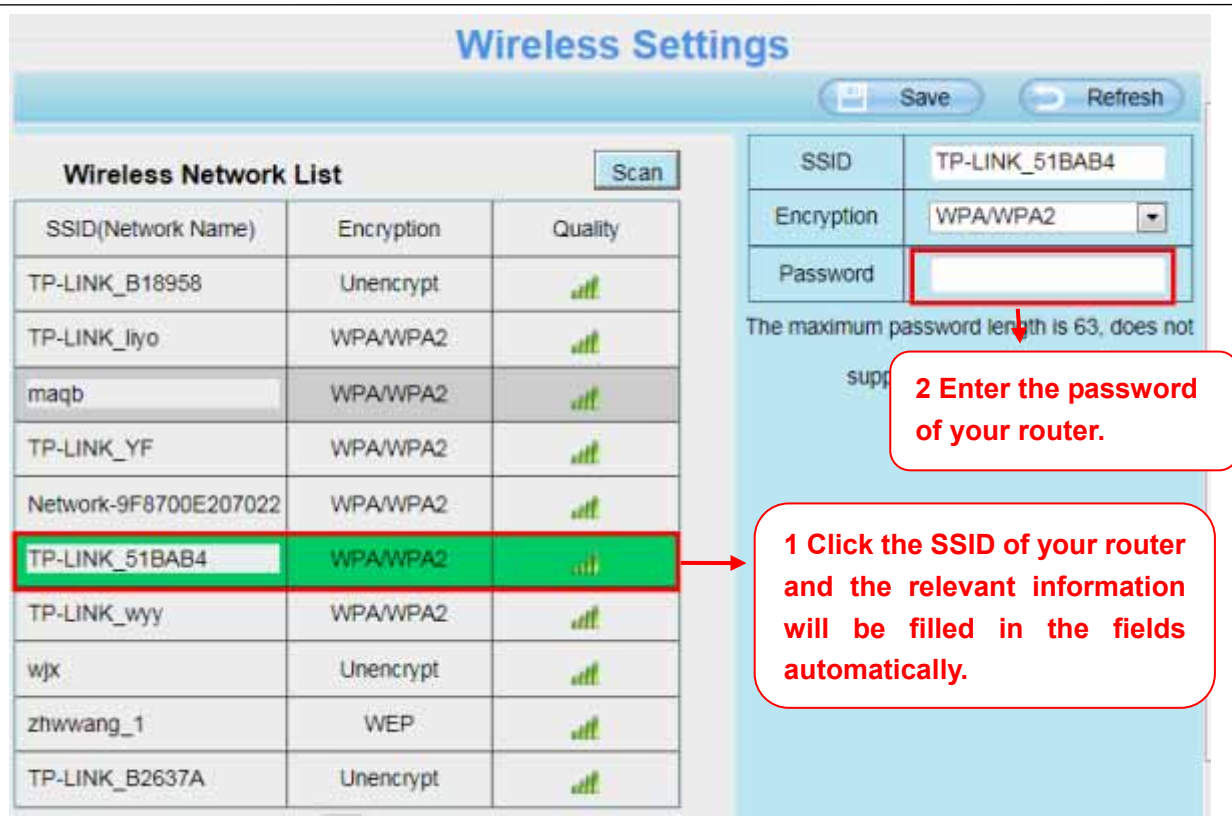


Figure 4.24

Step 3: Please click on the **Save** button after all settings have been entered and disconnect the network cable. Never shut down the power of the camera until the IP camera is able to connect to the wireless network.

The LAN IP address will disappear on the window of IP Camera Tool when the camera is configuring a wireless connection. Wait about 1 minute, the camera should obtain a wireless connection, and the LAN IP of the camera will show again on the window of the IP Camera Tool. The IP address may have changed after the camera receives a wireless connection; we recommend setting a static local IP address if this IP address changes by right clicking the camera in IP Camera Tools, setting a static IP, and pushing OK. Congratulations! You have set up the wireless connection of the camera successfully.

NOTE :

- 1 . If you fail to make a wireless connection, please refer to your seller or contact us directly for assistance.
- 2 . FI9821E does not support WIFI.

WPS (WI-FI Protected Set-up)

Step 1) Press and hold the **WPS** button for **two seconds**.

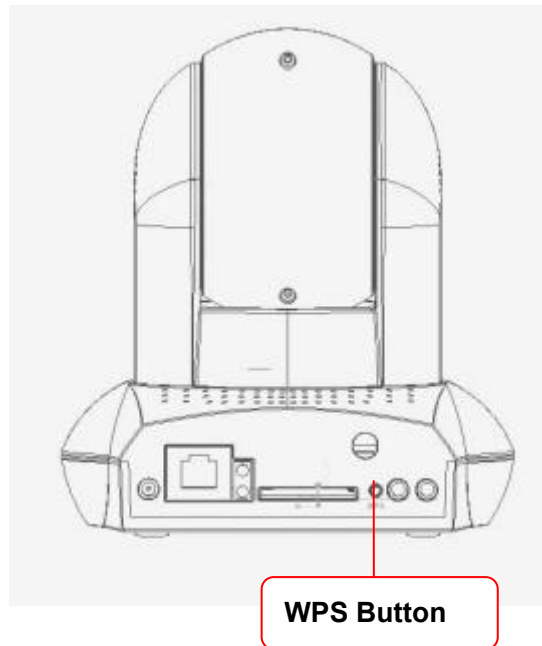


Figure 4.25

Step 2) Press the WPS button on your router **within 60 seconds**. The WPS button is usually on the back or side of your router. On some routers, you may need to log in to the web interface and click on an on-screen button to activate the WPS feature. If you are not sure where the WPS buttons is on your router, please refer to your router's User Manual.

The camera will automatically create a secure wireless connection to your router. If you have plugged in the network cable, please plug it out. The IP Camera Tool will search the camera's LAN IP. Make sure the PC and the camera share the same subnet.

NOTE :

The security mode of router cannot be WEP, or else the WPS settings may be failed.

4.3.3 PPPoE

If you are using a PPPoE connection, enable it and enter the User Name and Password for your PPPoE account.

Use PPPoE ☒

PPPoE account: sz1025441266512
The maximum length of the user name is 20, support numbers, letters and symbols @ \$ * - _

PPPoE password:
The maximum password length is 12, does not support the character & =

Note: Once you save your settings, the camera will restart.

Figure 4.26

4.3.4 DDNS

FOSCAM camera has embedded a unique DDNS domain name when producing, and you can directly use the domain name, you can also use the third party domain name.

FOSCAM domain name

Here take **test09.myfoscam.org** for example. Go to option of DDNS on the **Settings->Network** panel, you can see the domain name.

Enable DDNS ☒

Manufacturer's DDNS

Manufacturer's DDNS: test09.myfoscam.org Restore DDNS to factory

Third Party DDNS

DDNS Server: None

Domain:

Figure 4.27

Now you can use **http:// Domain name + HTTP Port** to access the camera via internet.

Take hostname **test09.myfoscam.org** and HTTP Port no. 800 for example, the accessing link of the camera via internet would be **http:// test09.myfoscam.org:800**

Restore DDNS to factory: If you have configured Third Party DDNS successfully, but you want to use Manufacturer's DDNS again, here click this button and start Manufacturer's DDNS Service.

Third Party Domain Name Settings

User can also use third part DDNS, such as www.no-ip.com, www.3322.com

Here take www.no-ip.com for example:

① Step 1, Go to the website www.no-ip.com to create a free hostname

Firstly: Login on www.no-ip.com and click No-IP Free to register.



Figure 4.28

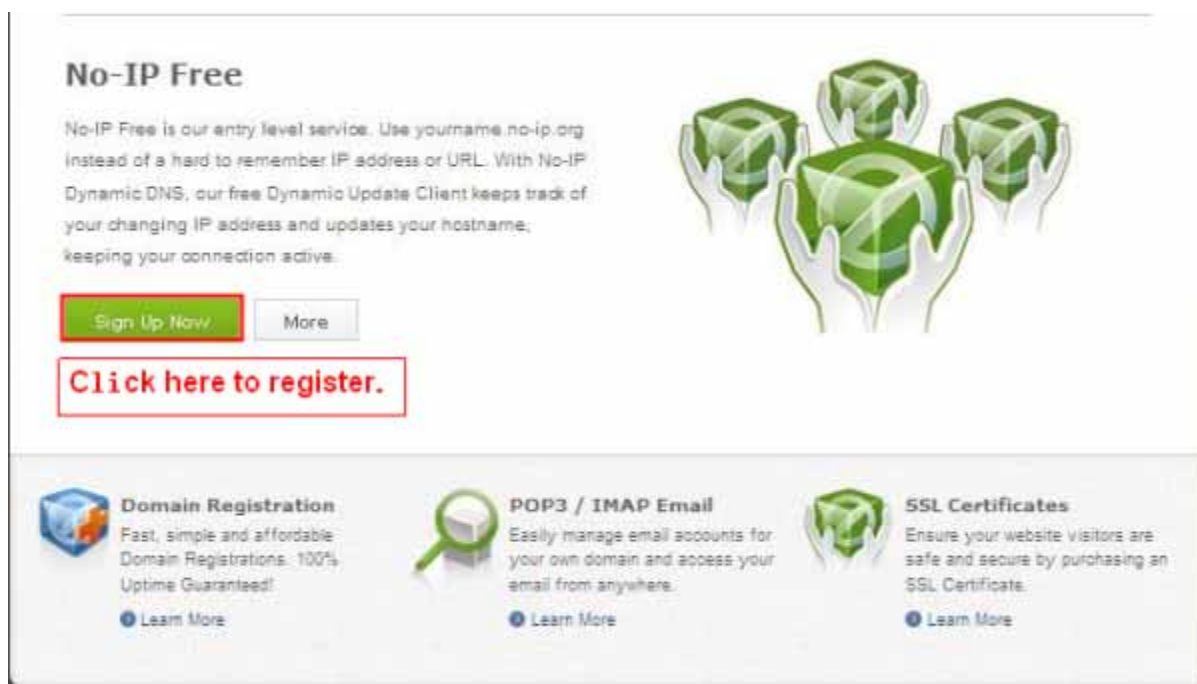


Figure 4.29

Please register an account step by step according to instructions on www.no-ip.com

After registration, please login your email which used to register. You will receive an email from website, please click the link to activate your ACCOUNT as indicated in email.

Secondly: Login the link with the registered username and password to create your domain name.

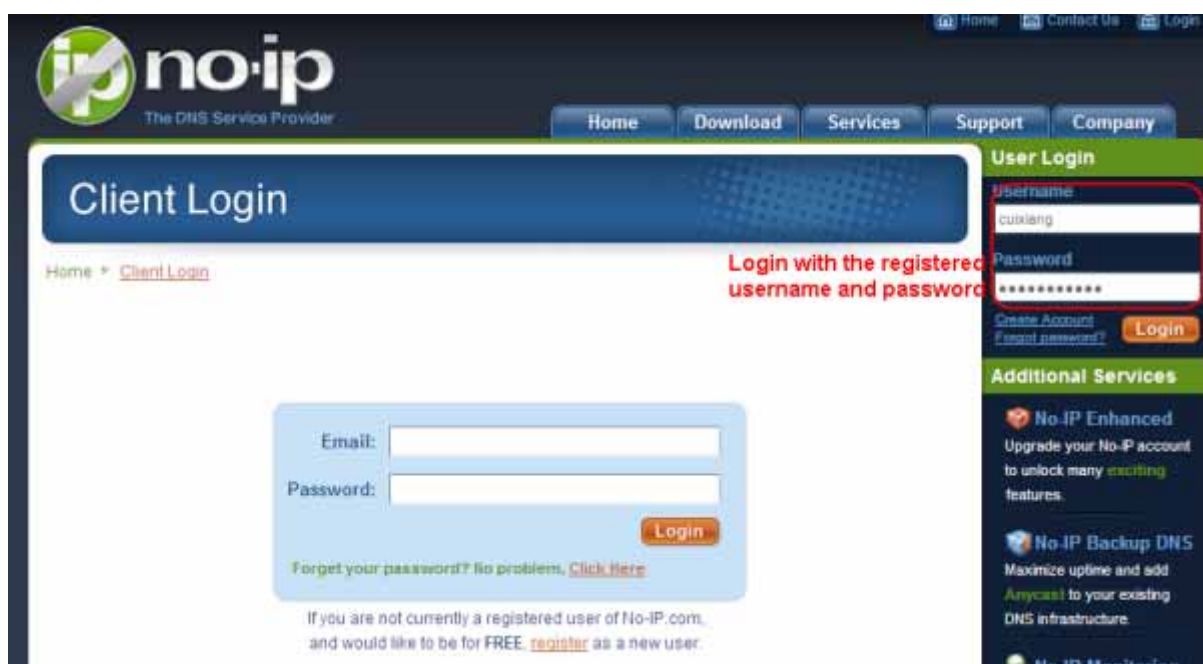


Figure 4.30



Figure 4.31

Please create the domain name step by step according to instructions on www.no-ip.com

Step 2, DO DDNS Service Settings within the Camera

Please set DDNS Settings within the camera by hostname, a user name and password you've got from www.no-ip.com

Take hostname `ycxgwp.no-ip.info`, user name **foscam**, password **foscam2012** for example.

Firstly, goes to option of DDNS Settings on the administrator panel.

Secondly, select No-IP as a server..

Thirdly, fill **foscam** as DDNS user, fill password **foscam2012** as DDNS password, fill `ycxgwp.no-ip.info` as DDNS domain and server URL, Then click save to make effect. The camera will restart and to take the DDNS settings effective.

Fourthly, after the restart, login the camera, and go to option of Device Status on the administrator panel, and check if the DDNS status is successful.

If failed, please double check if you have input the correct hostname, user name, and password, and try to redo the settings.

NOTE :

If you have set Third Party DDNS successfully ,the Foscam Domain Name will be invalid. The Third Party DDNS and the Foscam Domain Name cannot work at the same time, the last time you configured will take effect.

② Do port forwarding within the router

Example: The camera's LAN IP address is `http://192.168.8.100:2000` , Media port no. is 9200.

Firstly, login the router, goes to the menu of **Port Forwarding** or **Port Trigger** (or named Virtue Server on some brands of router). **Take Linksys brand router as an example, Login the router, and goes to Applications & Gaming->Single Port Forwarding.**

Secondly, Create a new column by LAN IP address & HTTP Port No. of the camera within the router showed as below.

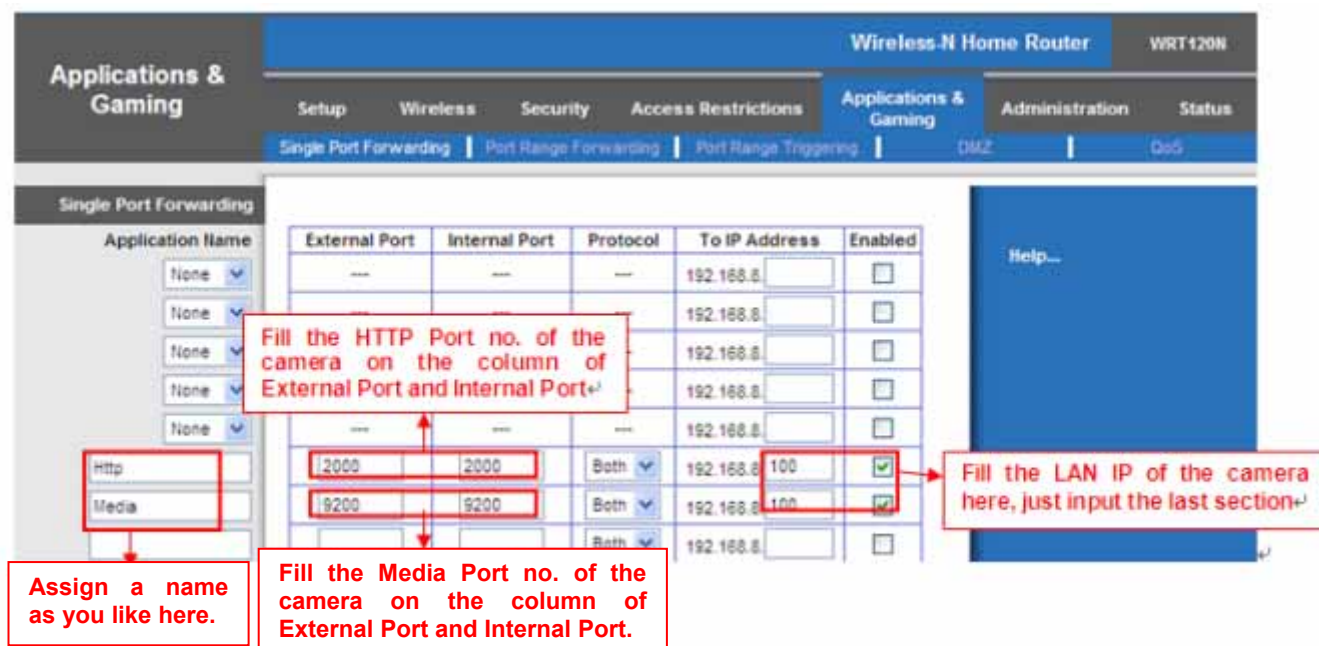


Figure 4.32

③ Use domain name to access the camera via internet

After the port forwarding is finished, you can use the **domain name+ http no.** to access the camera via internet. Take hostname **ycxgwp.no-ip.info** and **http NO. 2000** for example, the accessing link of the camera via internet would be **http:// ycxgwp.no-ip.info:2000**

4.3.5 UPnP



Figure 4.33

The default UPnP status is closed. You can enable UPnP, then the camera's software will be configured for port forwarding. Back to the **"Device Status"** panel, you can see the UPnP status:



The camera's software will be configured for port forwarding. There may be issues with your routers security settings, and sometimes may error. We recommend you configure port forwarding manually on your router.

4.3.6 Port

This camera supports HTTP Port. HTTP Port is used to access the camera remotely. If you want to access the camera and view the video, the HTTP Port must both be configured correctly.

HTTP port: By default, the HTTP is set to 88. Also, they can be assigned with another port number between 1 and 65535. But make sure they can not be conflict with other existing ports like 25, 21.



Save Refresh	
HTTP Port	88
HTTPS Port	443
ONVIF Port	888

Figure 4.34

Another way to change the HTTP port NO.

Step 1: Open the IP Camera Tool, select the camera you would like to change the port of, right click on the IP address, and click on "Network Configuration", this brings up the network configuration box as shown in Figure 4.34 and 4.35.

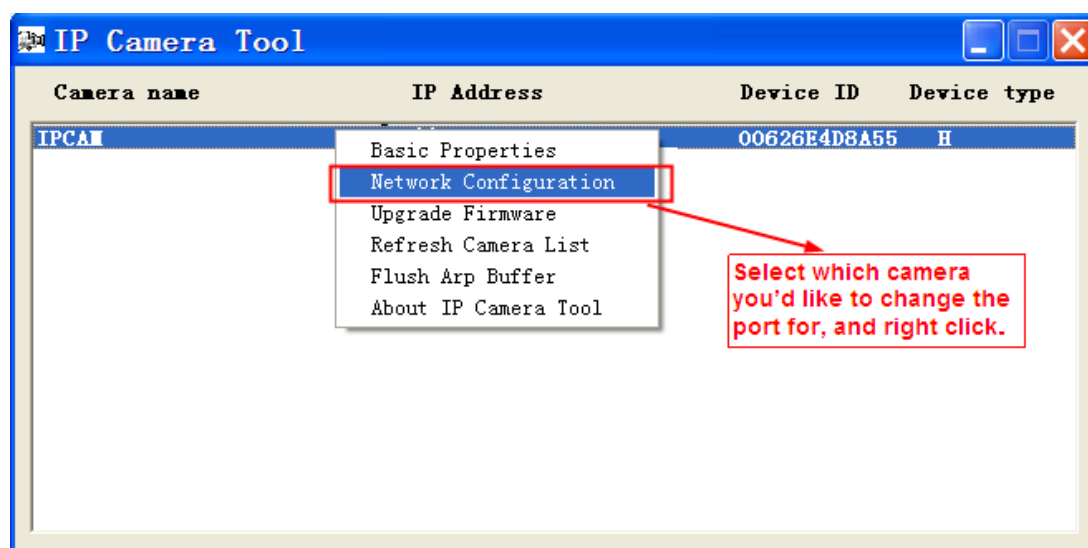


Figure 4.35

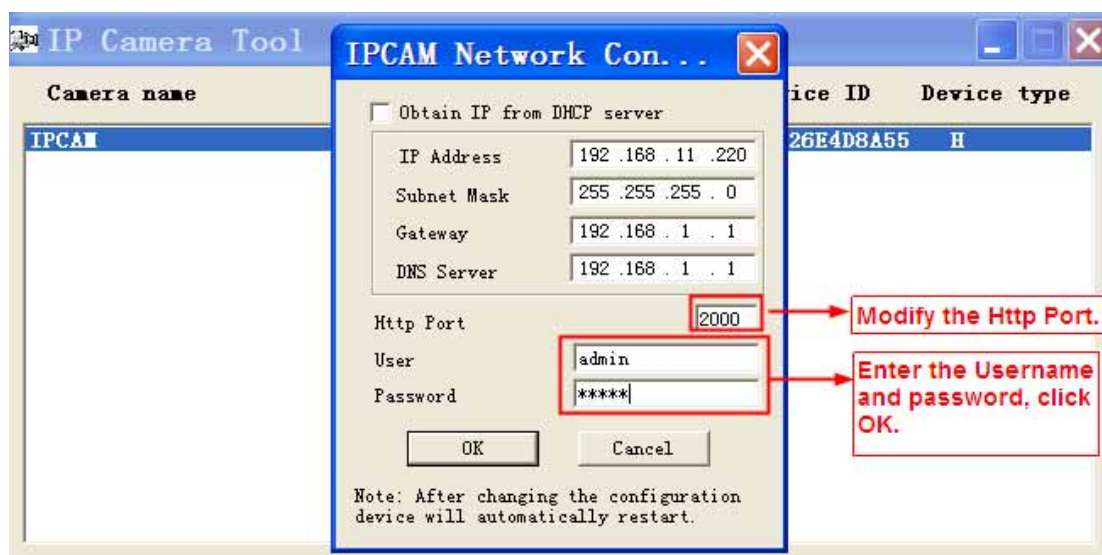


Figure 4.36

Step 2: Enter the username and password of the Administrator (default username is admin with a blank password), and click “OK” to apply changes.

Step 3: Wait around 10 seconds, you’ll see that the camera’s LAN IP address has changed. In our example it was changed to 2000, so we see `http://192.168.8.102:2000` in IP Camera Tool. Also, the LAN IP address is now fixed at a static IP address of `http://192.168.8.102:2000`. This IP address will not change even if the camera is powered off and back on, the camera will remain on this LAN IP address. This is very important that a static LAN IP address is set, or you may have problems later with remote access and seeing the camera remotely if the camera loses power and reconnects on a different LAN IP address. Make sure you set a static LAN IP address!



Figure 4.37

Note: Http port and Media port must be different.

If the camera cannot be accessed, please make sure the port forwarding is succeed.

HTTPS port: The default port is 443. You can use the url to access the camera: **https:// IP + HTTPS port.**

Sometimes you need to add the url to the Trusted Sites.

Open Internet Explorer if it is not already opened. Click on **Tools**, then click **Internet Options**.

Next, click the **Security** tab, then click the **Trusted sites** button.

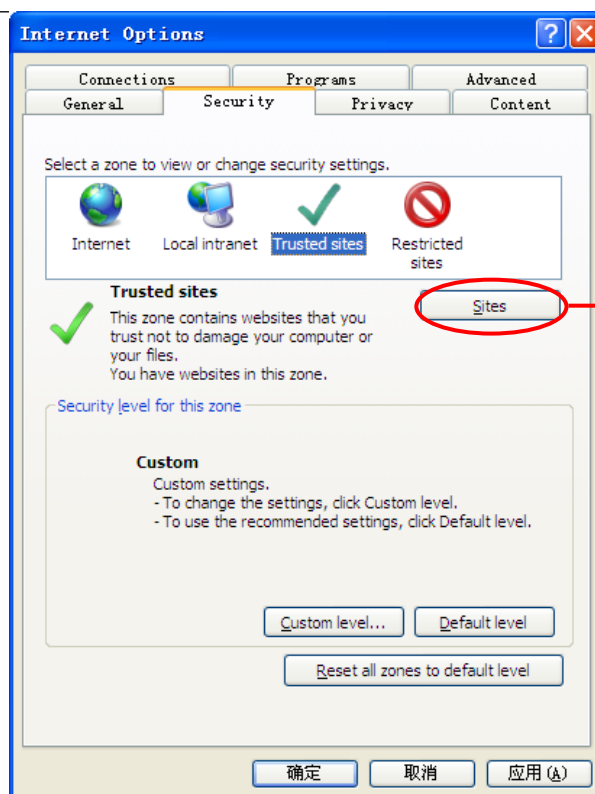


Figure 4.38

Click **Sites** then you can add the camera's https web site to the internet explorer.

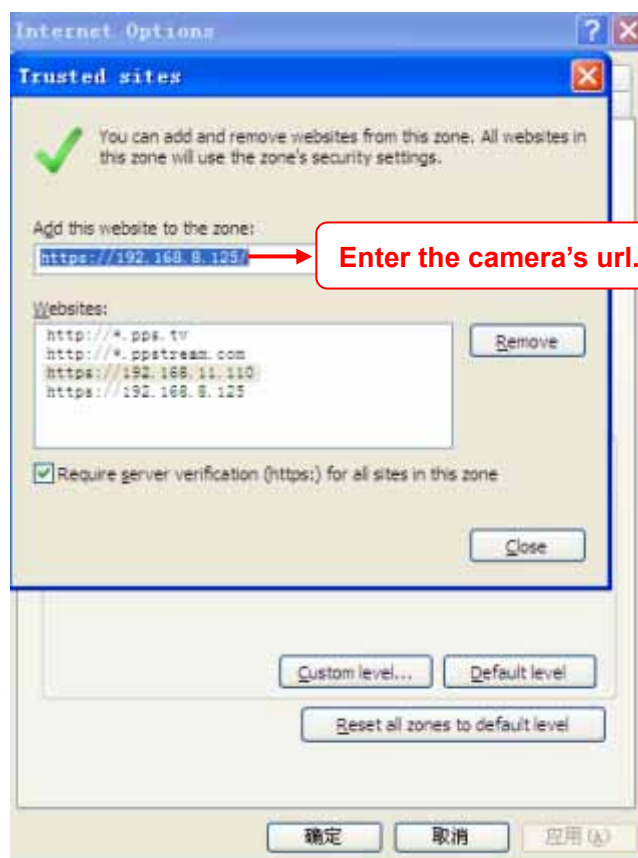


Figure 4.39

For **Firefox**, you can add the trusted as the following way:

Tools ---- Options ---- Advanced --- View Certificates --- Servers

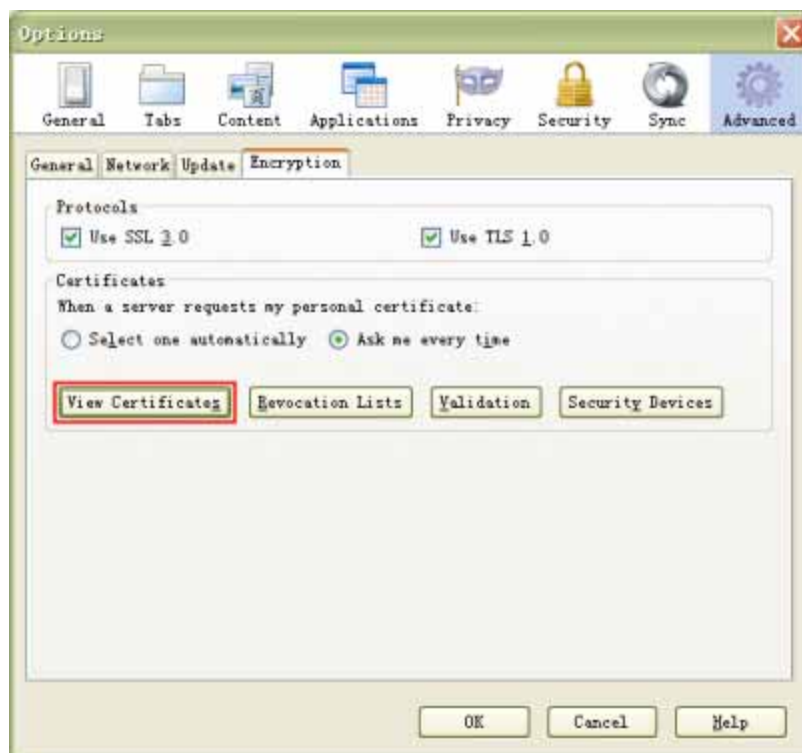


Figure 4.40

Click **View Certificates**, and go to **Servers** option.

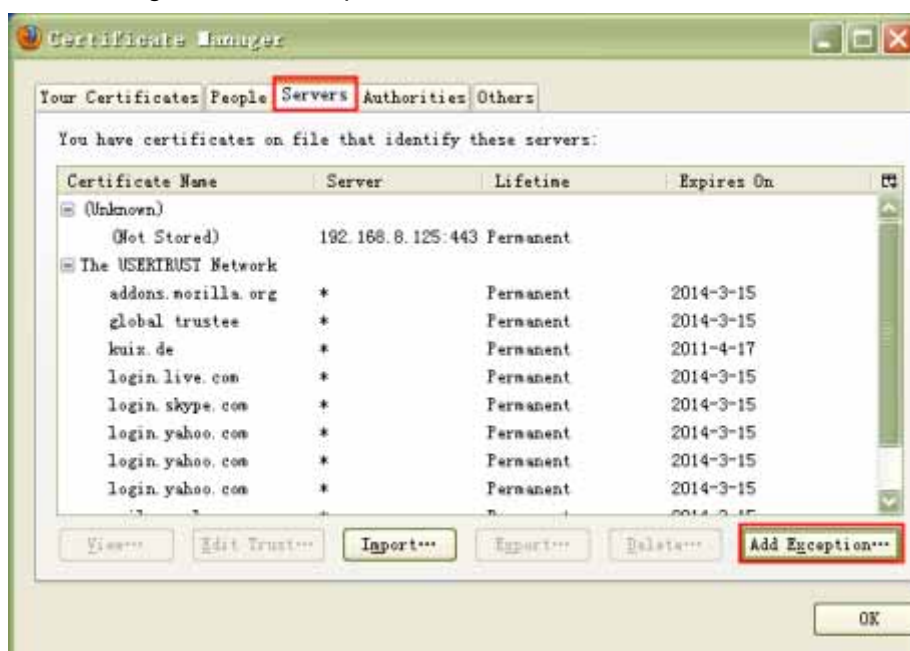


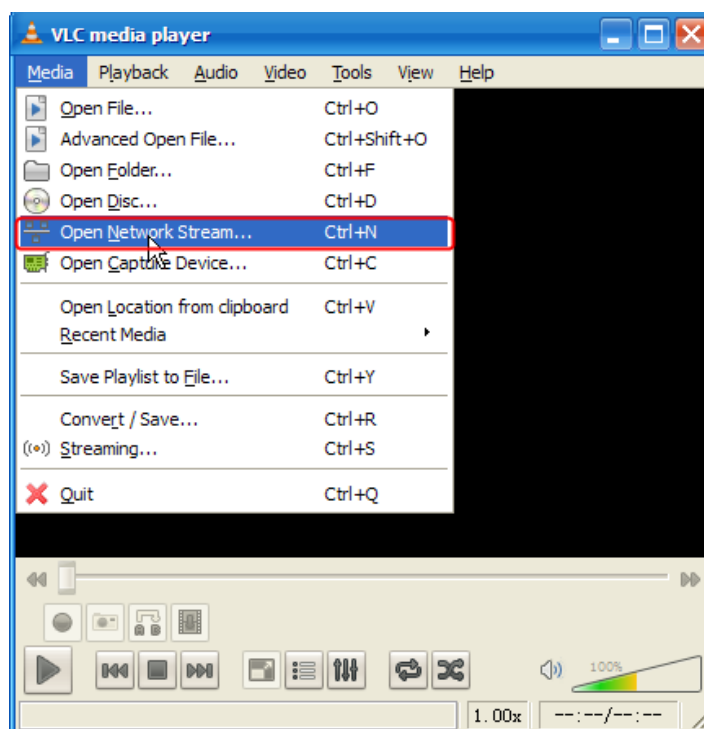
Figure 4.41

Go to **Add Exception** panel.



Figure 4.42

ONVIF Port: By default, the ONVIF port is set to 888. Also, they can be assigned with another port number between 1 and 65535(except 0 and 65534). But make sure they can not be conflict with other existing ports. Open the VLC, and go to Media Open Network Stream option, then enter the URL into VLC.



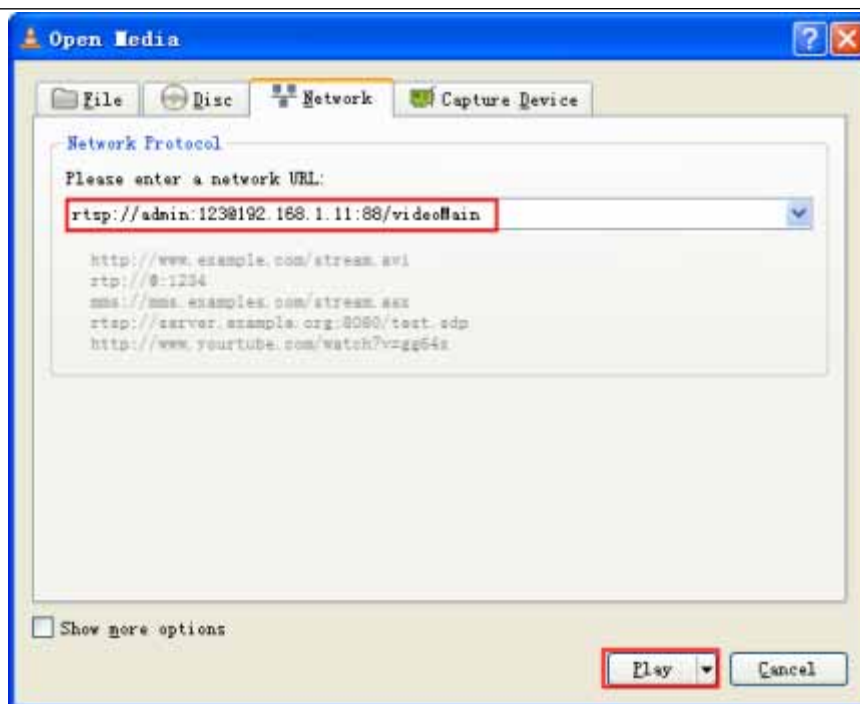


Figure 4.43

Sometimes you may need to enter the user name and password again. Click OK and you can see the real-time preview.

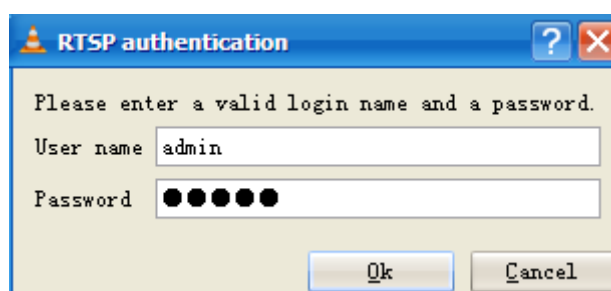


Figure 4.44

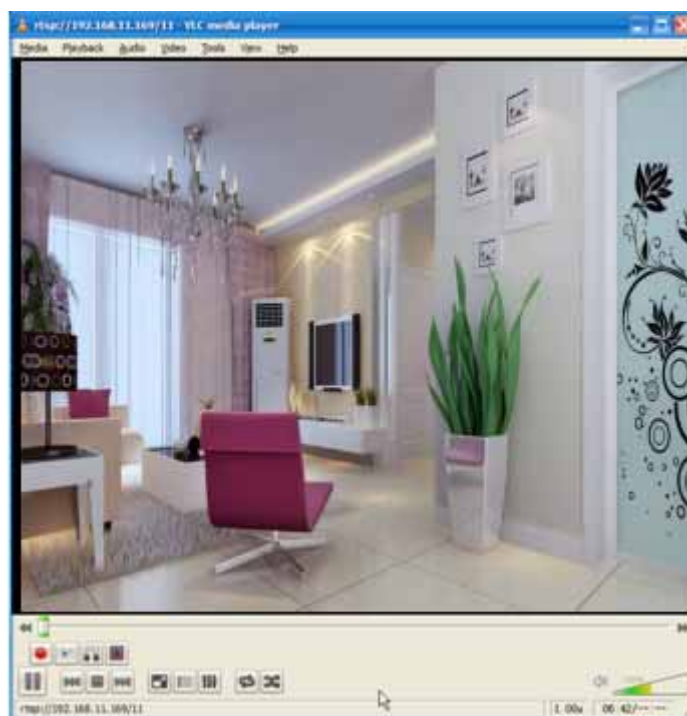


Figure 4.45

If you cannot play the video in the VLC player, please check the port mapping. You can read Quick Installation Guide about How to configure port forwarding.

NOTE:

If you modify the camera's username or password, you had better reboot the camera, or else the new username and password cannot take effect when you enter the authentication in the VLC.

4.3.7 Mail Settings

If you want the camera to send emails when motion has been detected, here Mail will need to be configured.

The screenshot shows an SMTP configuration window. At the top right, there are 'Save' and 'Refresh' buttons, with a red box and the number '5' highlighting the 'Save' button. Below this is an 'Enable' checkbox which is checked. The main configuration area is divided into several sections:

- SMTP Server/Port/Security (Callout 1):** Includes fields for 'SMTP Server' (smtp.gmail.com), 'SMTP Port' (25), and 'Transport Layer Security' (STARTTLS). A red box and the number '1' highlight this section.
- Authentication (Callout 2):** Includes 'Need Authentication' (Yes), 'SMTP Username' (test123@gmail.com), and 'SMTP Password' (masked with dots). A red box and the number '2' highlight this section.
- Sender (Callout 3):** Includes 'Sender E-mail' (test123@gmail.com). A red box and the number '3' highlight this field.
- Test Button (Callout 6):** A 'Test' button is located next to the 'Sender E-mail' field. A red box and the number '6' highlight this button.
- Receivers (Callout 4):** Includes fields for 'First Receiver' (test@163.com), 'Second Receiver' (tset@hotmail.com), 'Third Receiver', and 'Fourth Receiver'. A red box and the number '4' highlight this section.

Figure 4.46

- 1----- SMTP Server/ Port /Transport Layer Security** Enter SMTP server for sender. **SMTP** port is usually set as 25. Some SMTP servers have their own port, such as 587 or 465, and Transport Layer Security usually is None. If you use Gmail, Transport Layer Security must be set to TLS or STARTTLS and SMTP Port must be set to 465 or 25 or 587, which port you choose should be decided by which Transport Layer Security you select.
- 2-----SMTP Username/ password** ID account and password of the sender email address
- 3----- Sender E-mail** Mailbox for sender must support SMTP
- 4----- Receiver** Mailbox for receiver need not support SMTP,you can set 4 receivers
- 5----Save** Click Save to take effect
- 6----Test** Click Test to see if Mail has been successfully configured.

Click **Test** to see if Mail has been successfully configured.

Enable ☒

SMTP Server:
SMTP server address supports English, numbers and @ _ -

SMTP Port:

Transport Layer Security:
G-Mail only supports TLS at Port 465 and STARTTLS at Port 587 or 25. Hotmail only supports STARTTLS at Port 587 or 25.

Need Authentication:

SMTP Username:
The maximum length of the user name is 63, support numbers, letters and symbols @ _ - \$ *

SMTP Password:
The maximum password length is 32, does not support the character & =

Sender E-mail:
SUCCESS Test result.

First Receiver:
The maximum length of the receiver is 63, support numbers, letters and symbols @ _ - \$ *

Second Receiver:

Third Receiver:

Fourth Receiver:

Figure 4.47

If the test success, you can see the Success behind the Test, at the same time the receivers will receive a test mail.

If the test fails with one of the following errors after clicking **Test**, verify that the information you entered is correct and again select Test .

- 1) Cannot connect to the server
- 2) Network Error. Please try later
- 3) Server Error
- 4) Incorrect user or password
- 5) The sender is denied by the server. Maybe the server need to authenticate the user, please check it and try again
- 6) The receiver is denied by the server. Maybe because of the anti-spam privacy of the server
- 7) The message is denied by the server. Maybe because of the anti-spam privacy of the server
- 8) The server does not support the authentication mode used by the device

4.3.8 FTP Settings

If you want to upload record files and images to your FTP server, you can set **FTP Settings**.

Figure 4.48

Figure 4.49

FTP server: If your FTP server is located on the LAN, you can set as Figure 3.51.

If you have an FTP server which you can access on the internet, you can set as Figure 3.52.

Port: Default is port 21. If changed, external FTP client program must change the server connection port accordingly.

FTP Mode: Here supports two modes: PORT and PASV.

Username/password: The FTP account and password.

Click **Save** to take effect.

Click **Test** to see if FTP has been successfully configured.

4.3.9 P2P

FI9821P, FI9821P V2, FI9826P, FI9831P, FI9808P, FI9821E

Access the IP Camera by Smart Phone (Android or iOS operating system)

Shenzhen Foscam Intelligent Technology Co., Limited

Tel: 86 755 2674 5668 Fax: 86 755 2674 5168

First of all, you need to open the P2P function of the IP Camera at “Settings --> Network --> P2P.”

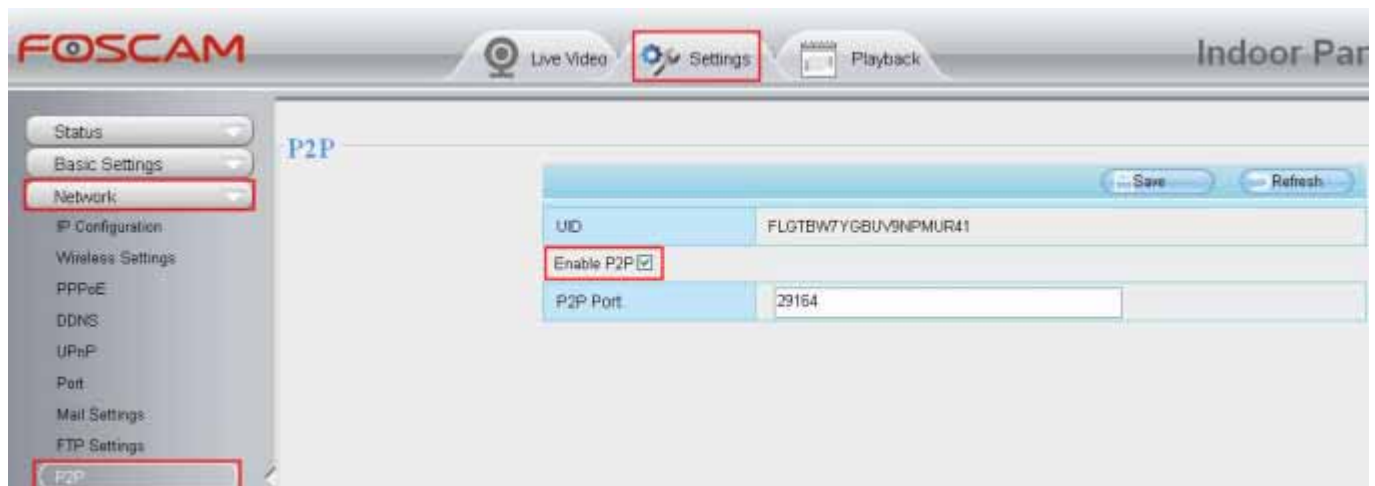


Figure 4.50

Search and install **Foscam Viewer** on Google Play and APP Store for for Android and iOS devices.

If you want to know more details of the iOS APP or Android APP, see the *iOS App User Manual* or *Android APP User Manual*.

NOTES :

- If the QR code scanning is not successful, please input the UID on the bottom of the camera manually.
- FI9818W, FI9821W, FI9826W and FI9831W don't support P2P function.

4.4 Video

This section allows you to configure Video stream settings, On screen display and Snapshot settings.

4.4.1 Video Settings

There are two ways to set the stream video settings. They are main stream video settings and sub stream video settings.

Main stream video settings	
Stream Type	0
Resolution	720P
Bit Rate	2M
Frame Rate	30
Key Frame Interval	30

Sub stream video settings	
Stream Type	0
Resolution	VGA(640*480)
Bit Rate	512K
Frame Rate	15
Key Frame Interval	45

Figure 4.51

Stream type: There are four types to identify different streams you have set.

Resolution: The camera supports two types: 720P, VG

A. The higher the resolution is, the clearer video will become. But the code flux will become larger too, and it will take up more bandwidth.

Bit Rate: Generally speaking, the larger the bit rate is, the clearer video will become. But the bit rate configuration should combine well with the network bandwidth. When the bandwidth is very narrow, and bit rate is large, that will lead to video can not play well.

Frame Rate: Note that a larger frame size takes up more bandwidth. When the video format is 50Hz, the maximum frame rate is 25 fps. When the video format is 60Hz, the maximum frame rate is 30 fps. You should lower frame rate when the bandwidth is limited. Normally, when the frame rate above 15, you can achieve fluently video.

Key Frame Interval: The time between last key frame and next key frame. The shorter the duration, the more likely you will get a better video quality, but at the cost of higher network bandwidth consumption.

4.4.2 On Screen Display

This page is used to add timestamp and device name on the video.



OSD	
Save Refresh	
Display Timestamp	Yes
Display Camera Name	Yes

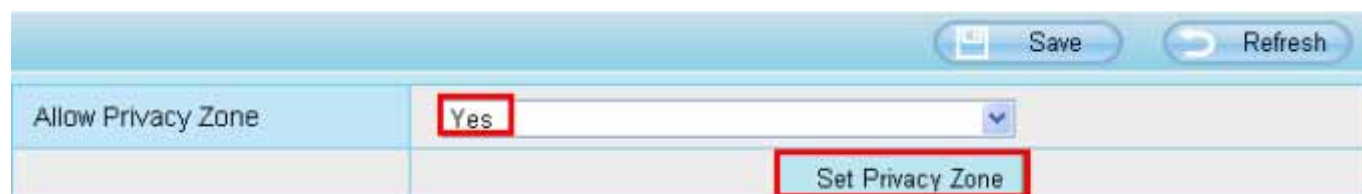
Figure 4.52

Display Timestamp: There are two options: Yes or NO. Select Yes and you can see the system date on the video,

Display Camera Name: There are two options: Yes or NO. Select Yes and you can see the device name on the video.

4.4.3 Privacy Zone

This page is used to set some mask as privacy zone on the video.



Privacy Zone	
Save Refresh	
Allow Privacy Zone	Yes
Set Privacy Zone	

Figure 4.53

Allow On Screen Display Mask: There are two options: Yes or NO. Select yes and draw a mask area on the video, the mask area will be black on the video.

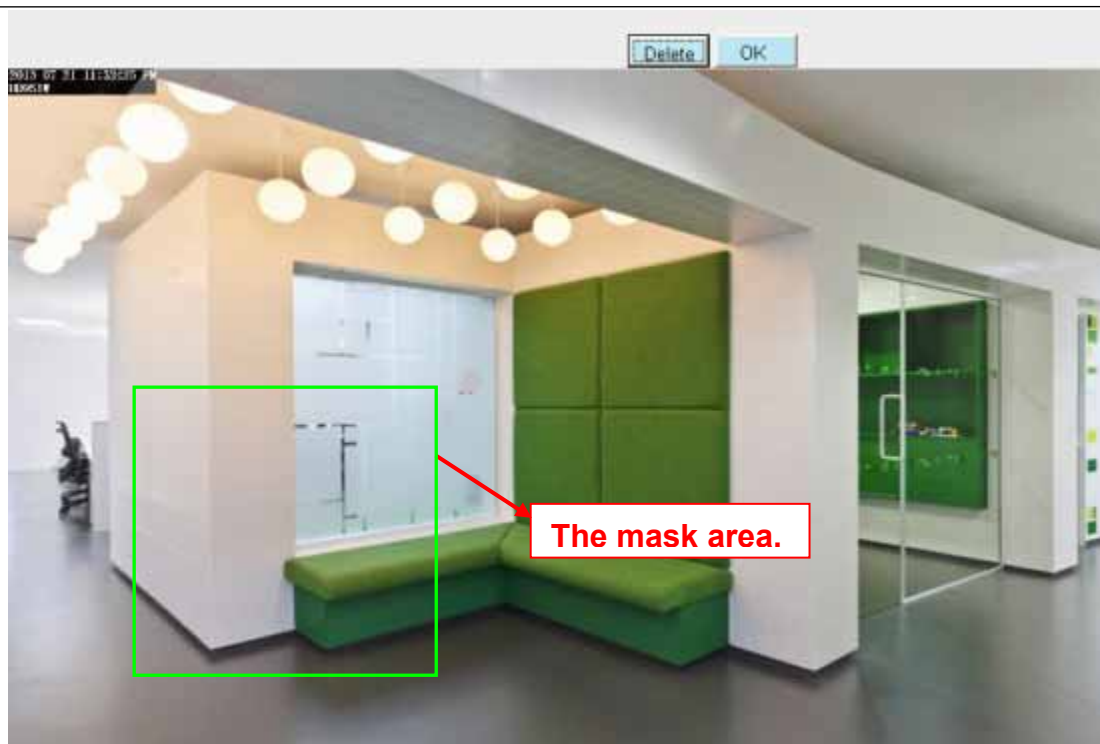


Figure 4.54

Click **OK** button and return to the OSD page, click Save to take effect.

Back to the surveillance window, you can see the mask area as the following picture:

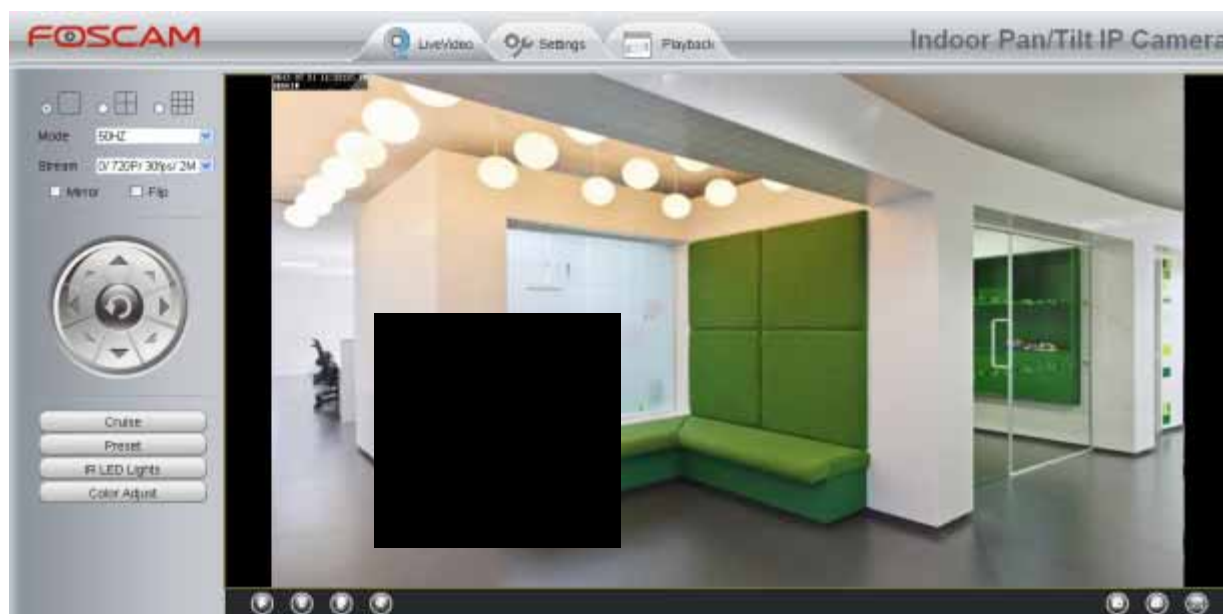


Figure 4.55

4.4.4 Snapshot Settings

On this page you can set the snapshot pictures' image quality and the storage path.

Save Refresh

Image Quality: Medium

Alarm Pictures Save To: FTP

Enable timing to capture ☒

Capture interval: 2 (1-65535s)

Schedule

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								
SUN																								

Figure 4.56

Image Quality: Low, Middle and High. The higher the quality, the picture will be clearer.

Save Path: FTP. If you have done FTP and Alarm settings, when alarming, the camera will snap pictures to the FTP automatically.

Enable timing to capture

To enable capture interval, follow the steps below:

1 Select **Enable Motion detection**

2 **Capture interval:** The interval time between two captures.

3 Select the capture time

- Capture anytime

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 capture.

- Specify an capture 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, the camera will capture.

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

4 Click **Save button** to take effect.

4.5 Alarm

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

Save 7 Refresh

Enable ☒ 1

Sensitivity Medium 2

Triggered Interval 10s 3

Action

Ring ☐

Send E-mail ☐

Take Snapshot ☐ Time Interval 2s 4

Set Detection Area 5

Schedule 6

	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MON																								
TUE																								
WED																								
THU																								
FRI																								
SAT																								
SUN																								

The schedule recording will stop while alarm recording is beginning, and will continue automatically after alarm recording end

Figure 4.57

To enable motion detection, follow the steps below:

To enable motion detection, follow the steps below:

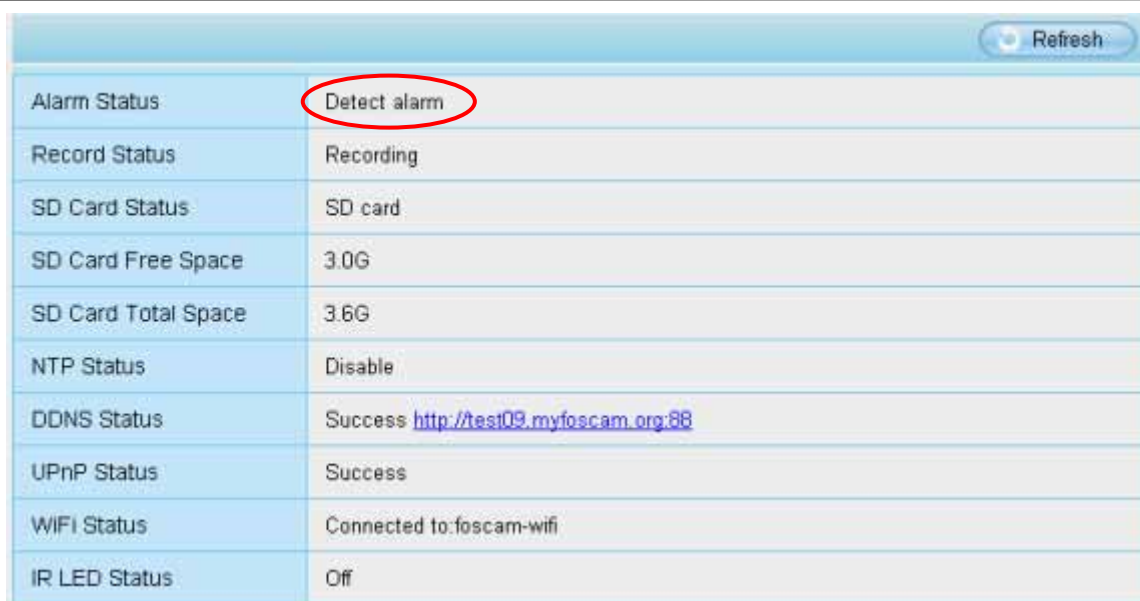
1 Enable Motion detection

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
Record Status	Recording
SD Card Status	SD card
SD Card Free Space	3.0G
SD Card Total Space	3.6G
NTP Status	Disable
DDNS Status	Success http://test09.myfoscam.org:88
UPnP Status	Success
WiFi Status	Connected to: foscam-wifi
IR LED Status	Off

Figure 4.58

There are four alarm indicators:

A Ring

There is an embedded speaker inside the camera, so if you select Ring, 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. The alarm email cannot contain the alarm picture if you have not selected Take Snapshot.

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.

If you select Send Email, at the same time the picture will be send to you as an attachment.

Capture interval: The interval time between two pictures.

D Record

If you select this checkbox, when the motion has been detected, the camera will record automatically and store the record files to the SD Card. Make sure the camera has inserted SD card and you have set the SD card as the Alarm record files storage path, please go to **Record—> Storage** location page to verify this settings.

The default alarm record time is 30s and pre-alarm record time is 5s, please go to **Record—> Alarm Record** page and change the alarm time settings.(FI9818W and FI9808P haven't SD card.)

Step 05: 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.

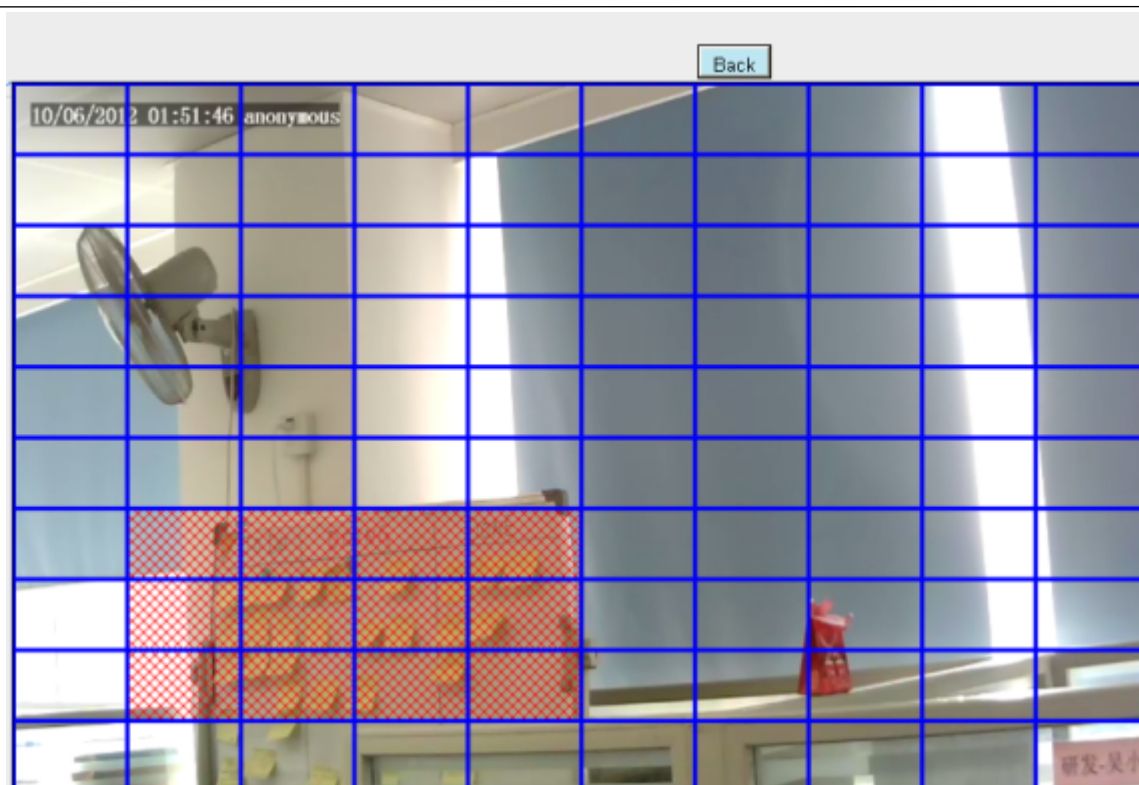


Figure 4.59

Step 06: 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.

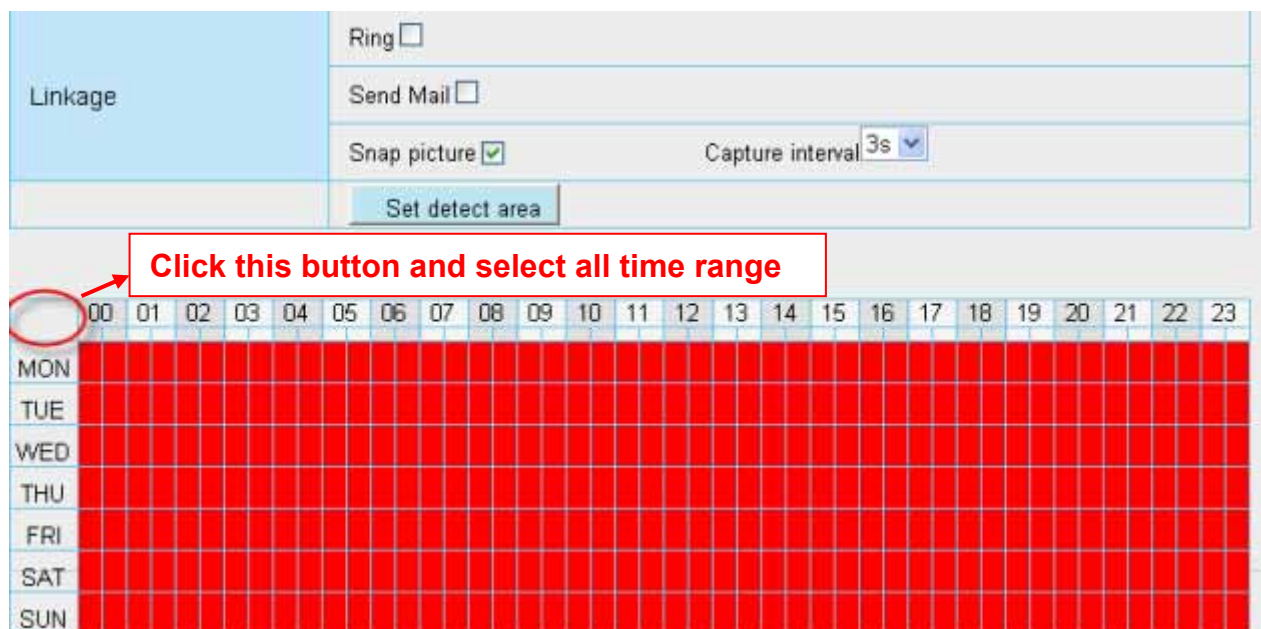


Figure 4.60

② Specify an alarm schedule

Click the week day words, the corresponding column will be selected. For example, click TUE, the all column Shenzhen Foscam Intelligent Technology Co., Limited

of TUE turns to red, that means during Tuesday whole day, when something moving in the detection area, the camera will alarm.

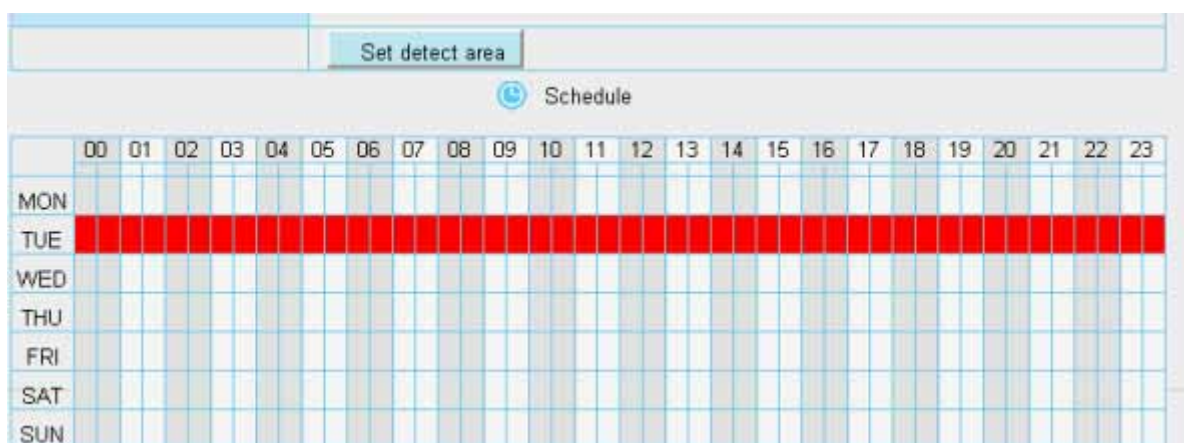


Figure 4.61

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

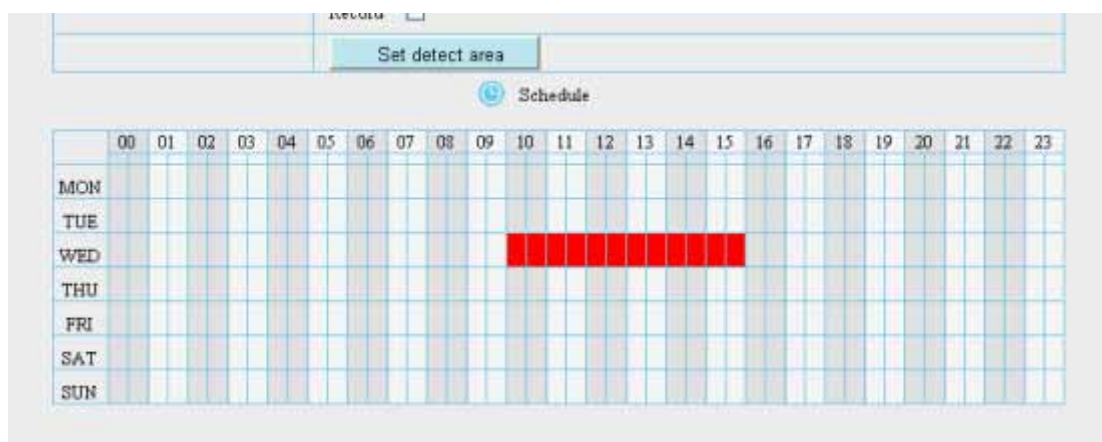


Figure 4.62

Step 07: Click Save button to take effect.

When the motion has been detected during the detection time in the detection area, the camera will alarm and adopt the corresponding alarm indicators.

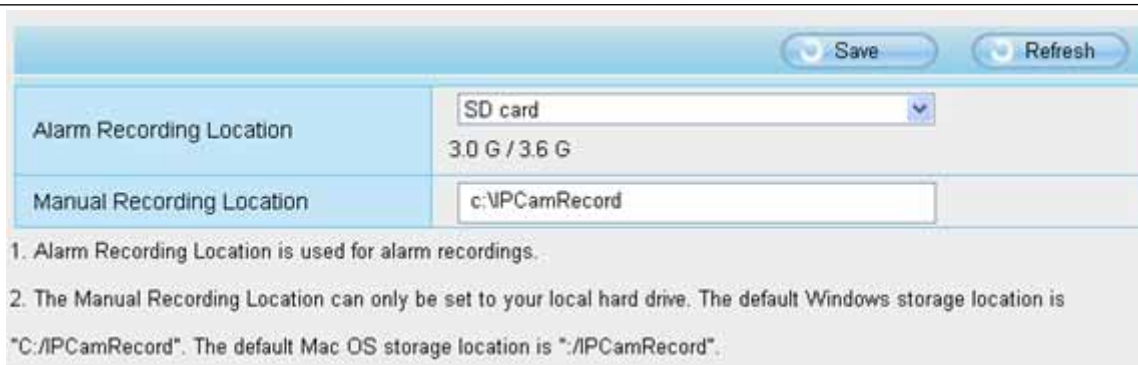
NOTE: You must set the detection area and detection schedule, or else there is no alarm anywhere and anytime.

4.6 Record

This section will allow you to change the record files storage path and the record time.

4.6.1 Storage Location

On this page you can change the alarm and manually recording storage path.



Save Refresh

Alarm Recording Location SD card 3.0 G / 3.6 G

Manual Recording Location c:\PCamRecord

1. Alarm Recording Location is used for alarm recordings.

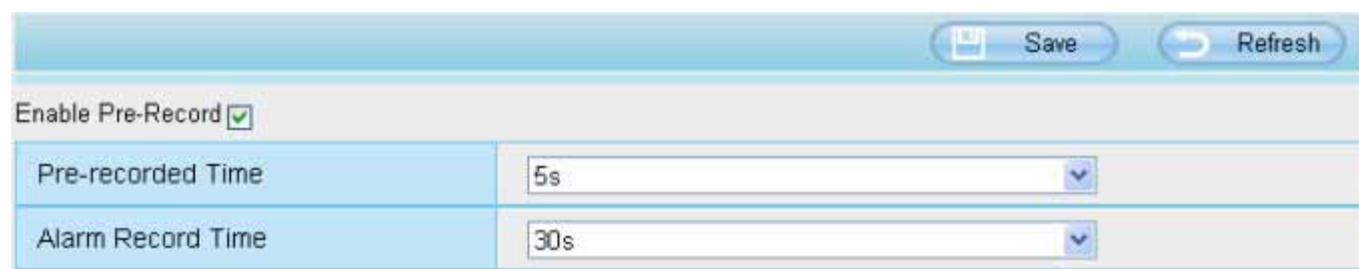
2. The Manual Recording Location can only be set to your local hard drive. The default Windows storage location is "C:/PCamRecord". The default Mac OS storage location is "/PCamRecord".

Figure 4.63

Alarm Recording Location : SD card or FTP. **Make sure the camera has been inserted the SD card.** On this page, you can see the available space of the SD card. (FI9818W and FI9808P haven't SD card.)

Manual 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.

4.6.2 Alarm Record



Save Refresh

Enable Pre-Record ☒

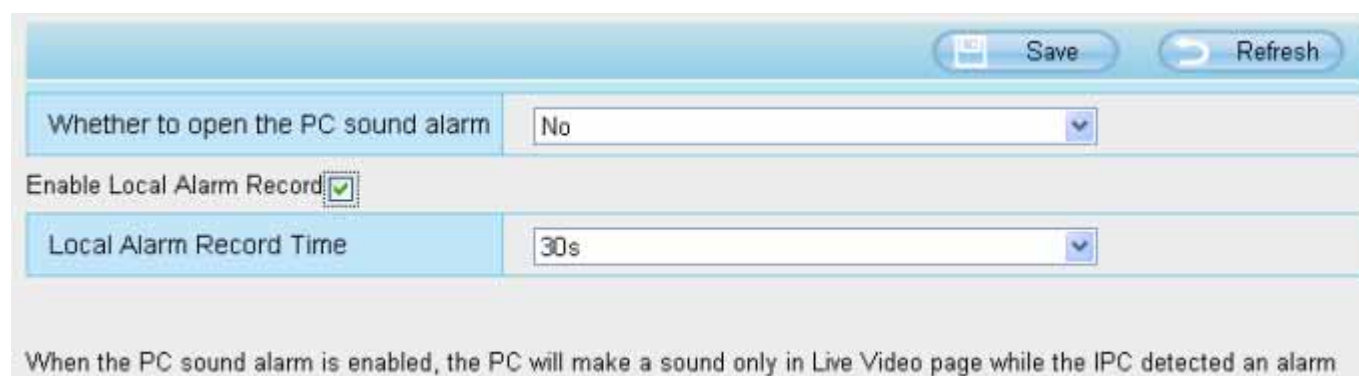
Pre-recorded Time 5s

Alarm Record Time 30s

Figure 4.64

4.6.3 Local Alarm Record

This page you can enable the local alarm record and Local Alarm record time.



Save Refresh

Whether to open the PC sound alarm No

Enable Local Alarm Record ☒

Local Alarm Record Time 30s

When the PC sound alarm is enabled, the PC will make a sound only in Live Video page while the IPC detected an alarm

Figure 4.65

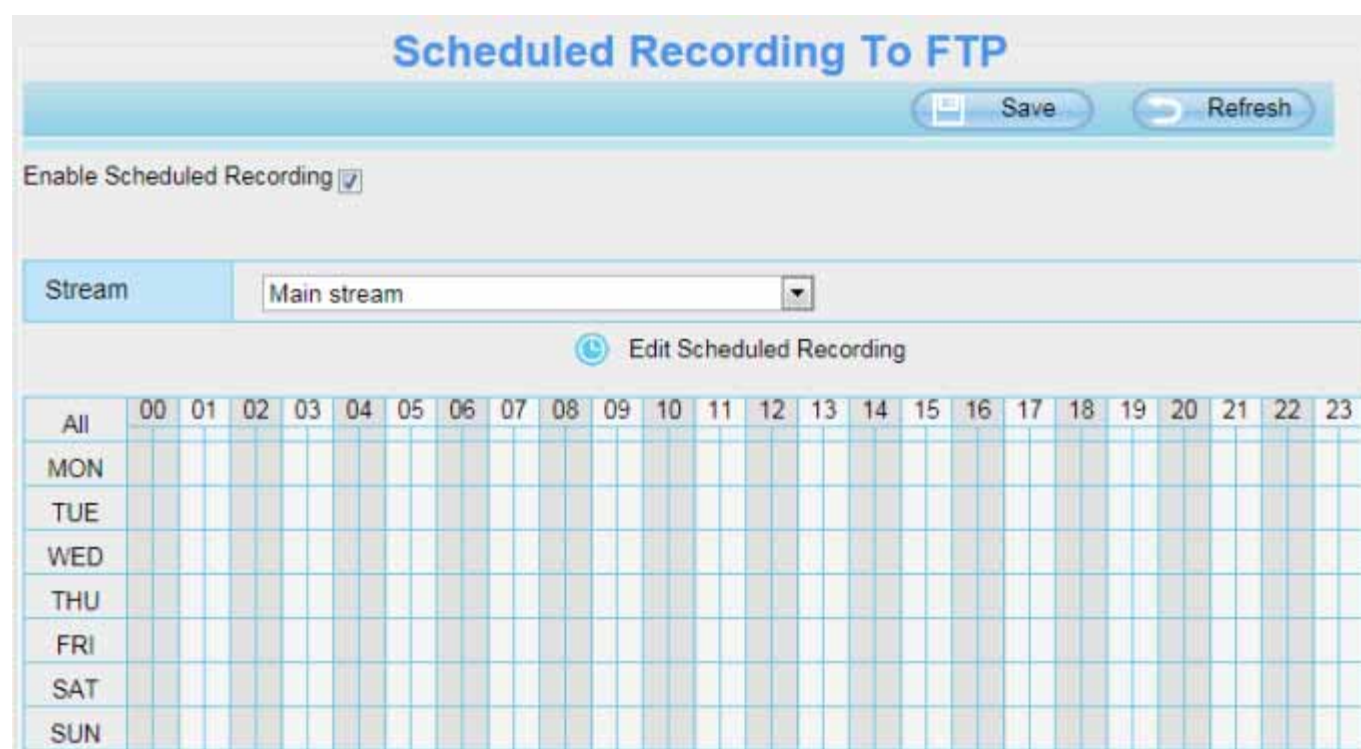
4.6.4 Record Schedule

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



The 'Storage Location' window features a title bar with 'Save' and 'Refresh' buttons. It contains two main sections: 'Recording Location' with a dropdown menu set to 'FTP' (highlighted with a red border), and 'Local Recording Location' with a text field containing 'c:\IPCamRecord' and a 'Browse' button.

Figure 4.66



The 'Scheduled Recording To FTP' window includes 'Save' and 'Refresh' buttons. It has an 'Enable Scheduled Recording' checkbox which is checked. Below is a 'Stream' dropdown set to 'Main stream' and an 'Edit Scheduled Recording' button with a clock icon. The main area is a calendar grid with days of the week (All, MON, TUE, WED, THU, FRI, SAT, SUN) on the y-axis and hours (00 to 23) on the x-axis. The grid cells are currently empty.

Figure 4.67

When the video is selected as SD card, the device supports pumping frame recording.



The 'Storage Location' window shows the 'Recording Location' dropdown set to 'SD card' (highlighted with a red border). Below this dropdown, the text '372.2 MB / 7.4 GB' is displayed. The 'Local Recording Location' section remains the same with 'c:\IPCamRecord' and a 'Browse' button.

Figure 4.68

Scheduled Recording To SD Card

Enable Scheduled Recording ☒

Enable Long-time recording No

Record frame 30

Record full strategy Cover

Audio Record No

Stream Main stream

Edit Scheduled Recording

All	00	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MON																								
TUE																								
WED																								
THU																								
FRI																								

Figure 4.69

Record frame: There are six frame selections, such as 1/30, 4/30, 8/30, 15/30, 24/30, 30/30. Recommended default is 4/30. The greater the Frame rate is, the sharper picture quality is, and the greater of storage space is, the shorter the storage time is.

Record full strategy: When the SD card is full, you can choose to cover the previous recording, or stop recording.

Audio Record: You can choose "yes" or "no".

NOTES:

- Scheduled recording only supports video saved to the SD card or FTP server. (FI9818w and FI9808P have not SD card.)
- The schedule recording will stop while alarm recording is beginning ,and it will continue automatically after alarm recording end.
- You can refer to "alarm schedule." in " 4.5 Alarm" about editing the time of recording Schedule.

4.6.5 SD Card Management

This camera supports SD Card and the max size of SD card must be under 32G.

When you plug in the SD card during the camera work process, please reboot the camera again, or else the SD Card may be cannot work well.

Go to the **Settings→Status→Device Status** page, you can see the SD card status.



Refresh	
Alarm Status	Disabled
Record Status	Not Recording
SD Card Status	SD card
SD Card Free Space	5.0G
SD Card Total Space	7.3G
NTP Status	Disabled
DDNS Status	Failed
UPnP Status	Disabled
WiFi Status	Not connected
IR LED Status	Off

Figure 4.70

The default storage path of alarm record files is SD card, when the available size of SD card is less than 256M, the old record files will be deleted automatically.

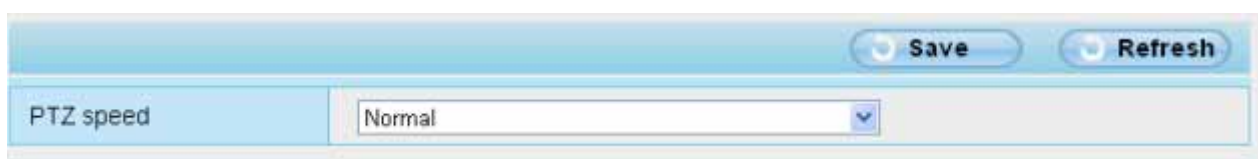
NOTE: FI9818W and FI9808P haven't SD card.

4.7 PTZ

This page will allow you to change the pan/tilt speed and do cruise tracks settings.

4.7.1 Pan & Tilt Speed

There are five PT speed types: very fast, fast, normal, slow and very slowly. Select the desired PTZ speed type and click save button.



Save Refresh	
PTZ speed	Normal

Figure 4.71

4.7.2 Cruise Settings

This section explains how to add/ delete/ alter one cruise track.

Figure 4.72

Setting the Cruise Mode

There are two cruise mode: Cruise time and Cruise Loops.

Cruise time: Select **Cruise time** from **Cruise Mode** dropdown, then you can set the **Cruise time** of the camera.

Cruise Loops: Select **Cruise Loops** from **Cruise Mode** dropdown, you can set the **Cruise Loops** of the camera.

Click **Save** to take effect.

Figure 4.73

Manage the Cruise Track

There are two default cruise tracks: Vertical and Horizontal.

Vertical: The camera will rotate from up to down

Horizontal: The camera will rotate from left to right.

Add: Add one cruise track, then click save button.

Delete: Select one cruise track and delete it.

Save: After you modify the **Dwell time**, you should click **Save** button to take effect.

Example

How to do add cruise tracks ?

Firstly, Click Add button and enter a descriptive name to identify the cruise track.

Secondly: On the lower left of the page, you can see all preset points you have added. Select one preset point and click Add button, you can see the preset point has been added to the cruise track on the cruise track page. You need to add two or more preset points to the cruise track.

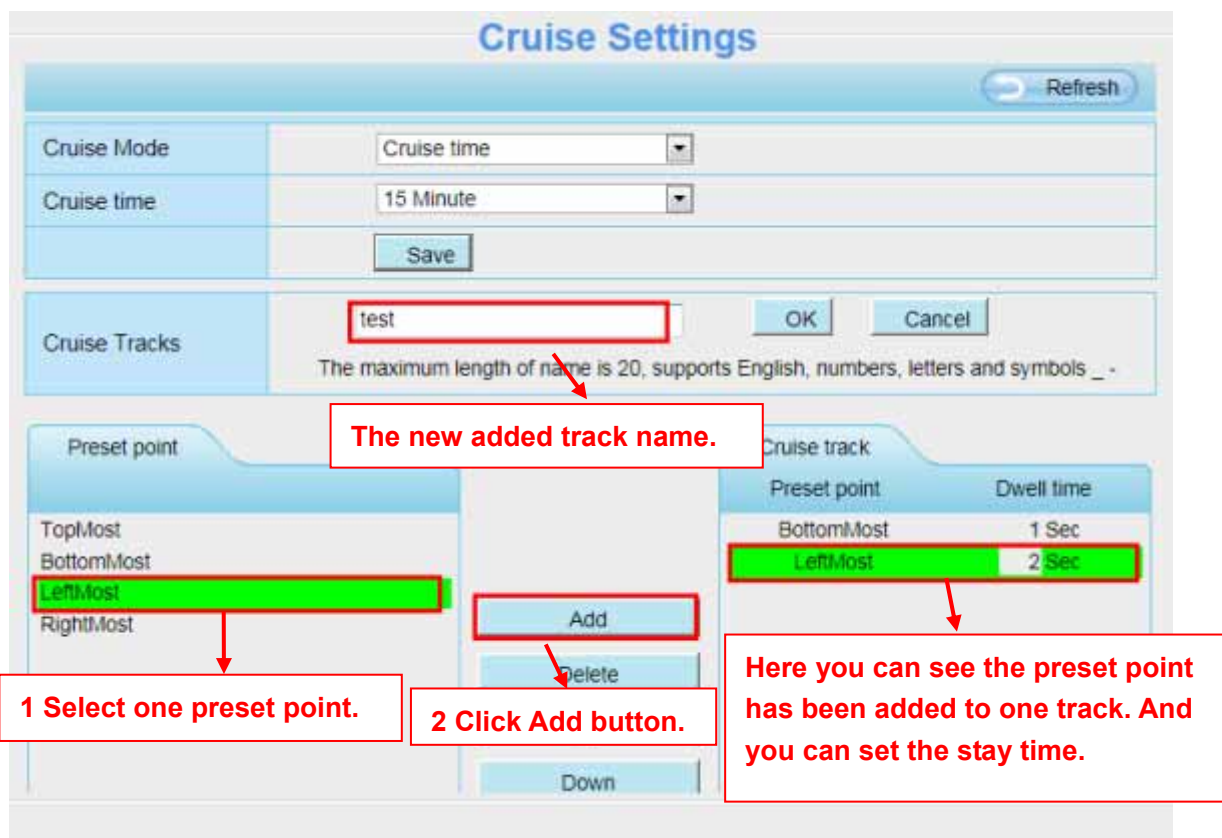


Figure 4.74

Thirdly: Click **OK** button and the cruise track will take effect.

You can add other cruise track as the same method.

For example: I have added three preset points to the “track 1”, that means : When I select the “track 1” on the surveillance window, the camera moves as the following track: upright then Right Most last downleft.

You can add preset on the left of the surveillance window.



Figure 4.75

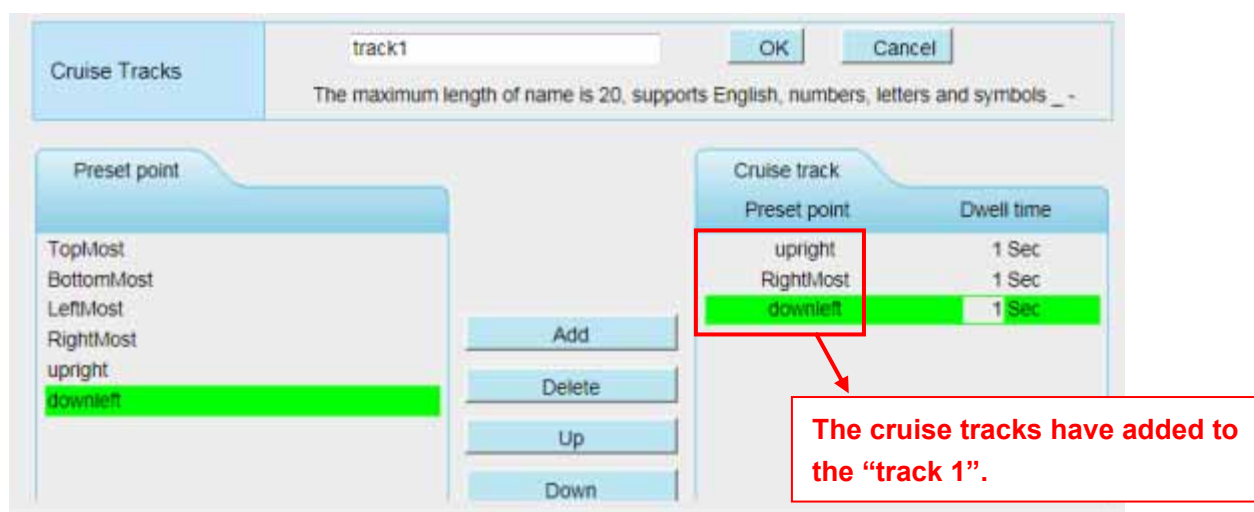


Figure 4.76

After add the cruise track, back to the surveillance window, click Cruise, her you can see all cruise tracks you have added.

After add the cruise track, back to the surveillance window, click Cruise, her you can see all cruise tracks you have added.

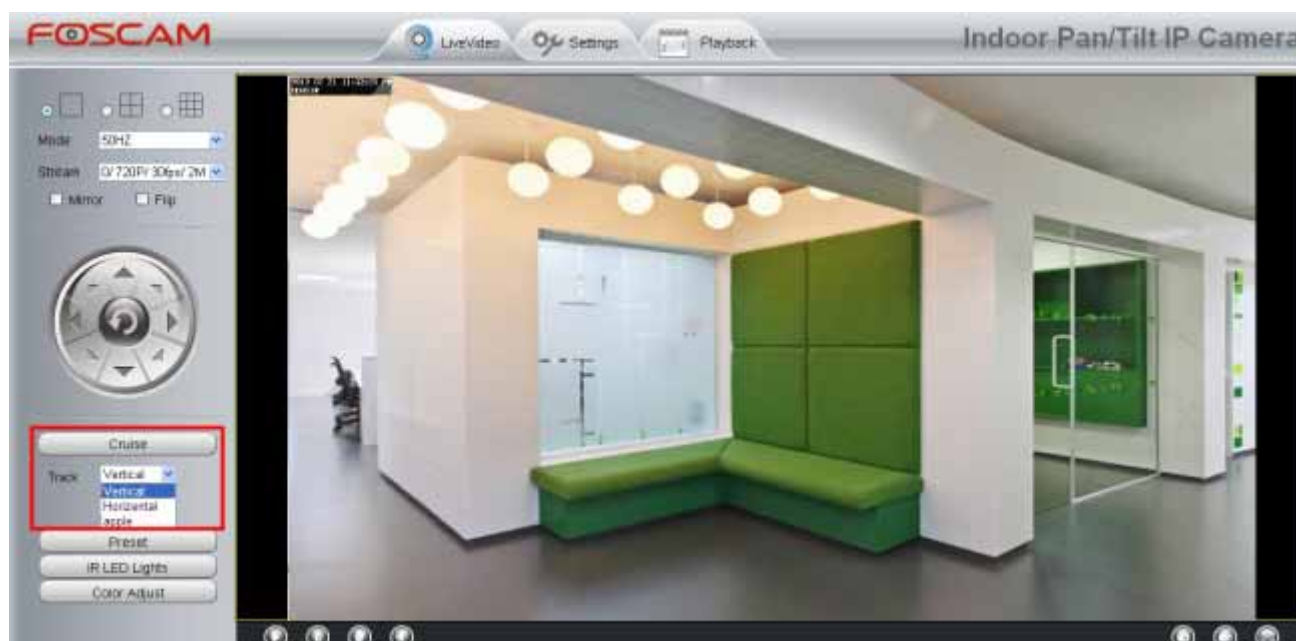


Figure 4.77

There are other buttons between the Preset points and Cruise track, you can use these buttons to adjust the order of preset points or add/delete one preset points in one cruise track.

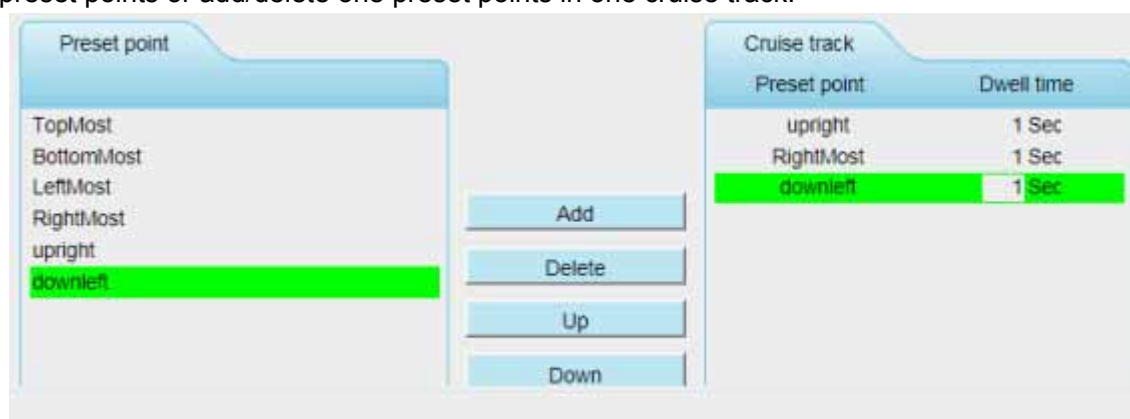


Figure 4.78

Add: Select one preset points and add it to the selected cruise track.

Delete: Select one preset points you have added to one cruise track, click delete.

Move up/ down: Select one cruise track, adjust the order of preset points in one cruise track.

Attention:

Considering the life time and thermal issue of the motor, it's not recommend to do long-time cruise.

4.7.3 Start-Up Options

Here section will allow you to set the stop position after the camera reboots.

It supports three modes: No self test, Goto home position and Goto preset point.

No self test: When rebooting, the camera will not pan / tilt.

Goto home position: When rebooting, the camera will pa Providing Central Management Software to Shenzhen Foscam Intelligent Technology Co., Limited

manage or monitor multi-cameras n / tilt and stops at center.

Goto Preset point: Select one preset position and save it. When rebooting, the camera will pan/ tilt and stops at the preset position you have set.



Figure 4.79

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**.

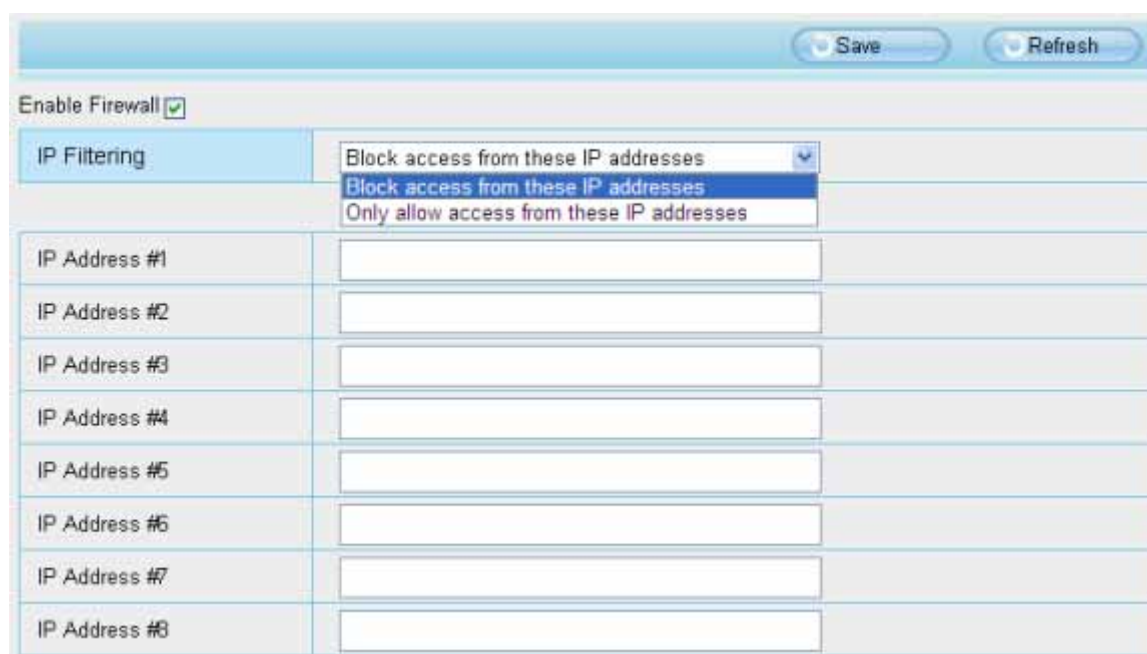


Figure 4.80

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.

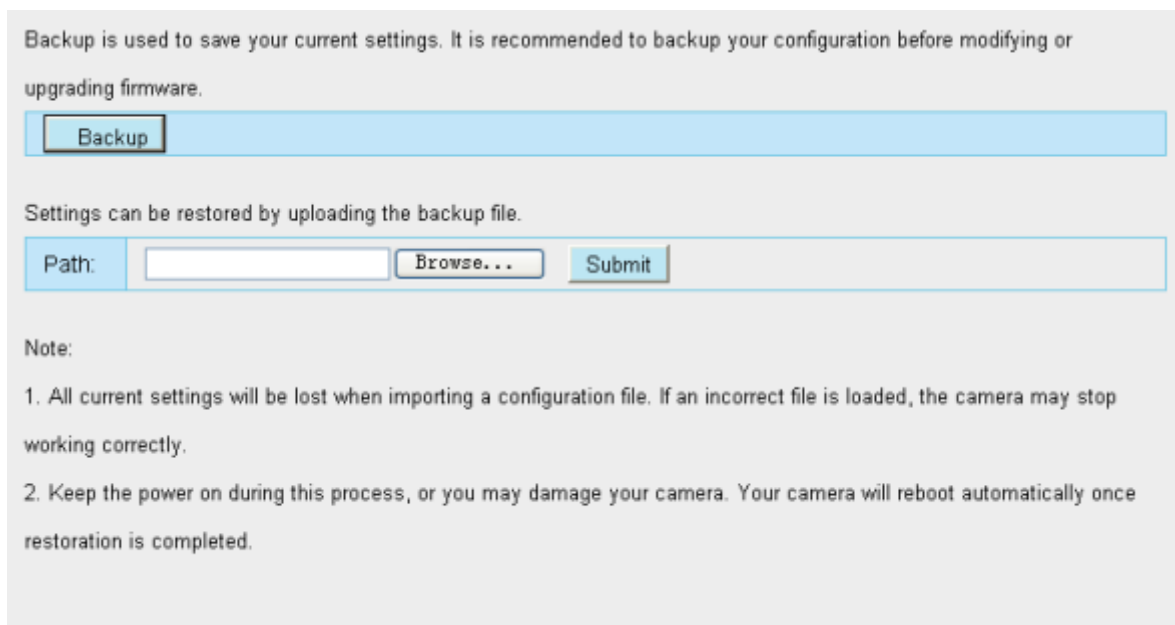
4.9 System

In this panel, you can backup/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.



Backup is used to save your current settings. It is recommended to backup your configuration before modifying or upgrading firmware.

Backup

Settings can be restored by uploading the backup file.

Path: **Browse...** **Submit**

Note:

1. All current settings will be lost when importing a configuration file. If an incorrect file is loaded, the camera may stop working correctly.
2. Keep the power on during this process, or you may damage your camera. Your camera will reboot automatically once restoration is completed.

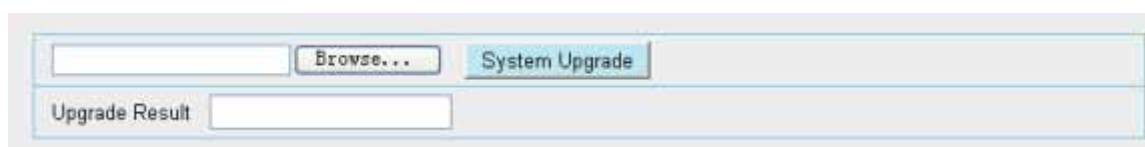
Figure 4.81

4.9.2 System Upgrade

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**. Make sure you have unplugged the SD card.

Don't shut down the power during upgrade. After upgrading, you can see the upgrade result.



Browse... **System Upgrade**

Upgrade Result

Figure 4.82

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.

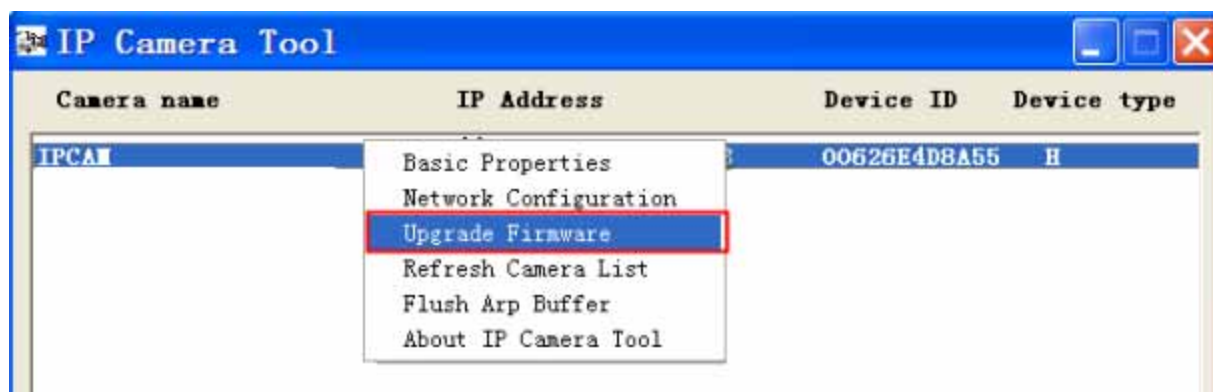


Figure 4.83

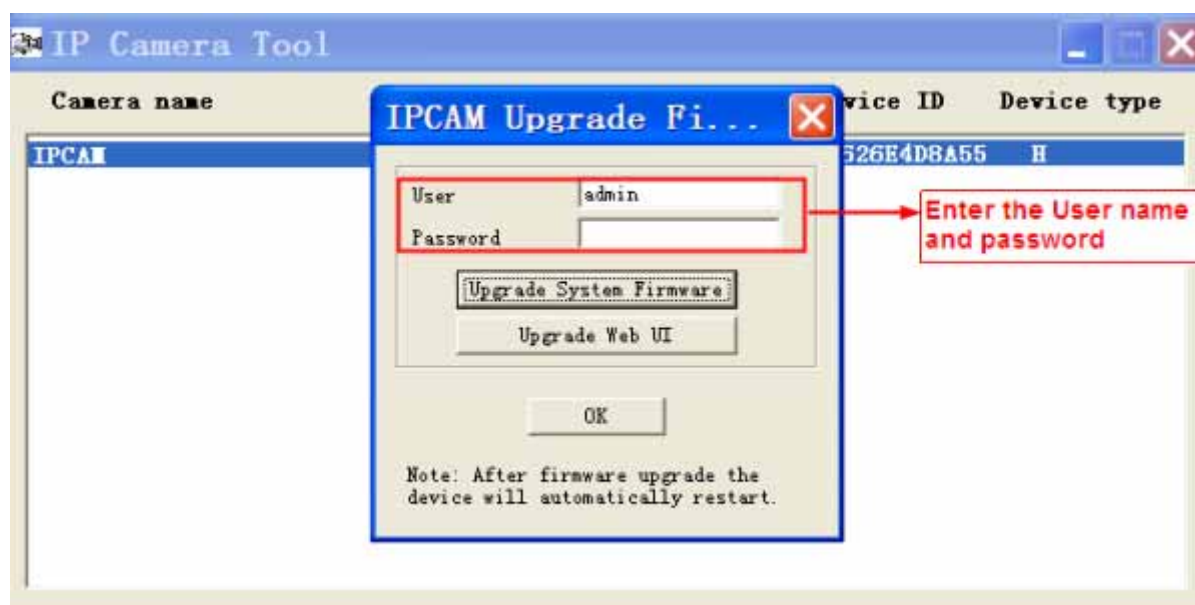


Figure 4.84

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 misconfigured during an upgrade.

NOTE:

Before upgrade the firmware, please unplug the SD card and reboot the camera, don't upgrade the firmware in WAN through the web UI, or else the upgrade process may be failed.

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.

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.

Normally, only Device WEB UI need to be upgrade, please do not try to upgrade the Device System Firmware.

- 1) Never shut down the power of the camera during upgrade until the IP camera restart and get connected.
- 2) After upgrade successfully, please uninstall the old plugin and re-install it, then reset the camera to the default factory settings before using the camera.

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4.9.3 Factory Reset

Click All reset and all parameters will return to factory settings if selected. This is similar to press the Reset button on the bottom of the camera.

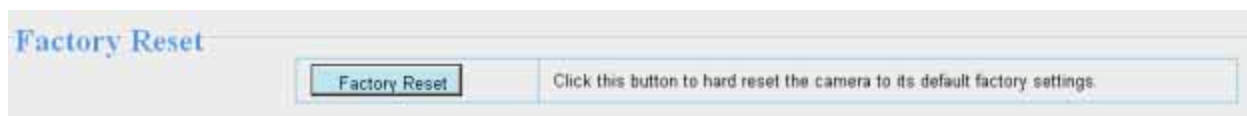


Figure 4.85

4.9.4 Reboot

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

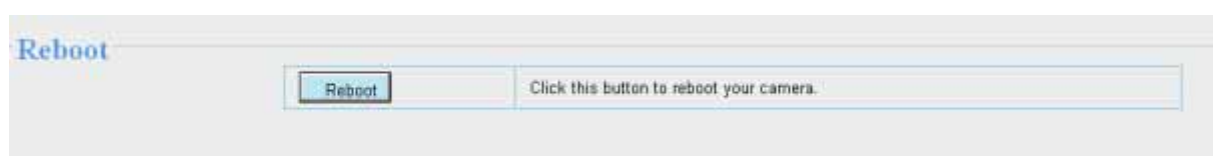
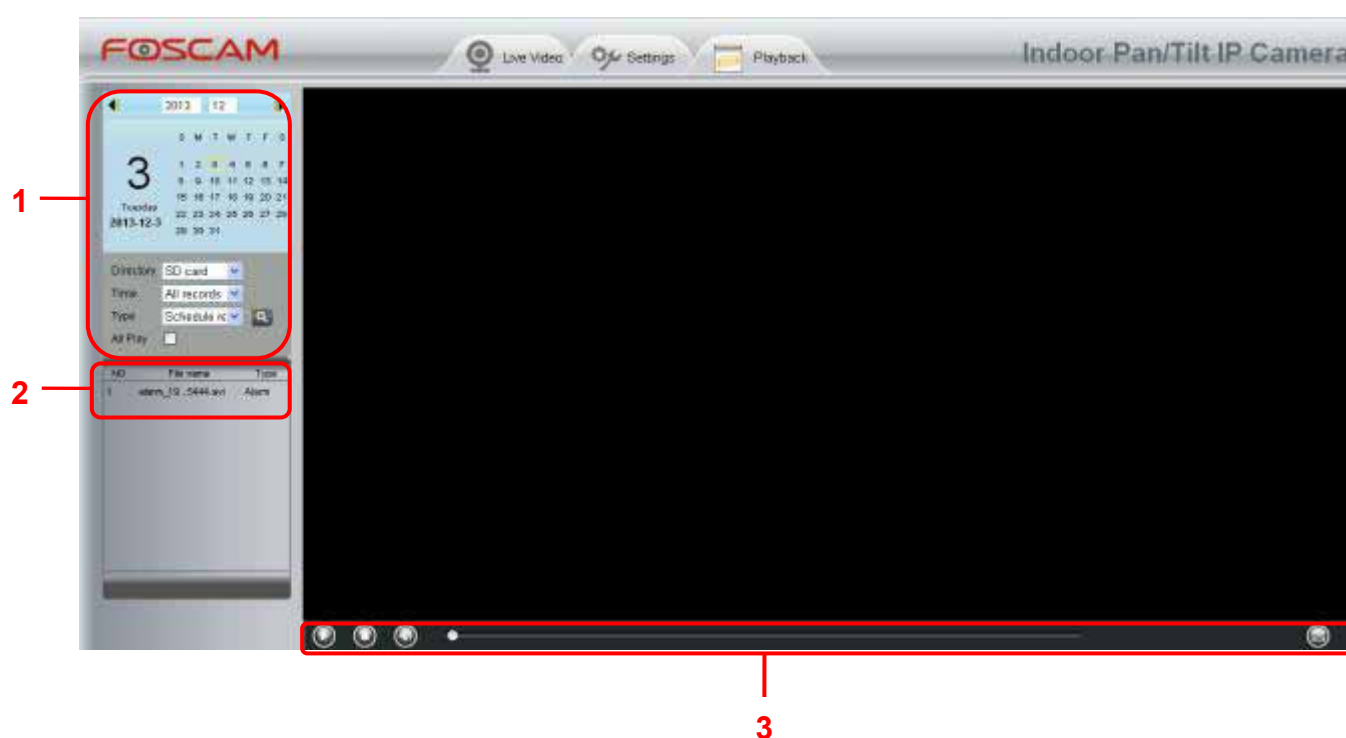


Figure 4.86

5 Playback

On this page you can view the record files stored in the SD card.



Section 1 Define the Record files time and Type

Directory : The storage path of record files

Time : Here supports three types: current day, current month and All records. Another way, select the time on the time&date manually.



Type : The type of records files, Here supports two types: Normal record, Alarm record and All records.



: Click this button to search all record files satisfy the conditions you selected.

Section 2 Search record files

On this panel you can see all record files satisfy the conditions you set.

Section 3 Play/Stop/Audio/Full screen buttons

Please select one record file before use these buttons.



Click this button to play the record files



Click this button to stop the record files



Open or stop audio



Click this button to make full screen, and double click left mouse to exit full screen.

NOTE : FI9818W and FI9808P don't support this function.

6 APPENDIX

6.1 Frequently Asked Questions

NOTE: Any questions you would meet, please check Network connections firstly. Check the working status revealed by the indicators on the network server, hub, exchange and network card. If abnormal, check the network connections.

6.1.1 How to download and install the ActiveX for Firefox users

For the first time login the camera, it may prompt you to download plugin.

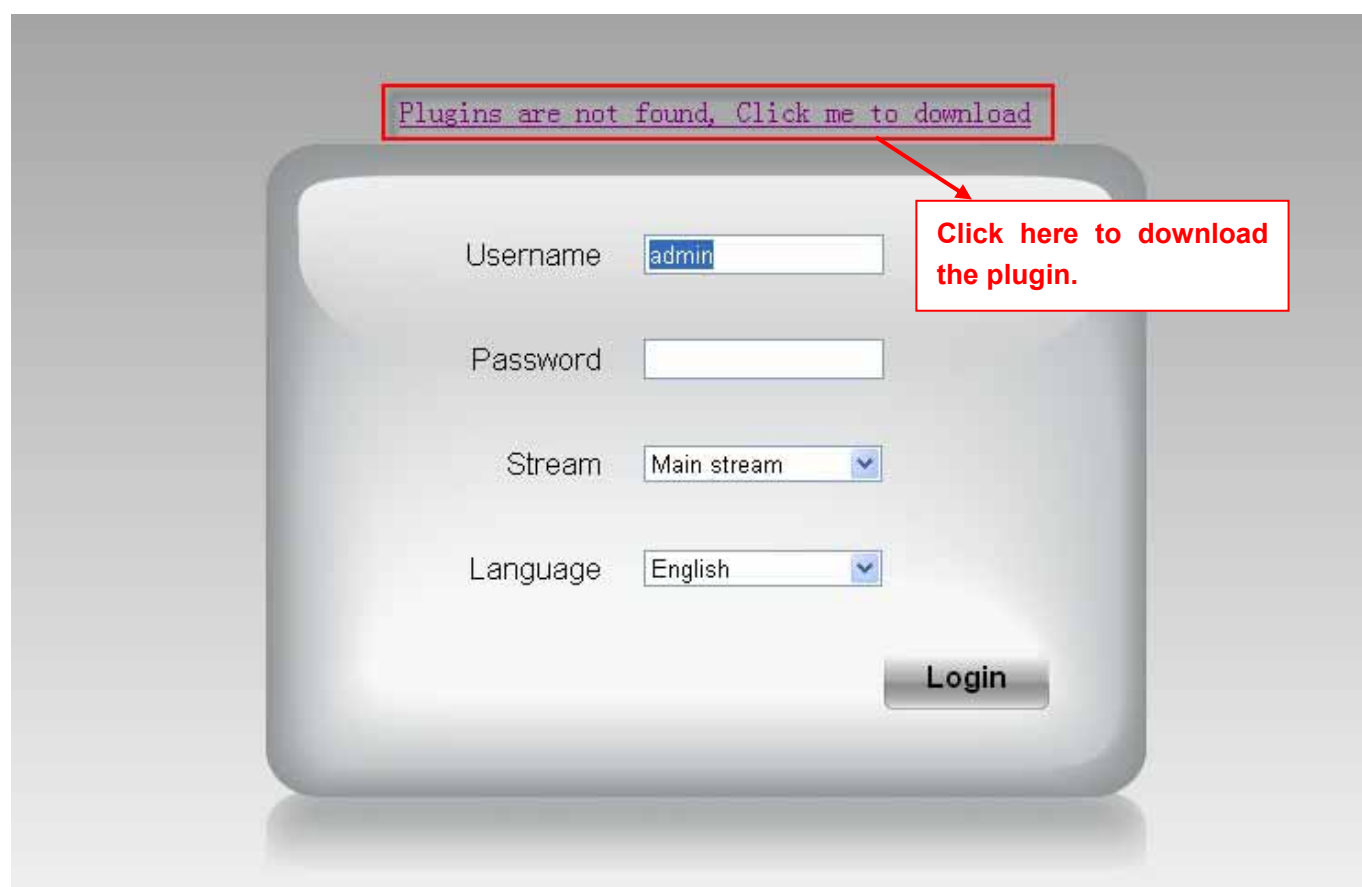


Figure 6.1

Drag the download file to Firefox web page and it will prompt you to Install it.

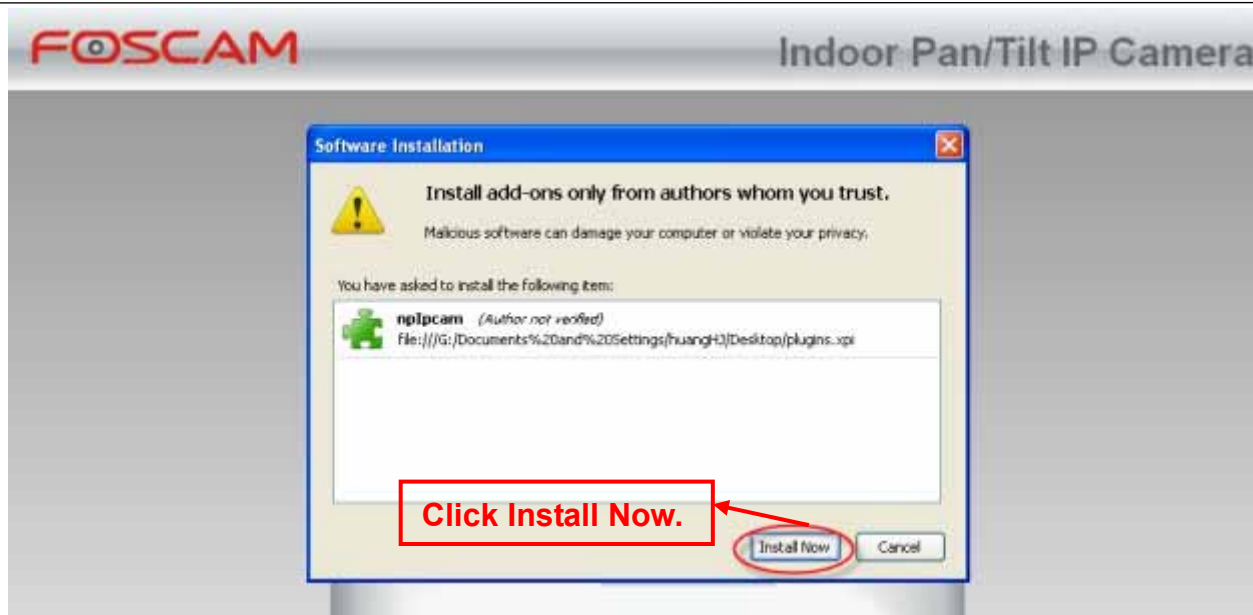


Figure 6.2

Reboot the Firefox after the plugin installation is successfully completely, then relogin the camera again, you can see the surveillance window

NOTE: If you could not view living video after running the ActiveX, only a red cross  in the center of the video or just a black screen. Please change another port number to try.

Make sure all firewall or antivirus software on your computer does not block the active download and installation. If you are unable to run the ActiveX control, try shutting down the firewall or antivirus program.

6.1.2 How to download and install the ActiveX for Google Chrome users ?

For the first time login the camera, it will prompt you to download the ActiveX..



Figure 6.3

Download the plugin and drag it to the Extensions page of Google Chrome.

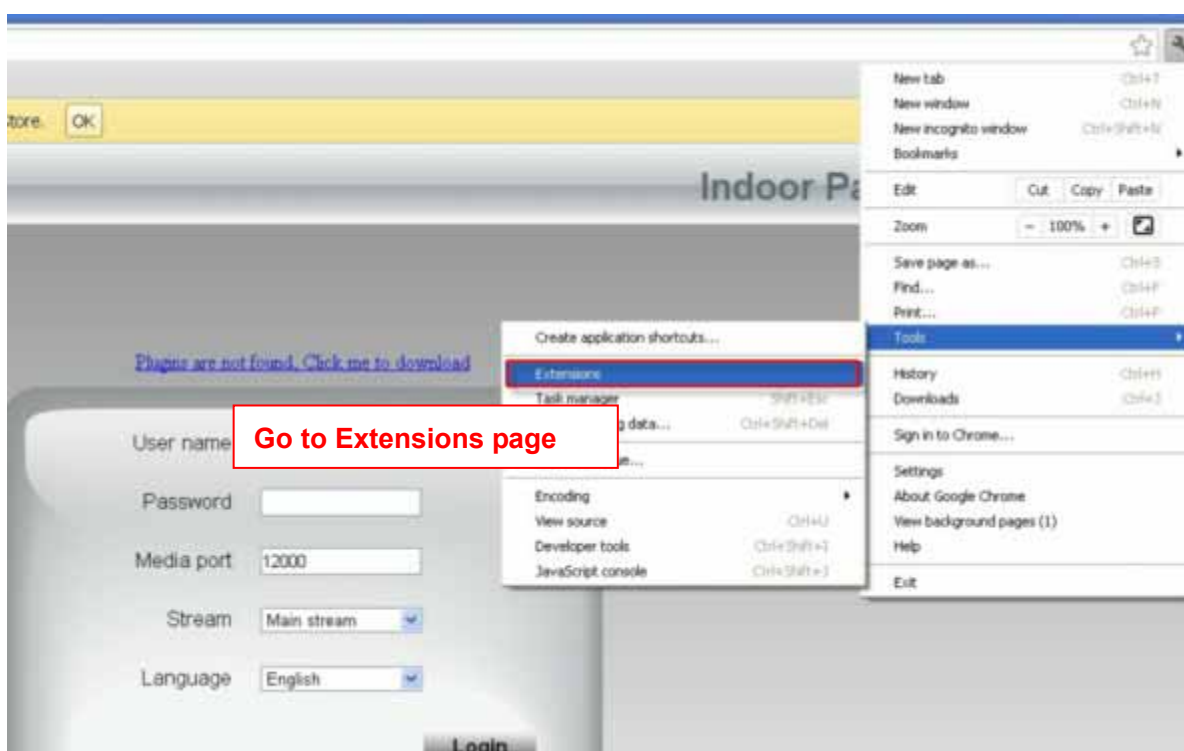


Figure 6.4

Click Add button to install the Plugins.



Figure 6.5

Reboot the browser and relogin the camera, you will see the surveillance window.

6.1.3 I have forgotten the administrator password

To reset the administrator username and password, press and hold down the RESET BUTTON for 5 seconds. Upon releasing the reset button, wait for 20 seconds, the camera will reboot and the username and password will return to the factory default administrator username and password. Please power on the camera before reset

Default administrator username: admin

Default administrator password: No password

6.1.4 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:

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

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

6.1.5 Subnet doesn't match

Check whether your ipcamera in the same subnet of your computer. The step is **Control Panel→Network Connections→Click 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.

6.1.6 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

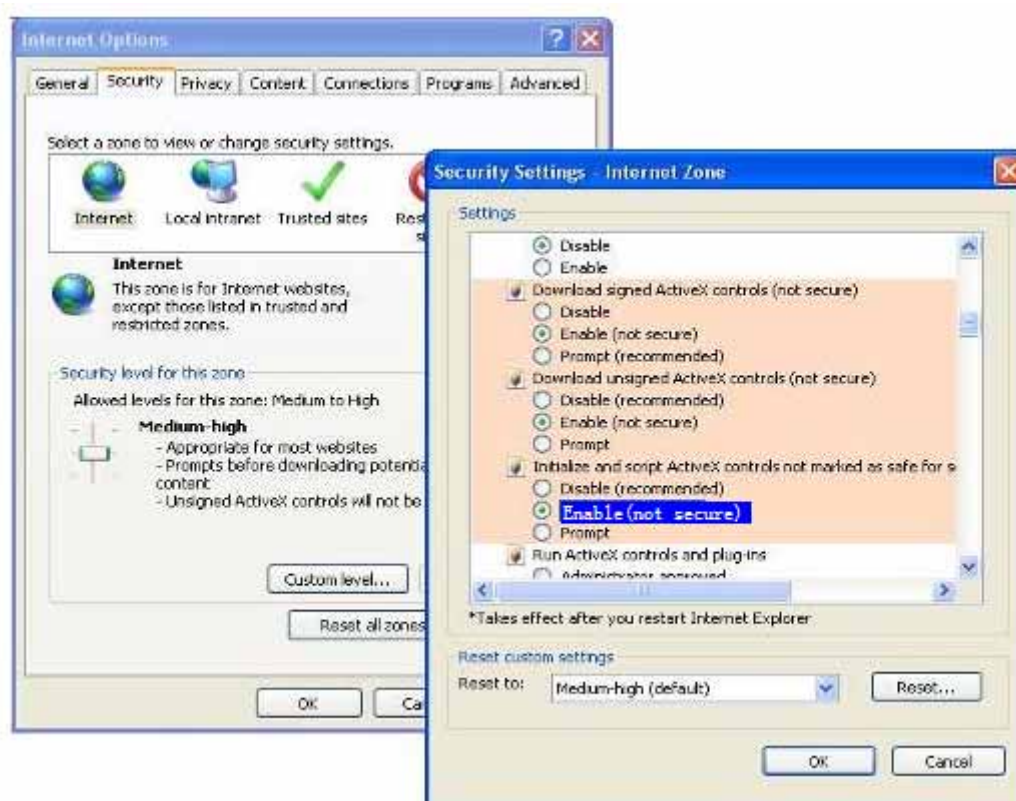


Figure 6.6

If you allow the ActiveX running, but still could not see living video. Please change another port number to try. Don't use port 88.

		Save	Refresh
HTTP Port	88		
HTTPS Port	443		
ONVIF Port	888		

Figure 6.7

NOTE: Make sure that your firewall or anti-virus software does not block the camera or ActiveX. If you could

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not see video, please shut down firewall or anti-virus software to try again.

6.1.7 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.

6.1.8 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 (Figure 4.30).

6.1.9 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.

6.1.10 Can't see other cameras listed in multi-device when using remote access

If you want to view all the cameras via the WAN, verify that each camera added in the multi-device settings can be accessed by using the DDNS name and port number. Use the DDNS domain name not the camera's LAN IP. (For more details see: How to add cameras in WAN)

6.2 Default Parameters

Default network Parameters

IP address: obtain dynamically

Subnet mask: obtain dynamically

Gateway: obtain dynamically

DDNS: Embedded FOSCAM domain name

Username and password

Default admin username: admin with a blank password

6.3 Specifications

ITEMS		FI9831EP
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1280 x 720 (1Megapixel)
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:2.8mm
	Aperture	F:2.4
	Angle of View	70°
Video	Image Compression	H.264
	Image Frame Rate	30fps maximum, downward adjustable
	Resolution	720P(1280 x 720), VGA(640 x 480), VGA(640 x 360), QVGA(320 x 240), QVGA(320 x 180)
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Pan/Tilt Angle	Horizontal:300° & Vertical: 120°
	Night visibility	11pcs IR-LEDs, night vision range up to 8 metres
Audio	Input/Output	Supports two-way audio Built-in Mic & Speaker 3.5mm audio jack for external Mic & Speaker
	Audio Compression	PCM/G.726
Network	Ethernet	One 10/100Mbps RJ45 port
	Remote Access	P2P, DDNS
	Network Protocol	IP, TCP, UDP, HTTP, HTTPS, SMTP, FTP, DHCP, DDNS, UPnP, RTSP, ONVIF
System Requirements	Operating System	Microsoft Windows 2000/XP, Vista, 7, 8; Mac OS iOS、Android
	Browser	Microsoft IE7 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
	Privacy Zone	Set privacy zone manually
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Storage	SD card and local storage

	Reset	Reset button is available
Power	Power Supply	PoE, DC 5V/2.0A
	Power Consumption	8.0 Watts (Max.)
Physical	Dimension(LxWxH)	117(L)*114(W)*129(H) mm
	Gross Weight	680g
	Net Weight	350g
Environment	Operate Temper.	0° ~ 40°C (32°F ~ 104°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temper.	-10°C ~ 60° (14°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 0°C-40°C, and 5%-90% relative humidity.

6.4 CE & FCC

Electromagnetic Compatibility (EMC)

FCC Statement

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

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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.

6.5 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 returned 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.

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7 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