

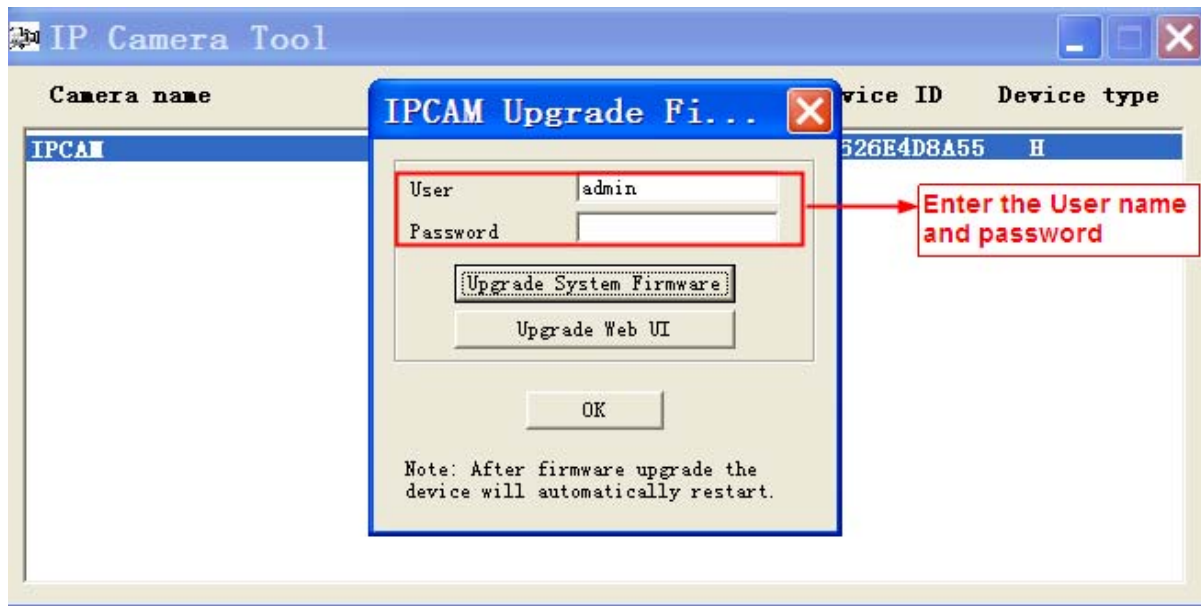


Figure 4.74

CAUTION:

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

NOTE:

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

4.10.3 Patch Installation

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

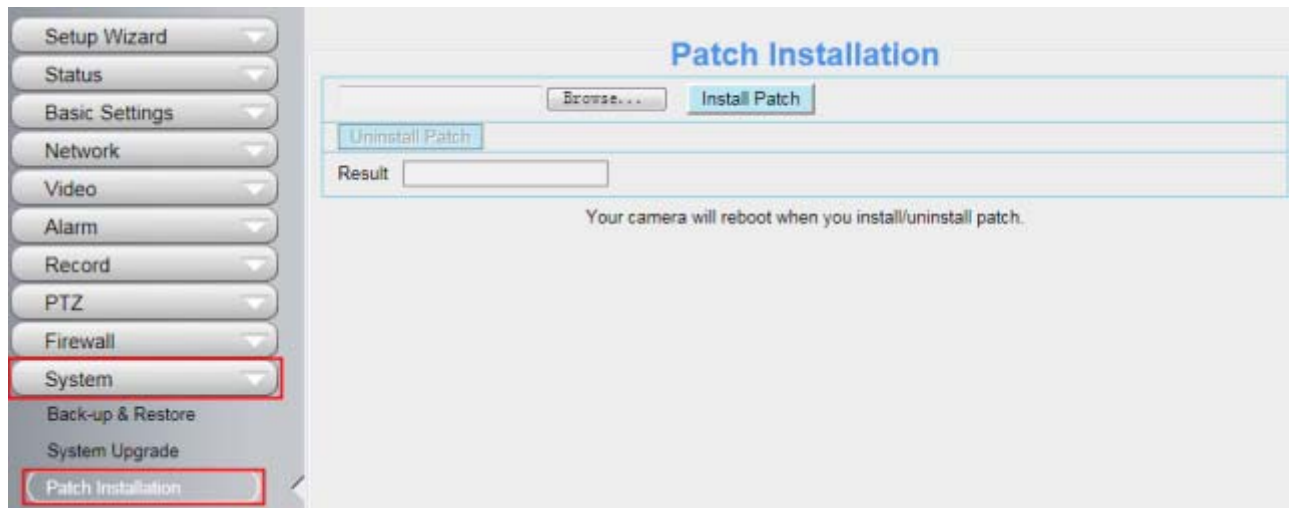


Figure 4.75

4.10.4 Factory Reset

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

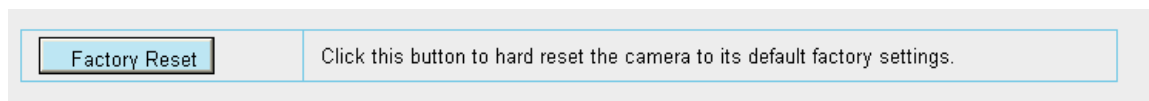


Figure 4.76

4.10.5 Reboot

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

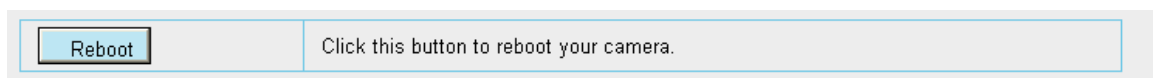
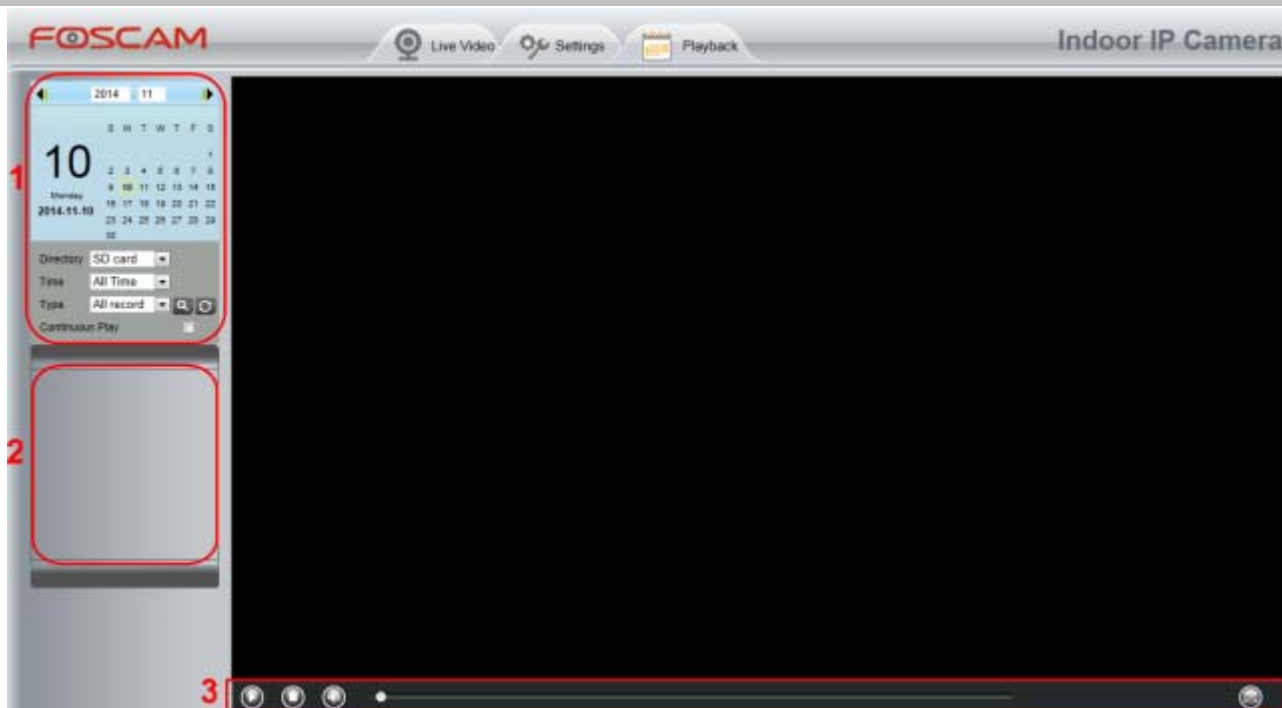


Figure 4.77

5 Playback(FI9803EP/FI9900P)

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.

Continuous Play: Select the checkbox to play continuously all the record files.

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.

6 Appendix

6.1 Frequently Asked Questions

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

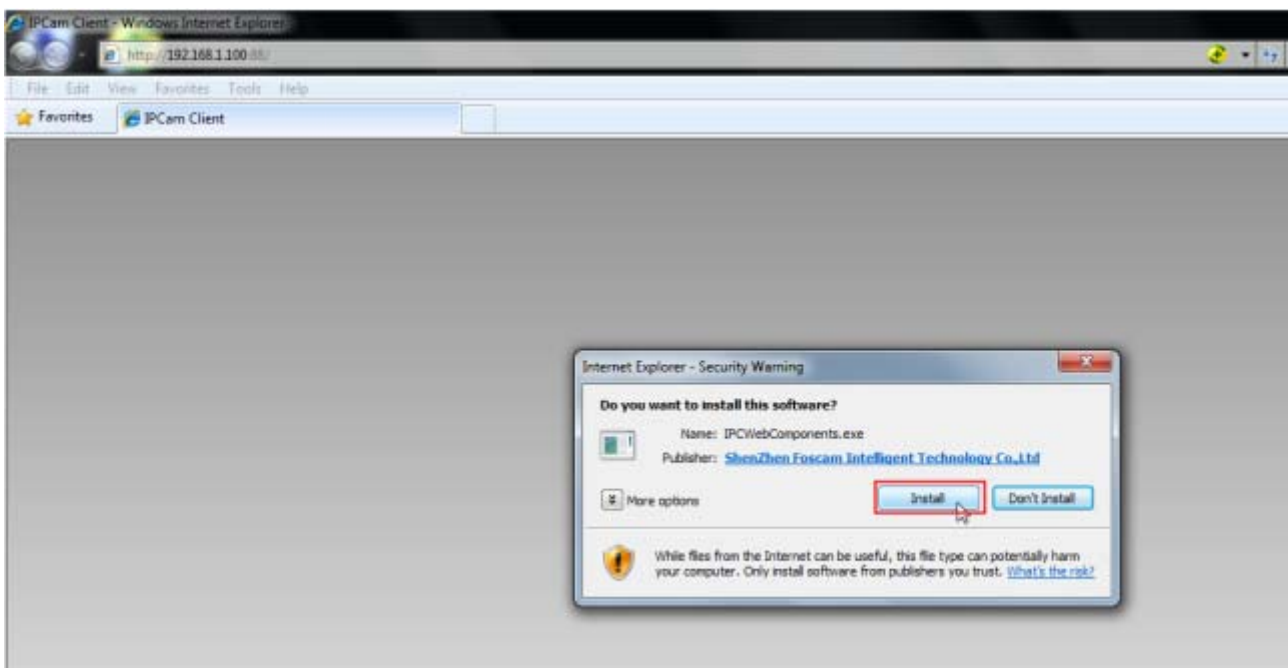


Figure 6.1

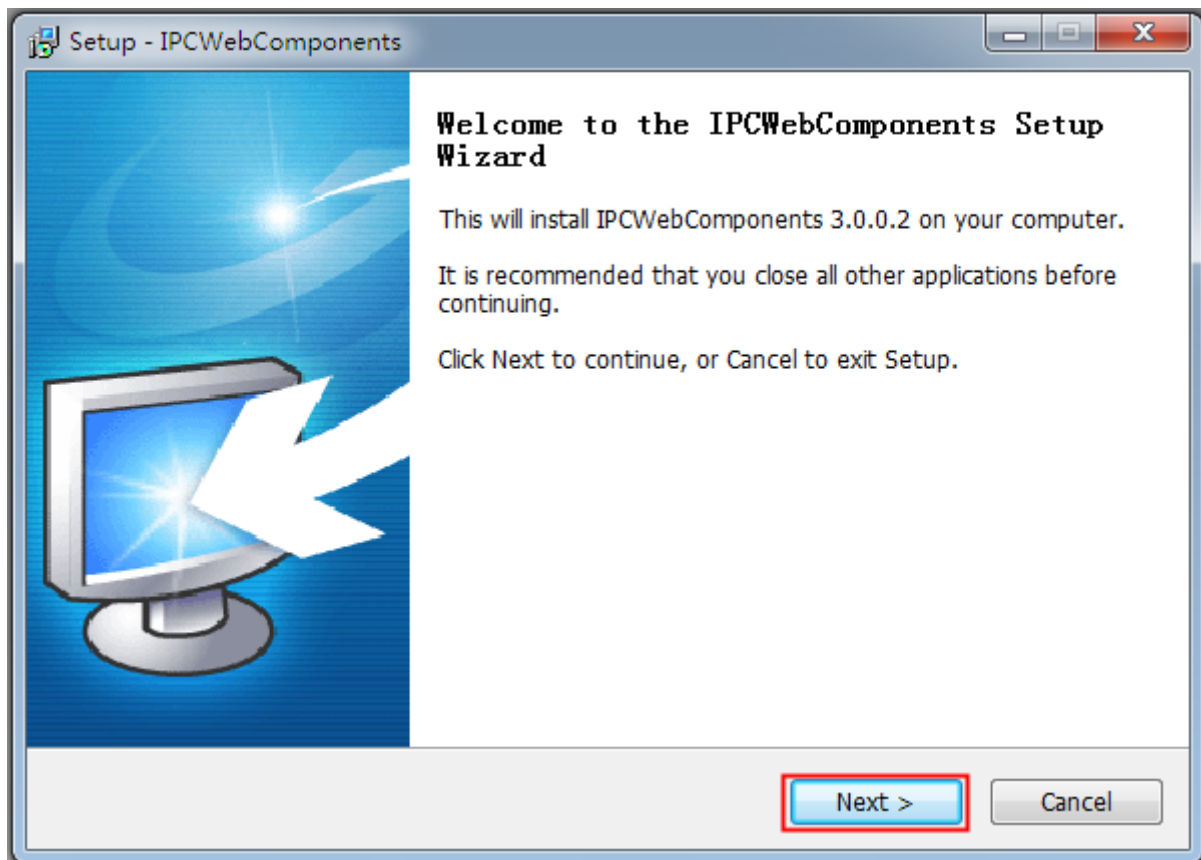


Figure 6.2

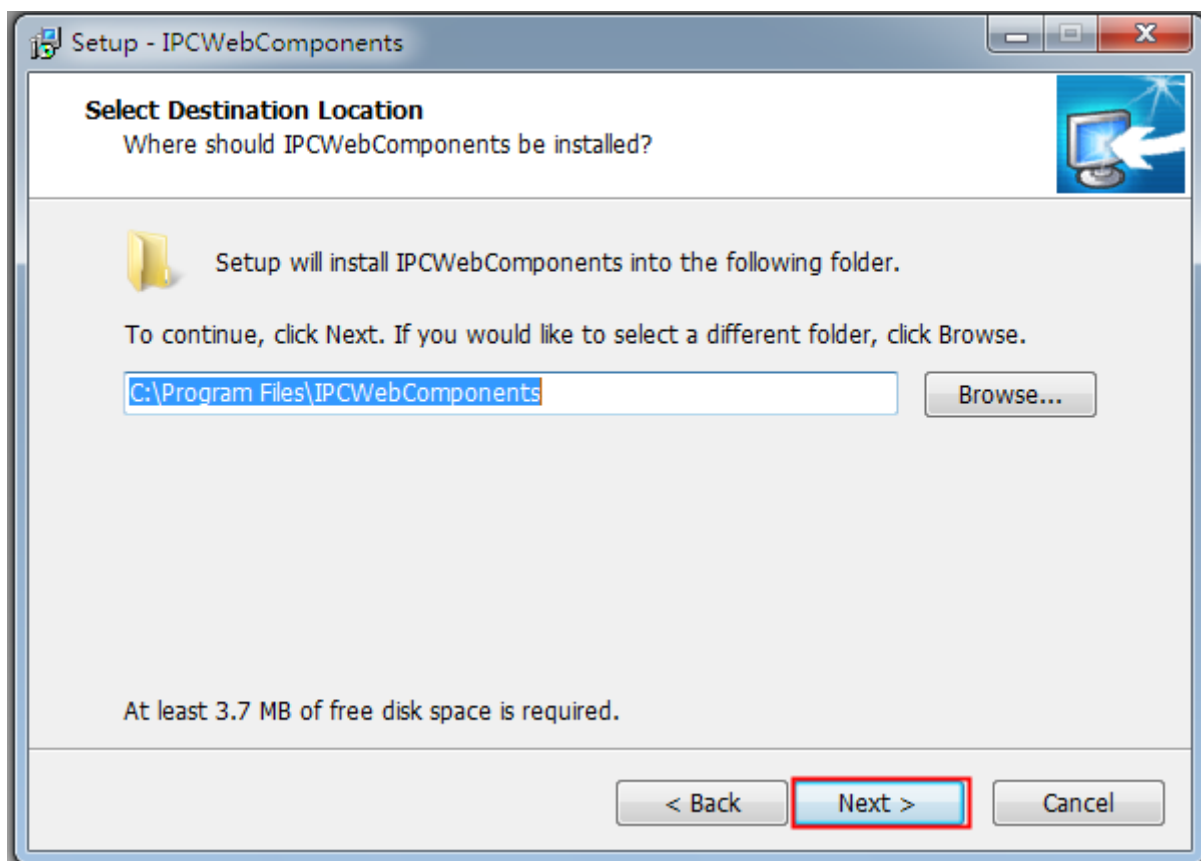


Figure 6.3

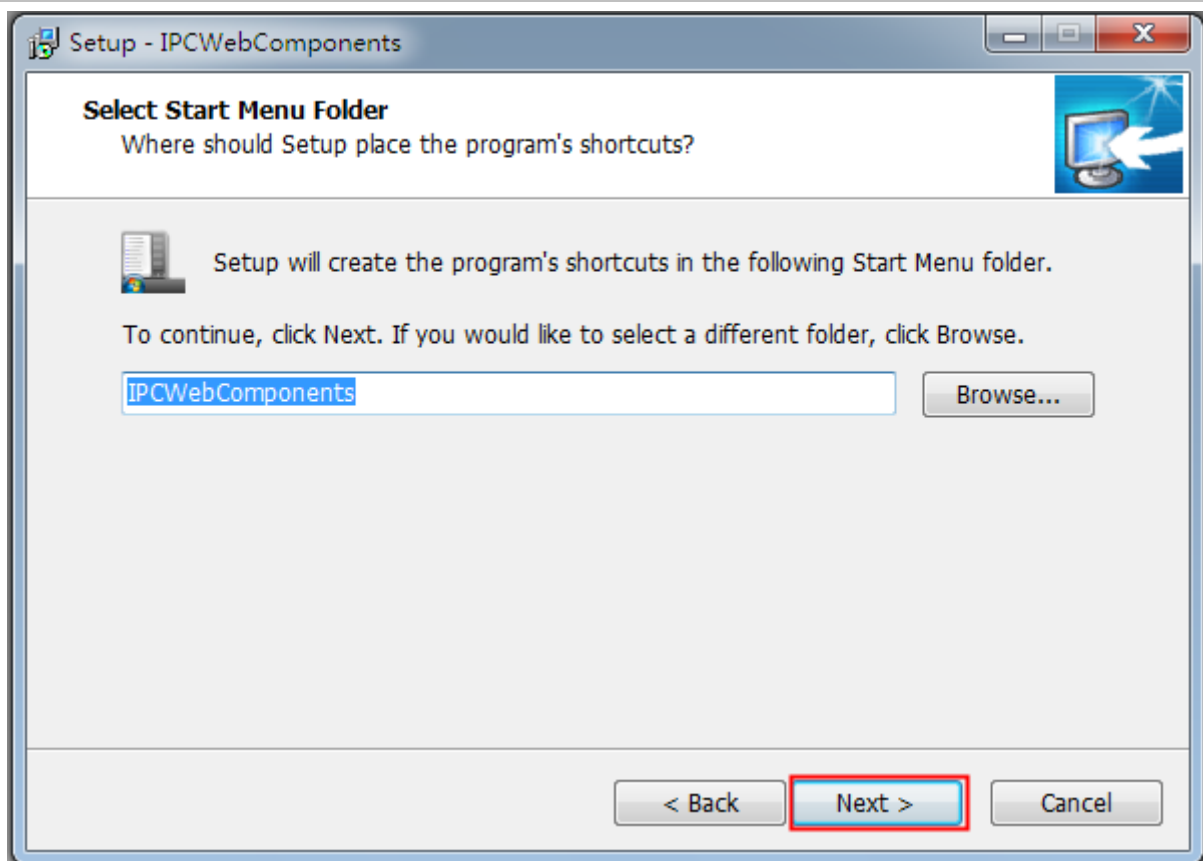


Figure 6.4

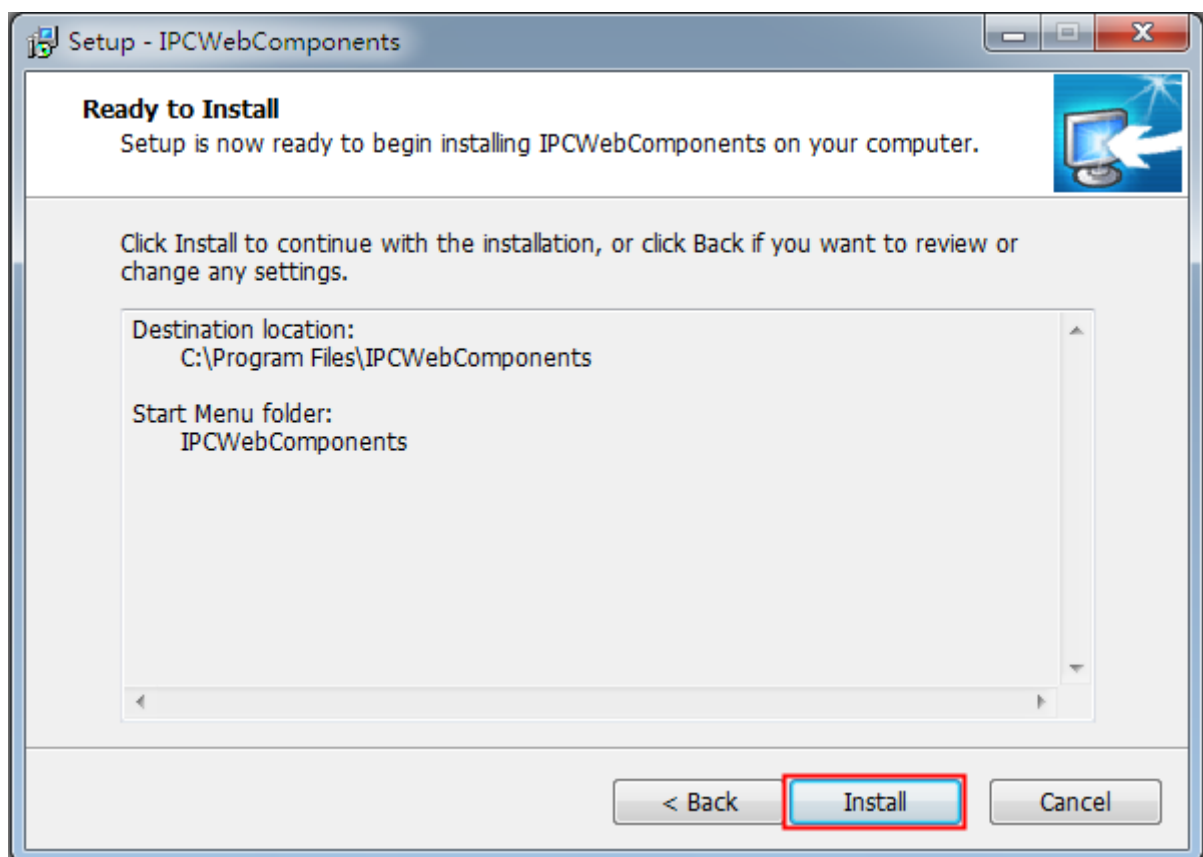


Figure 6.5

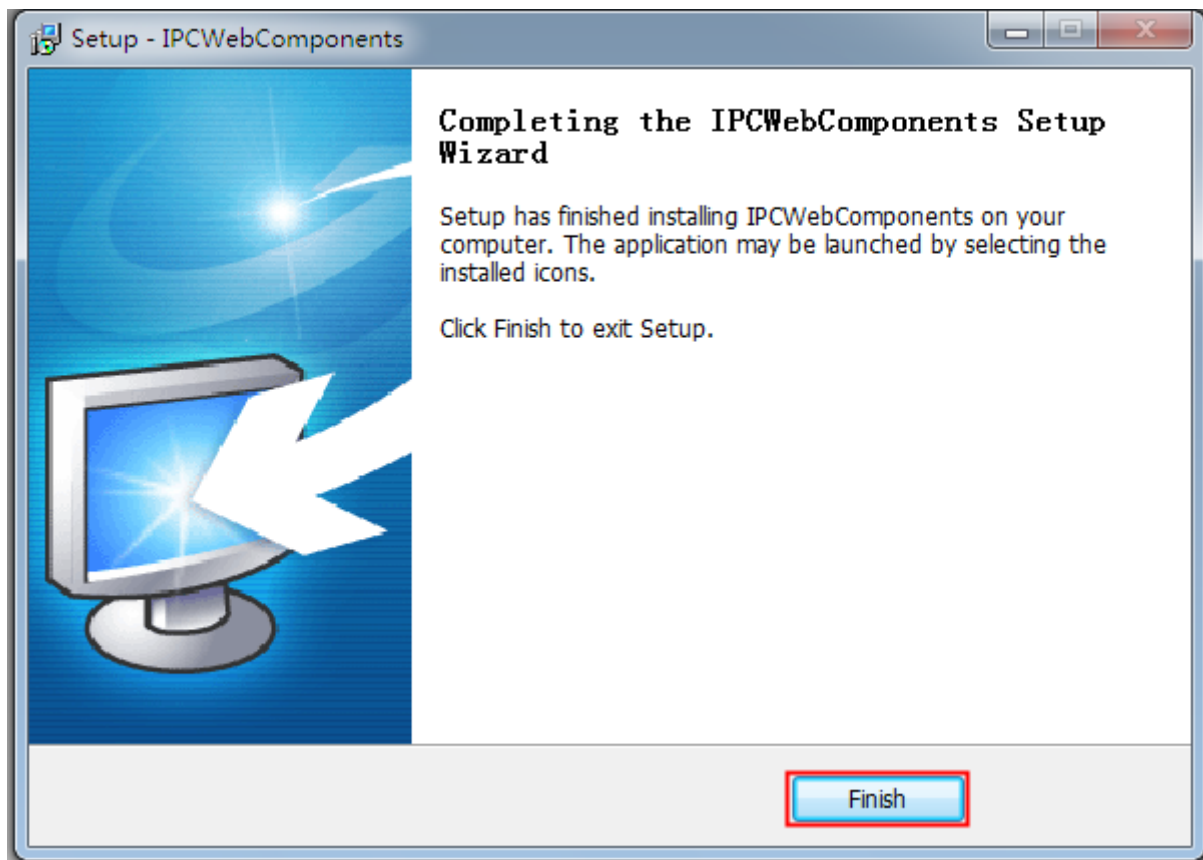


Figure 6.6

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

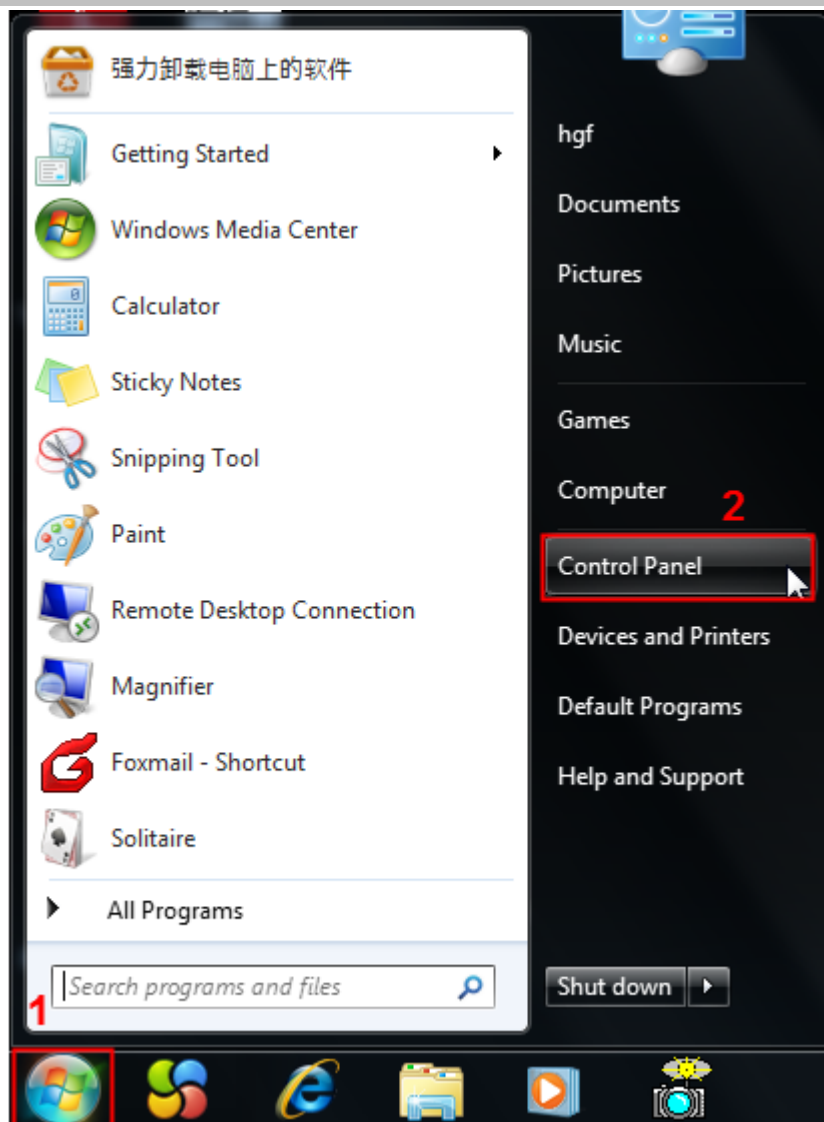


Figure 6.7



Figure 6.8

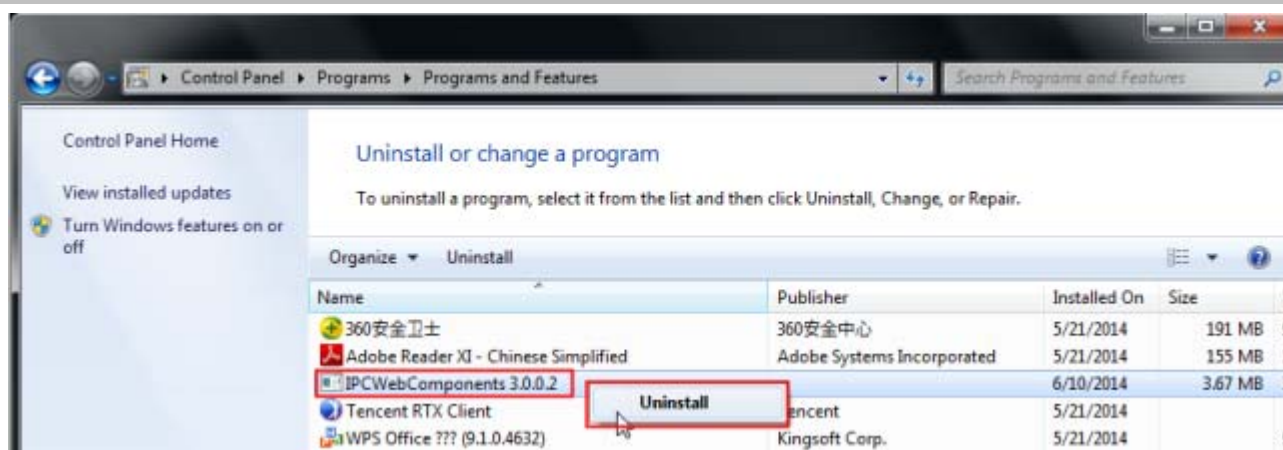


Figure 6.9

6.1.3 I have forgotten the administrator password

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

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

6.1.4 Subnet doesn't match

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

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

6.1.5 Camera can not record

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

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

There are two ways to resolve this problem:

- 1 Please add the camera as a trusted site to resolve this issue. The steps are
IE browser--Tool--Internet Properties--Security--Trusted sites--Sites--Add
- 2 Open IE browser, then right click, select "Run as administrator"

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

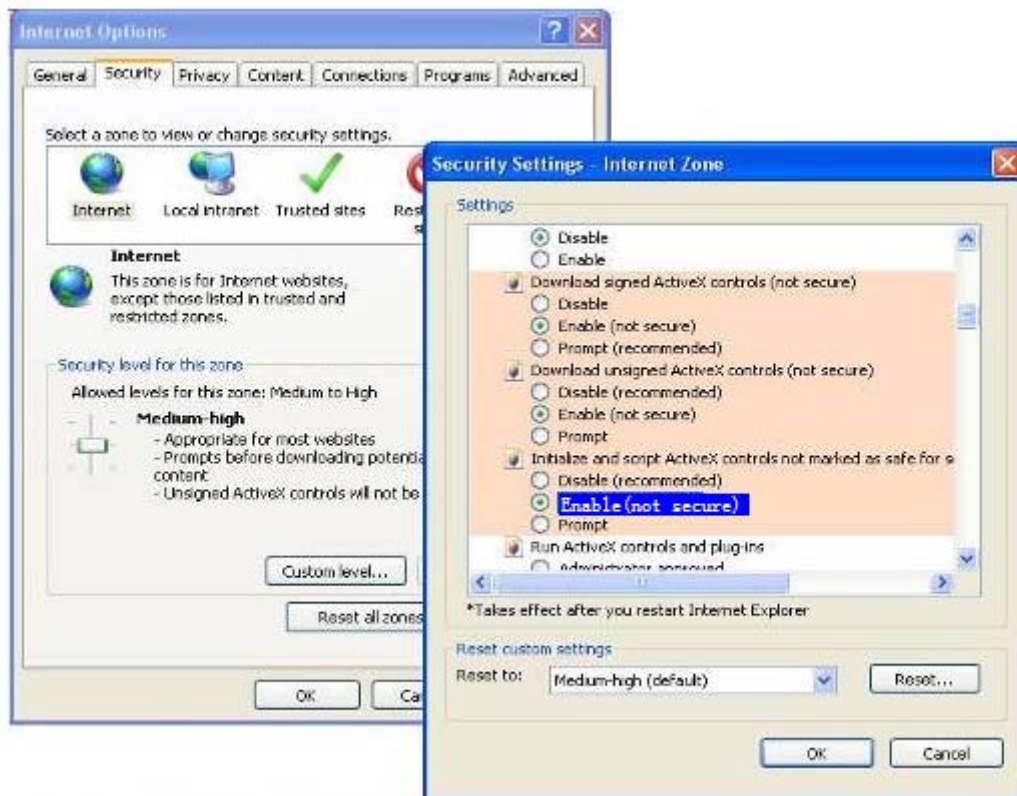


Figure 6.10

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

Save Refresh	
HTTP Port	88
Media Port	88
HTTPS Port	443

Figure 6.11

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

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.

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.

6.2 Default Parameters

Default network Parameters

IP address: obtain dynamically

Subnet mask: obtain dynamically

Gateway: obtain dynamically

DDNS: Embedded FOSCAM DDNS Service

Username and password

Default admin username: admin with a blank password

6.3 Specification

ITEMS		FI9803P
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1.0 Megapixels
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:2.8mm
	Aperture	F1.2
	Diagonal angle of view	75°
	Horizontal view angle	70°
	Image Compression	H.264
	Image Frame Rate	23fps(1280 x 720), 25fps(VGA),25fps(QVGA)
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are

Video		adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Night visibility	With 1 Infrared Lamp Array, Night Vision Range up to 20m
Network	Ethernet	One 10/100Mbps RJ45 port
	Wireless Standard	IEEE 802.11b/g/n
	Data Rate	IEEE802.11b: 11Mbps(Max.); IEEE802.11g: 54Mbps(Max.); IEEE802.11n: 150Mbps(Max.).
	Wireless Security	WEP, WPA, WPA2
	Remote Access	P2P DDNS
	Network Protocol	IP, TCP, UDP, HTTP, HTTPS, SMTP, FTP, DHCP, DDNS, UPnP, RTSP, ONVIF
System Requirements	Operating System	Microsoft Windows 2000/XP, Vista, 7,8; Mac OS
	Browser	Microsoft IE8 and above version or compatible browser; Mozilla Firefox; Google Chrome; Apple Safari.
Other Features	Motion Detection	Alarm via E-Mail, upload alarm snapshot to FTP
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Reset	Reset button is available
Power	Power Supply	DC 12V/1.0A
	Power Consumption	4.2 Watts (Max.)
Physical	Dimension(mm)	153(L)x 92(W)x 86(H)
	Net Weight	380g
Environment	Operating Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Operating Humidity	10% ~ 80% non-condensing
	Storage Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
Certification	IC、CSA、CE、FCC、RoHS	
Warranty	Limited 2-year warranty	

ITEMS		FI9803EP
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1.0 Megapixels
	Min. Illumination	0 Lux (With IR Illuminator)
	Lens Type	Glass Lens
	focal length	f: 4mm(option 2.8mm,6mm,8mm)

Lens	Aperture	F1.2
	Diagonal angle of view	75°
	Horizontal view angle	70°
Video	Image Compression	H.264
	Image Frame Rate	30fps(60Hz), 25fps(50Hz), downward adjustable
	Resolution	720P(1280 x 720), VGA(640 x 480), QVGA(320 x 240)
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Night visibility	Infrared lamp array, night vision range up to 20 meters
Network	Ethernet	One 10/100Mbps RJ45 port
	Remote Access	P2P DDNS
	PoE	IEEE. 802.3af
	Network Protocol	IP, TCP, UDP, HTTP, HTTPS, SMTP, FTP, DHCP, DDNS, UPnP, RTSP, ONVIF
System Requirements	Operating System	Microsoft Windows 2000/XP, Vista, 7; Mac OS
	Browser	Microsoft IE8 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 Block	Set privacy area 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	DC 12V/1.0A
	Power Consumption	4.2 Watts (Max.)
Physical	Dimension(mm)	153(L)x 92(W)x 86(H)
	Net Weight	380g
Environment	Operating Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Operating Humidity	10% ~ 80% non-condensing
	Storage Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
Certification	CE, FCC, RoHS	
Warranty	Limited 2-year warranty	

ITEMS		FI9903P
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Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1920 x 1080 (2.0M Pixels)
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:4mm, 6mm/8mm/12mm Option
	Aperture	F1.2
	Diagonal angle of view	75°
	Horizontal view angle	70°
Video	Image Compression	H.264
	Image Frame Rate	30fps(60Hz), 25fps(50Hz), downward adjustable
	Resolution	1080P(1920x1080), 720P(1280 x 720), VGA(640 x 480), QVGA(320 x 240)
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Night visibility	With 2 Infrared Lamp Array, Night Vision Range up to 30m
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
	Browser	Microsoft IE8 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 Block	Set privacy area manually
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Reset	Reset button is available
Physical	Dimension(mm)	153(L)x 92(W)x 86(H)
	Net Weight	380g
	Power Consumption	<14 Watts
Environment	Operating Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Operating Humidity	10% ~ 80% non-condensing
	Storage Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
Certification	CE, FCC, RoHS	
Warranty	Limited 2-year warranty	

ITEMS		FI9804W
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1.0 Megapixels
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:2.8mm
	Aperture	F1.2
	Diagonal angle of view	75°
	Horizontal view angle	70°
Video	Image Compression	H.264
	Image Frame Rate	30fps(60Hz), 25fps(50Hz), downward adjustable
	Resolution	720P(1280 x 720), VGA(640 x 480), QVGA(320 x 240)
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Night visibility	12pcs IR-LEDs, night vision range up to 20 metres
Audio	Input/Output	External standard 3.5mm interface for two-way audio
	Audio Compression	PCM/G.726
Network	Ethernet	One 10/100Mbps RJ45 port
	Wireless Standard	IEEE802.11b/g/n
	Data Rate	IEEE802.11b: 11Mbps(Max.); IEEE802.11g: 54Mbps(Max.); IEEE802.11n: 150Mbps(Max.).
	Wireless Security	WEP, WPA, WPA2
	Network Protocol	IP, TCP, UDP, HTTP, HTTPS, SMTP, FTP, DHCP, DDNS, UPnP, RTSP, ONVIF
System Requirements	Operating System	Microsoft Windows 2000/XP, Vista, 7; Mac OS iOS, Android
	Browser	Microsoft IE8 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 Block	Set privacy area manually
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Reset	Reset button is available

Power	Power Supply	DC 12V/1.0A
	Power Consumption	5.5 Watts (Max.)
Physical	Dimension(mm)	132(L)x 72(W)x 80(H)
	Gross Weight	1186.8g
	Net Weight	870g
Environment	Operating Temperature	-20°C~ 60°C (-4°F ~ 140°F)
	Operating Humidity	10% ~ 80% non-condensing
	Storage Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
Certification	CE, FCC, RoHS	
Warranty	Limited 2-year warranty	

Specification		FI9805W
Image Sensor	Image Sensor	High Definition Color CMOS Sensor
	Display Resolution	1.3 Megapixels
	Mini. Illumination	0 Lux (With IR Illuminator)
Lens	focal length	f 4mm
	Aperture	F1.2
	Diagonal angle of view	75°
	Horizontal view angle	70°
Video	Resolution	960p(1280 x 960), 720p(1280 x 720), VGA(640 x 480)
	View	H.264 dual streaming
	Image adjust	The brightness, contrast, saturation, chromaticity, is adjustable
	Infrared mode	Off & Manually
	Night visibility	Φ8mm 36 IR LEDs, Night visibility up to 30 meters
Network	Ethernet	One 10/100Mbps RJ-45
	Supported Protocol	TCP/IP, UDP/IP, HTTP, SMTP, FTP, DHCP, RTSP, HTTPS, DDNS, UPNP, ONVIF
	Wireless Standard	WIFI(IEEE802.11b/g/n)
	Support IP address	static IP address, dynamic IP address
Alarm	Alarm detection	The motion detecting
	Alarm inform	Support Email、FTP etc alarm inform way
Hardware Interface	POWER Interface	DC 12V/2.0A (EU,US,AU adapter or other types option), Power Consumption < 8 Watts
	Audio Input/Output Interface	One audio input jack, One audio output jack.
	Reset Buttons	One Reset
Environment	Operate Temper	-20°C ~ 60°C (-4°F ~ 140°F)
	Operate Humidity	10% ~ 80% non-condensing
	Storage Temper	-20°C ~ 60°C(-4°F ~ 140°F)

	Storage Humidity	0% ~ 90% non-condensing
	Dimension(mm)	180(L)x 98(W)x 103(H)
	Net Weight	1300g
PC	CPU	2.0GHZ or above (suggested 3.0GHZ)
	Memory Size	256MB or above (suggested 1.0GHZ)
Requirements	Display Card	64M or above
	Supported OS	Microsoft Windows 2000/XP, Vista, 7; Mac OS iOS, Android
	Browser	IE8 and above version or compatible browser, Firefox, Chrome, Safari or other standard browsers
Software	Upgrade	Upgrade from network
Certification	IC、CE, FCC, RoHS	
Warranty	Limited 2-year warranty	

Specification		F19805E
Image Sensor	Image Sensor	High Definition Color CMOS Sensor
	Lens	f : 4mm
	Mini. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	IR_CUT	Filter can switch automatically
	Diagonal angle of view	75°
	Horizontal view angle	70°
Audio	Input/Output	Linear Input/Output, which can realize two-way voice the intercom
Video	Image Compression	H.264
	Image Frame Rate	25fps(50Hz), 30fps(60Hz),Down adjustable
	Resolution	960p(1280 x 960),720p(1280 x 720),VGA(640 x 480),
	View	H.264 dual streaming
	Image adjust	The brightness, contrast, saturation, chromaticity, is adjustable
	Infrared mode	Auto & Manually
	Night visibility	Φ8mm 36 IR LEDs, Night visibility up to 30 meters
Network	Ethernet	One 10/100Mbps RJ-45
	Supported Protocol	TCP/IP, UDP/IP, HTTP, SMTP, FTP, DHCP, DDNS,UPNP, ONVIF
	Support IP address	static IP address, dynamic IP address
Alarm	Alarm detection	The motion detecting 、 I/O alarm

	Alarm inform	Support Email、FTP、I/O output alarm etc alarm inform way
Hardware Interface	POWER Interface	DC 12V/2.0A (EU,US,AU adapter or other types option), Power Consumption < 8 Watts
	Audio Input/Output Interface	One audio input jack, One audio output jack.
	Reset Buttons	One Reset
	I/O alarm interface	External Input / output terminal block
	Control Interface	one RS - 485 port, support of transparent channel transmission
PoE	PoE Standard	IEEE 802.3af
	Input Voltage	DC 36V~DC 57V
	Output Voltage	DC 12V/2.0A
	Output Power	15.4W (Max.)
	Wiring standards	100M BASE-T
Environment	Operate Temper	-20°C ~ 60°C (-4°F ~ 140°F)
	Operate Humidity	20% ~ 85% non-condensing
	Storage Temper	-20°C ~ 60°C (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
	Dimension	245(L)X196(W)X112(H)mm.
	Net Weight	900g
	Gross Weight	1150g
PC Requirements	CPU	2.0GHZ or above (suggested 3.0GHz)
	Memory Size	256MB or above (suggested 1.0GHz)
	Display Card	64M or above
	Supported OS	Microsoft Windows 2000/XP, Vista, 7; Mac OS iOS, Android
	Browser	IE8 and above version or compatible browser, Firefox, Chrome, Safari or other standard browsers
Software	Upgrade	Upgrade from network
Certification	CE,FCC,RoHS	
Warranty	Limited 2-year warranty	

ITEMS		FI9900P
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1920 x 1080 (2.0M Pixels)
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:2.8mm
	Aperture	F1.2
	Diagonal angle of view	75°

	Horizontal view angle	70°
Video	Image Compression	H.264
	Image Frame Rate	30fps(60Hz), 25fps(50Hz), downward adjustable
	Resolution	1080P(1920x1080),720P(1280 x 720), VGA(640 x 480), QVGA(320 x 240)
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Night visibility	With 30pcs IR-LED, Night Vision Range up to 20m
Audio	Input/Output	External RCA interface for two-way audio
	Audio Compression	PCM/G.726
Network	Ethernet	One 10/100Mbps RJ45 port
	Wireless Standard	IEEE802.11b/g/n
	Data Rate	IEEE802.11b: 11Mbps(Max.); IEEE802.11g: 54Mbps(Max.); IEEE802.11n: 150Mbps(Max.).
	Wireless Security	WEP, WPA, WPA2
	Remote Access	P2P DDNS
	Network Protocol	IP、TCP、UDP、HTTP、HTTPS、SMTP、FTP、DHCP、DDNS、UPnP、RTSP、ONVIF
System Requirements	Operating System	Microsoft Windows 2000/XP, Vista, 7,8; Mac OS
	Browser	Microsoft IE8 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 Block	Set privacy area manually
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Reset	Reset button is available
Power	Power Supply	DC 12V/1.0A
	Power Consumption	5 Watts (Max.)
Physical	Dimension(LxWxH)	98(L)x65 (W)x62 (H)
	Net Weight	255g
Environment	Waterproof	IP66
	Operating Temperature	-10°C~ 60°C (14°F ~ 140°F)
	Operating Humidity	10% ~ 80% non-condensing
	Storage Temperature	-20°C ~ 60°C (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing

Certification	CE, FCC, RoHS
Warranty	Limited 2-year warranty

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

6.4 CE & FCC

Electromagnetic Compatibility (EMC)

FCC Statement

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

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

FCC Caution

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

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

CE Mark Warning



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 .