

# ***User Manual***

**Model: FI8905E**

**Outdoor PoE Network Camera**



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## Security Warning

1. Foscam cameras and NVRs require good security practices to safeguard your privacy. You should regularly change your camera or NVR password which is 8-10 numbers, letters, symbols combination.
2. You should update your camera or NVR regularly. Make sure your camera or NVR has the latest firmware installed for your specific model and better experience.

## 1 Overviews

IPCAM is an integrated POE Network Camera solution. It combines a high quality digital video Camera with network connectivity and a powerful web server to bring clear to your desktop from anywhere on your local network or over the Internet.

The basic function of IPCAM is transmitting remote video on the IP network. The high quality video image can be transmitted with 30fps speed on the LAN/WAN by using MJPEG hardware compression technology.

The IPCAM is based on the TCP/IP standard. There is a WEB server inside which could support Internet Explore. Therefore the management and maintenance of your device is simplified by using the network to achieve the remote configuration, start-up and to upgrade the firmware. You can use this IPCAM to monitor special places such as your home and your office. Also controlling the IPCAM and managing image are simple by clicking the website through the network.

FOSCAM provides Phone APPs for Android and iPhone users, please search “Foscam ip cam viewer” and install it through APP Store, then you can view your camera directly as a computer.

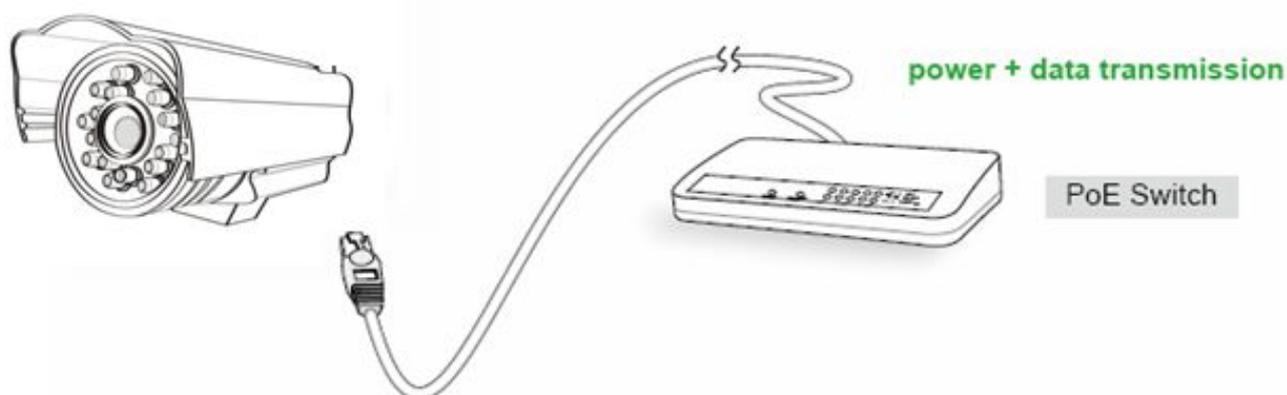
### 1.1 Key Features

- Powerful high-speed video protocol processor
- High Definition Color CMOS Sensor
- 300K Pixels
- IR night vision ( Range:30m;)
- Optimized MJPEG video compression for transmission
- Multi-level users' management and passwords definition
- Embedded Web Server for users to visit by IE
- Supports Dynamic IP (DDNS) and UPnP LAN and Internet (ADSL,Cable Modem)
- Motion detection activates alarm
- Supports IR\_CUT and the filter change automatically

- POE compliant with POE standards IEEE 802.3af
- Embedded FOSCAM DDNS(dynamic domain name) Service
- Supports image snapshot
- Support multiple network protocols: HTTP/TCP/IP/UDP/STMP/DDNS/SNTP/DHCP/FTP
- Supports Daylight Saving Time
- Supports Gmail as sender on mail service settings
- Providing Phone APPs for Android and iPhone users
- Providing Central Management Software to manage or monitor multi-cameras

## 1.2 POE (Power over Ethernet)

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



## 1.3 Read Before Use

Please first verify that all contents received are complete according to the Package Contents listed below. Before the Network 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 Packing Contents

● IPCAM×1	● CD×1
● DC Power Supply×1	● Quick Installation Guide×1

• Mounting bracket×1(option)	• Warranty Card×1
• Network Cable×1	

## 1.5 Physical Description

### Front Panel



Figure 1.1

**1 LENS:** CMOS sensor with fixed focus lens

**2 Infrared LED:** 60 IR LEDs

### Back View



Figure 1.2

**1 LAN:** RJ-45/10-100 Base T

**2 RESET BUTTON:** Press and hold down the RESET BUTTON for 10 seconds. Release the power button and IP camera will be reset back to the factory default parameter.

**3 Power:** DC 5V/2A Power supply

## Bottom View

There are some labels located of the camera; this is an important feature of original Foscam cameras. If your camera does not have labels, it may be a clone. Cloned Foscam cameras can not use original firmware and are not eligible for warranty or technical services.

## 2 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.

### 2.1 Login Window



Figure 2.1

#### Section1 Select Language

FOSCAM camera supports up to multi-languages, such as English, Spanish, Deutsch and so on. You can select the language you need via pull down the dropdown toolbar and click on the language to switch.

#### Section2 User / Password

The default administrator username is admin with a blank password, please reset the password at first using and prevent unauthorized users login the camera.

#### NOTE:

When you log in for the first time, it will request that you modify the default username and/or password . Input the New username, New password and Confirm the password, click “Confirm” to complete the modification. You will now use the new username and password to log in to the

camera in the future.

A registration form with a blue gradient background. It contains three input fields: 'New username', 'New password', and 'Confirm the password'. Below the fields is a 'Confirm' button. The entire form area is enclosed in a red rectangular border.

Figure 2.2

The FOSCAM website interface. At the top right is the FOSCAM logo and the website URL 'www.foscam.com', labeled with a red '3'. In the center are three buttons: 'ActiveX Mode' (labeled with a red '4'), 'Server Push Mode' (labeled with a red '5'), and 'Mobile Phone' (labeled with a red '6'). At the bottom is a 'Note' box (labeled with a red '7') containing the text: 'Please note that there are three login methods: for IE browser, please choose ActiveX mode; for Safari, Firefox, Google Chrome, please choose Server Push mode; for mobile phone, please choose the third mode.'

Figure 2.3

### Section3 FOSCAM Website Link

There is an access link to Foscam website homepage, if you need tech support you can contact Foscam directly.

### Section4 ActiveX Mode

If your PC is windows based OS, such as Windows XP, Windows7, Windows Vista and you are using IE-based browsers like IE6, IE7, IE8, please choose IE ActiveX Mode login mode.

### Section5 Server Push Mode

If you are using non-IE based browser, like Firefox, Safari, Google Chrome please choose Server Push Mode.

### Section6 Mobile Phone

If you are using the Mobile to access the camera, here you need to select Mobile Phone login mode.

### Section7 Note

Note that when you login the camera, please select the corresponding login mode.

## 2.2 Surveillance Window

Select the ActiveX mode and you will enter the surveillance window.

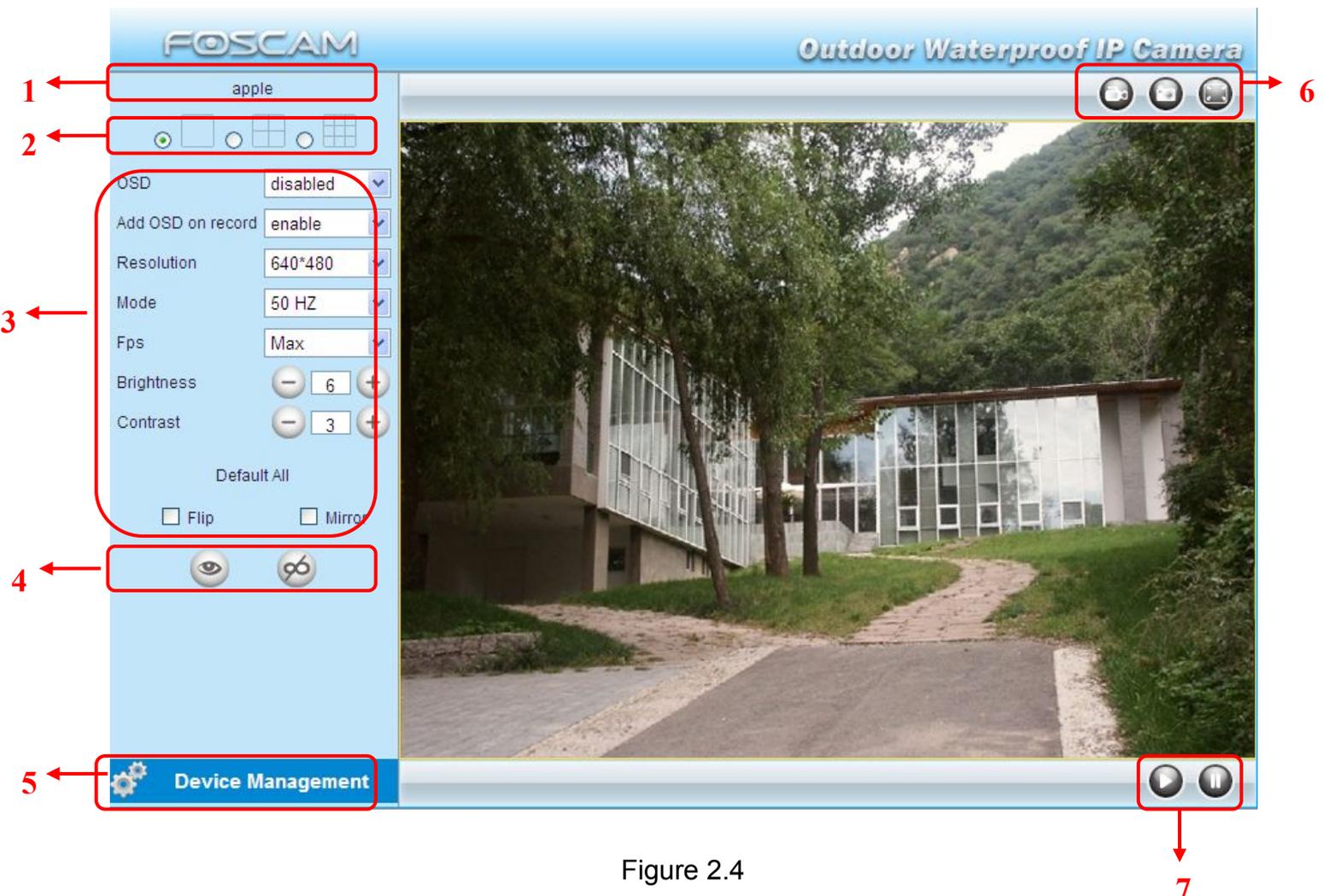


Figure 2.4

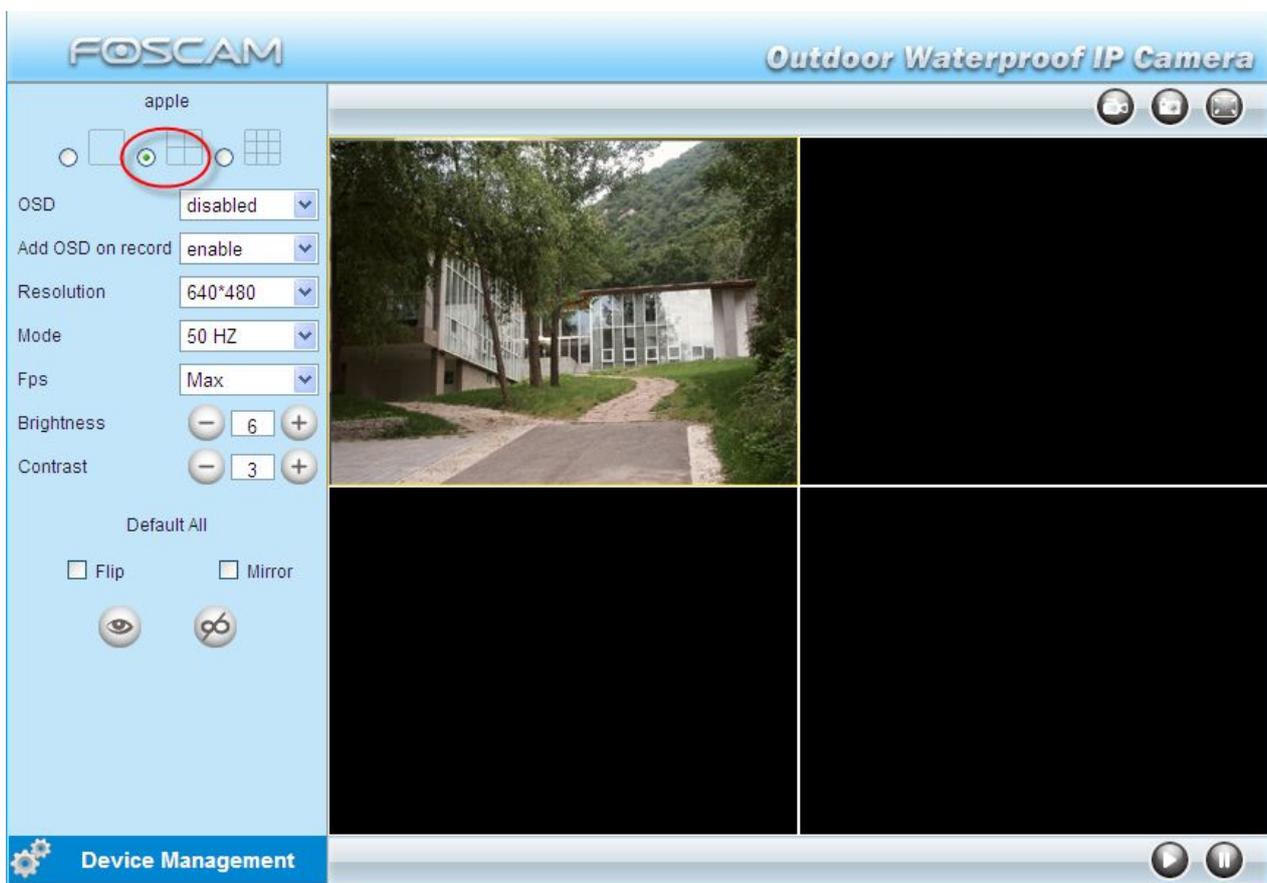
## Section1 Device Name

Default device name is Anonymous. You can define a name for your camera as you like (Please go to chapter 3.1 and read how to set it)

## Section2 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 3.5).



. Figure 2.5

## Section3 Image Parameters Settings



## **OSD**

OSD is used to add timestamp on the video. There are five text colors to choose from: Black, red, yellow, white, blue.

## **Add OSD on record**

Select this option if you want to add a timestamp to recordings.

## **Resolution**

- 1) 320x240-----QVGA
- 2) 640x480-----VGA

There are two resolutions, the bigger one (VGA) is 640x480 pixels, and the smaller one (QVGA) is 320x240 pixels. The bigger the resolution, the better of the image quality is, but the lower the frame rate is. If you are accessing the camera via internet and want to get more fluent video streaming, please select resolution QVGA 320x240.

## **Mode**

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

There are three options within the menu of Mode: 50HZ, 60HZ and Outdoor. It depends on the frequency of the electricity and surveillance model (indoors & outdoor). Please choose outdoor mode, when the camera was installed outside.

## **Fps**

- 1) Max----- Maximum frame rate
- 2) 20fps, 15fps, 10fps, 5fps,4fps,3fps,2fps,1fps, 5fps, 1fps ,1/2fps,1/3fps,1/4fps,1/5fps-----  
customized frame rate

You can choose option within the menu of Fps to adjust the frame rate. It is often used in LAN network when you want to lower the frame rate, so that you can save more bandwidth.

### **Brightness**

Default parameter is 6, you can adjust the brightness of the image by clicking plus or minus button.

### **Contrast**

Default parameter is 4, you can adjust the contrast of the image by clicking plus or minus button.

### **Flip & Mirror**

You can flip the image by enabling Flip button, or mirror the image by enabling Mirror button.

### **Section4 IR Lights Buttons**



: Click this icon, all the IR lights will turn on.

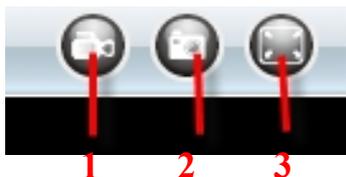


: Click this icon to turn off IR lights.

### **Section5 Device Management**

Device Management -----Path to Administrator Control Panel, Click it, and it will lead to Administrator Control Panel.

### **Section6 Record & Snapshot & Full Screen Buttons**



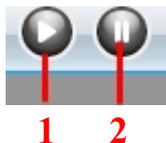
**1-----Record Button** Click it and it pop-up a path-setting window, you can select the storage path and the record file name. At the same time the record icon changes to , Click it again

and stop recording.

**2-----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.

**3-----Full Screen** Click it to make full-screen, or you can double click the surveillance screen to make full-screen.

## Section7 Play/Stop Buttons



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

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



### NOTE:

Record and multi-device function are controlled by ActiveX controller, therefore Firefox or Google Chrome, Safari browsers will not allow these functions.

For Firefox, Google Chrome, Safari, you should select the Server Push Mode and you can see the following screen:



Figure 2.6

## 3 Advanced Camera Settings

Click the bar “Device Management”, goes to Administrator Control Panel to make advanced camera settings.

### 3.1 Device Status

Device Status	
Device ID	000DC5D489EB
Device Firmware Version	11.35.2.49
Device Embedded Web UI Version	2.4.20.4
Alias	TEST
Alarm Status	None
DDNS Status	Foscam Succeed <a href="http://camera.myfoscam.org">http://camera.myfoscam.org</a>
UPnP Status	UPnP Succeed
MSN Status	No Action

Figure 3.1

- 1-----**Device ID**    MAC ID of the camera by wired connection
- 2-----**Device Firmware Version**    System Firmware version of the camera
- 3-----**Device Web UI Version**    Web UI firmware version of the camera
- 4-----**Alias**    Name of the camera
- 5-----**Alarm Status**    The status of Alarm Service Setting
- 6-----**DDNS Status**    The status of DDNS Setting
- 7-----**UPnP Status**    The status of UPnP Setting

## Another Way:



Double click the the icon "IP Camera.exe" , select the camera IP, right click and select the Basic Properties, you can also see the Firmware Version and MAC Address, such as the following screen:

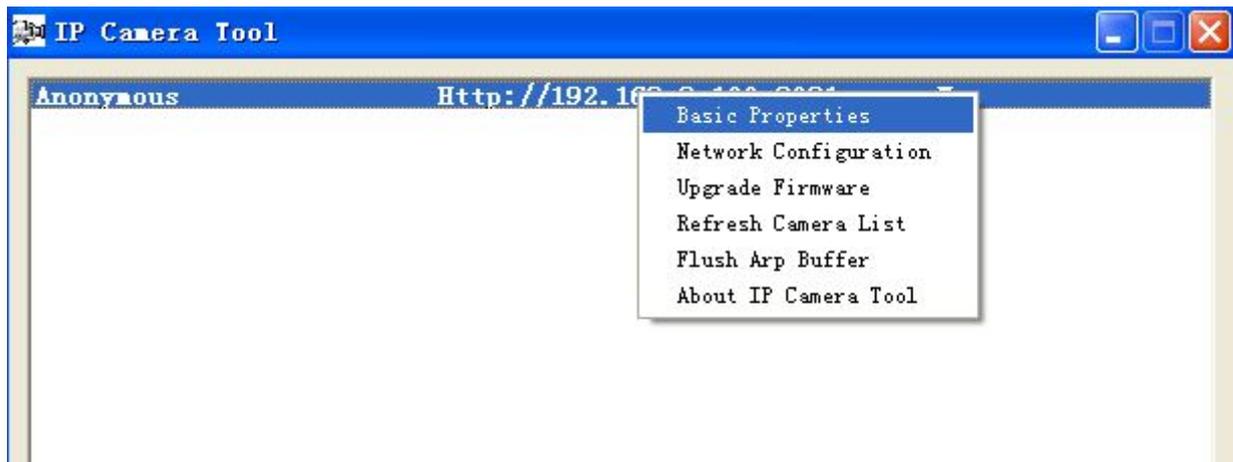


Figure 3.2

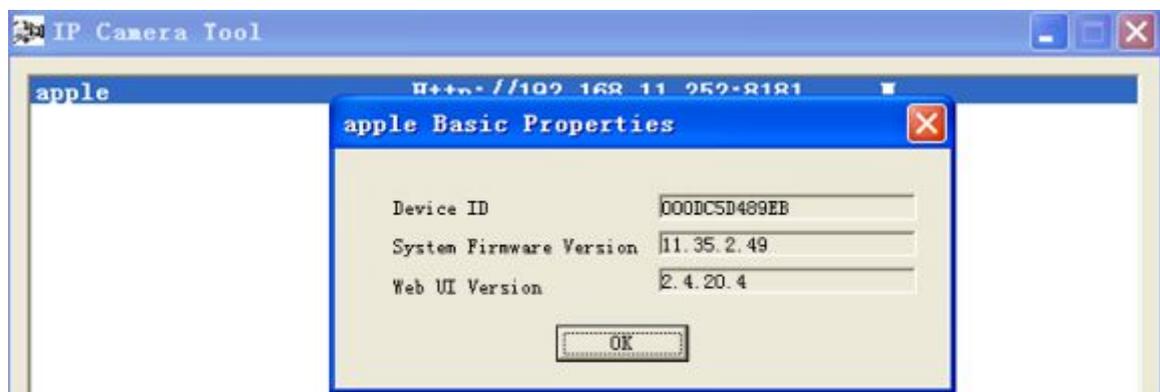


Figure 3.3

## 3.2 Alias Settings

Default alias is Anonymous. You can define a name for your camera here such as apple. Click **Submit** to save your changes. The alias name supports special characters.

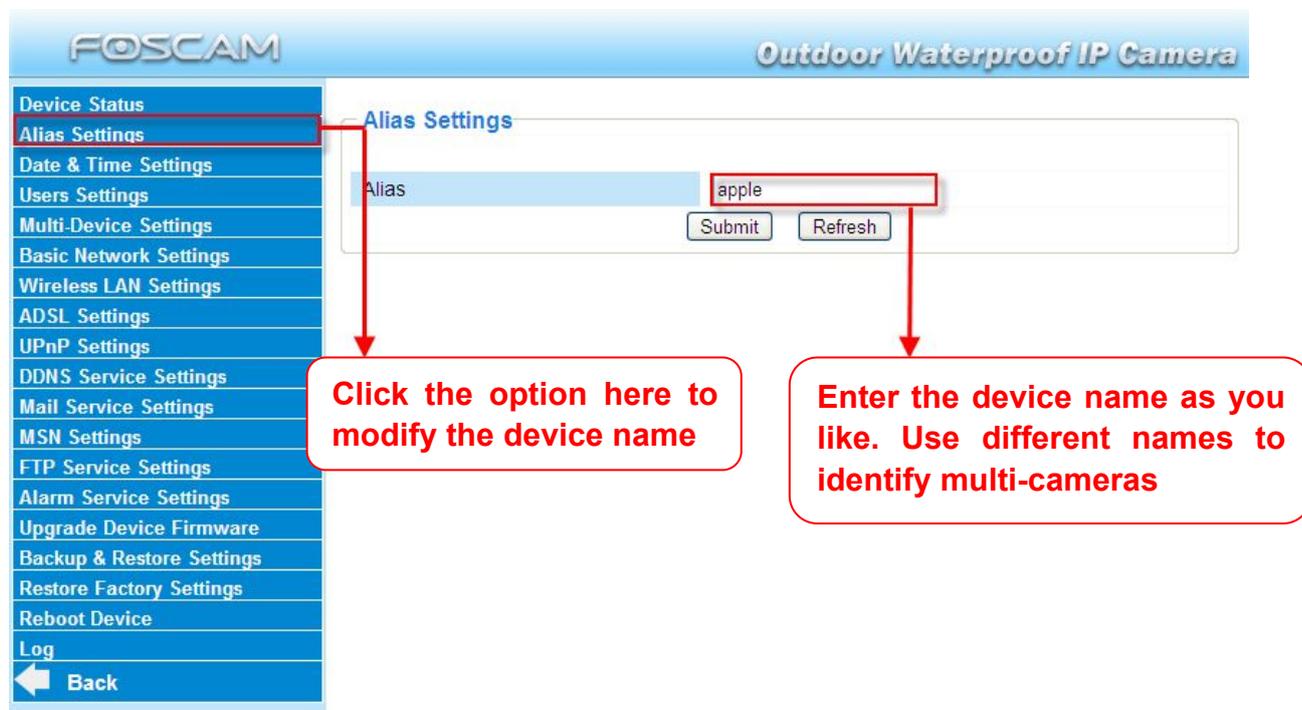


Figure 3.4

## 3.3 Date & Time Settings

Choose the time zone of your country. You can choose **Sync with NTP Server** or **Sync with PC Time**. If your country implements the **Daylight Saving Time**, that option can also be selected.



Figure 3.5

### 3.4 User Settings

Here you can create users and set permission levels, **visitor**, **operator** or **administrator**. Click **Submit** to save these settings. The camera will reboot.

The screenshot shows the 'Users Settings' page in the Foscam web interface. The page has a blue header with 'FOSCAM' and 'Outdoor Waterproof IP Camera'. A left sidebar contains a menu of settings options. The main content area is titled 'Users Settings' and contains a table with columns for 'User', 'Password', and 'Group'. The table has several rows, with the first row highlighted in red. A red arrow points from the 'Group' dropdown of the first row to a red-bordered text box containing the text: 'You can set different permission levels, but at least one administrator'. Below the table are 'Submit' and 'Refresh' buttons. Below the table is another section titled 'Set Alarm Record Path' with a text input field containing 'C:\Documents and Settings\All Users\...' and a 'Browse...' button.

Figure 3.6

Here you can also set one important file locations for the camera, the **Alarm Record Path**. Simply click **Browse** and choose the path to the required folder.

The **Alarm Record Path** location is used to store automatically recorded files when the camera is activated by motion. (See set motion alarm. Figure 3.35) The default path for **Alarm Record Path** is C:\Documents and Settings\All Users\Documents.

**NOTE: In Windows7 or Vista, if you cannot set the paths.:**

Windows7 or Vista's security level is higher than Windows XP/2000. For "set record path" function, user should add the Device IP address to the Internet Explorer's 'Trusted sites' first. The step is: IE browser → Tool → Internet Proper → Security → Trusted sites → Sites → Add

## 3.5 Multi-Device Settings

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.

### 3.5.1 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. After all cameras have been added, choose **Submit**.

**Multi-Device Settings**

Device List in LAN	Foscamdemo8918(192.168.11.206) Foscamdemo FI8910W(192.168.11.211) <b>FoscamdemoFI8916W(192.168.11.208)</b> Anonymous(192.168.11.169)
	<input type="button" value="Refresh"/>
The 1st Device	This Device
The 2nd Device	None
Alias	FoscamdemoFI8916W
Host	192.168.11.208
HTTP Port	8916
User	admin
Password	
	<input type="button" value="Add"/> <input type="button" value="Remove"/>
The 3rd Device	None
The 4th Device	None
The 5th Device	None
The 6th Device	None
The 7th Device	None

**1 Click it, alias, host and HTTP Port will be filled in the following boxes automatically**

**2 Enter the User name and password of the 2nd camera**

**3 Click Add to take effect**

Figure 3.7a

### Multi-Device Settings

Device List in LAN	FoscamdemoFI8916W(192.168.11.208) <b>Foscamdemo8918(192.168.11.206)</b> Foscamdemo FI8909W(192.168.11.212) Anonymous(192.168.11.169)
	<input type="button" value="Refresh"/>
The 1st Device	This Device
The 2nd Device	FoscamdemoFI8916W(192.168.11.208)
The 3rd Device	Foscamdemo FI8910W(192.168.11.211)
The 4th Device	Foscamdemo8918(192.168.11.206)
The 5th Device	None
The 6th Device	None
The 7th Device	None
The 8th Device	None
The 9th Device	None

Attention: If you want to access the device from internet, be sure the host and port that you set can be accessed from internet.

Figure

**Click Submit after add all cameras**

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



Figure 3.8

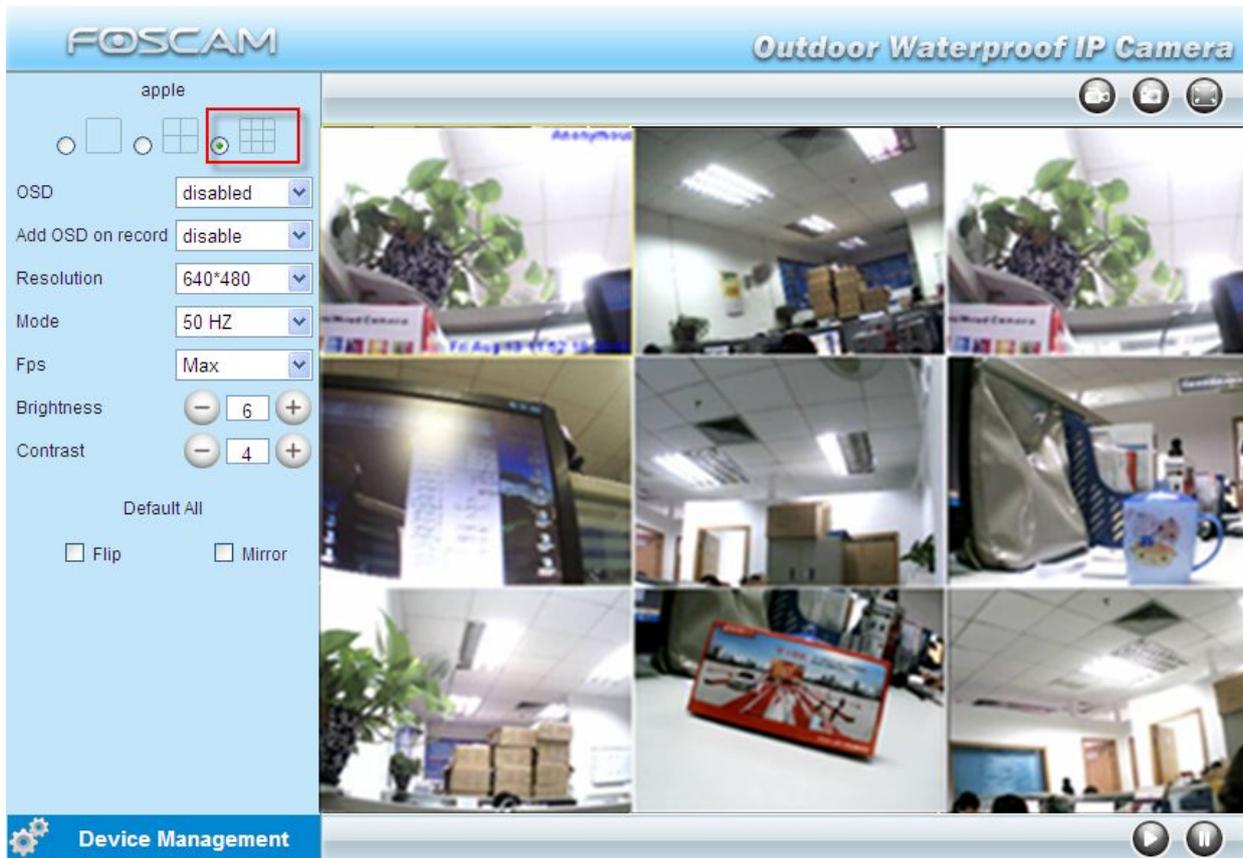


Figure 3.9

### 3.5.2 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 3.10**)  
 Login to the first camera using a DDNS domain name and port.

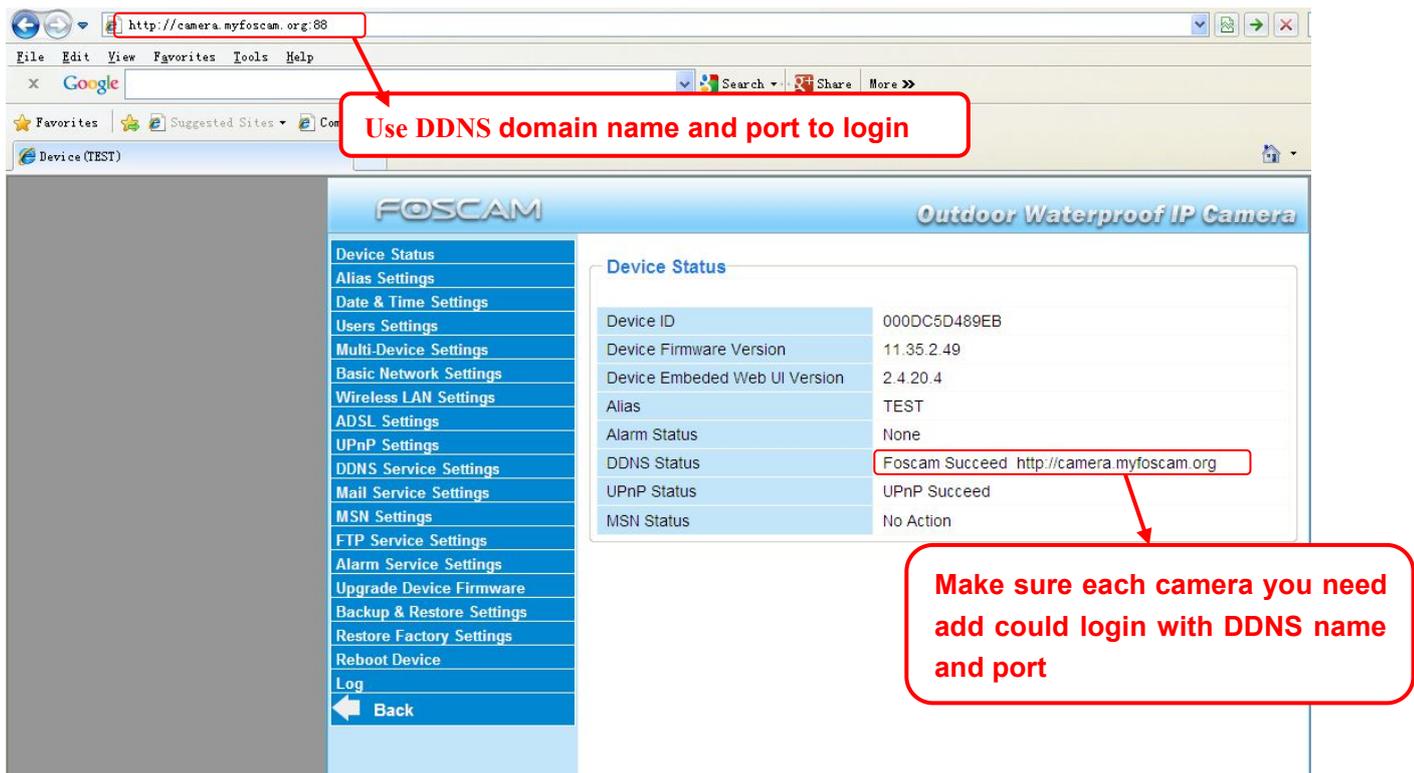


Figure 3.10

If you have several cameras, you can use the same DDNS domain name; you only need to set a different port number for each camera.

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 3.11)

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

**Multi-Device Settings**

Device List in LAN	Foscamdemo FI8909W(192.168.11.212) Foscamdemo FI8904W(192.168.11.214) <b>Anonymous(192.168.11.169)</b> Foscamdemo FI8910W(192.168.11.211)
	<input type="button" value="Refresh"/>
The 1st Device	This Device
The 2nd Device	None
	Alias <input type="text" value="sarah"/>
	Host <input type="text" value="ipcam.dyndns.org"/>
	HTTP Port <input type="text" value="8090"/>
	User <input type="text" value="admin"/>
	Password <input type="password" value="•••"/>
	<input type="button" value="Add"/> <input type="button" value="Remove"/>
The 3rd Device	None
The 4th Device	None
The 5th Device	None
The 6th Device	None
The 7th Device	None

Figure 3.11

- 1----- The 2nd camera's name
- 2----- Fill in the 2nd camera's DDNS host not LAN IP
- 3 ---- Enter the 2nd camera's user name and password
- 4---- Click Add button and to take effect

Add the other cameras in the same way. Click **Submit** to save.

### Multi-Device Settings

Device List in LAN	Device
	FoscamdemoFI8916W(192.168.11.208)
	Anonymous(192.168.11.169)
	Foscamdemo8918(192.168.11.206)
	Foscamdemo FI8904W(192.168.11.214)
	<input type="button" value="Refresh"/>
The 1st Device	This Device
The 2nd Device	sarah(ipcam.dyndns.org)
The 3rd Device	apple(ipcam.myfoscam.org)
The 4th Device	linla(test1.myfoscam.org)
The 5th Device	None
The 6th Device	None
The 7th Device	None
The 8th Device	None
The 9th Device	None

Attention: If you want to access the device from internet, be sure the host and port that you set can be accessed from internet.

**Click submit after finishing all settings**

Figure 3.12

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 3.13

## 3.6 Basic Network Settings

If you want to set a static IP for the camera, select **Basic Network Settings**. Keep the camera in the same subnet of your router or computer.

Basic Network Settings	
Obtain IP from DHCP Server	<input type="checkbox"/>
IP Address	192.168.0.109
Subnet Mask	255.255.255.0
Gateway	192.168.0.1
DNS Server	192.168.0.1
HTTP Port	85
<input type="button" value="Submit"/> <input type="button" value="Refresh"/>	

Figure 3.14

Changing settings here is the same as using the Equipment Search 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.**

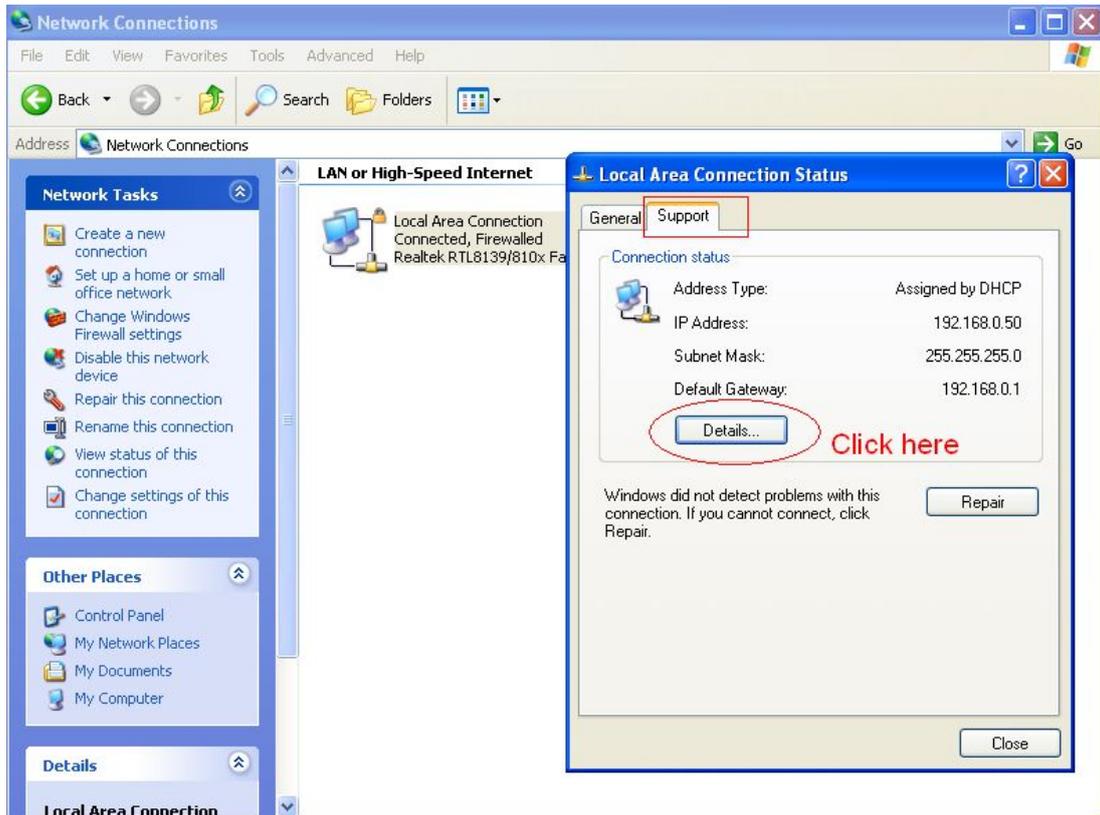


Figure 3.15

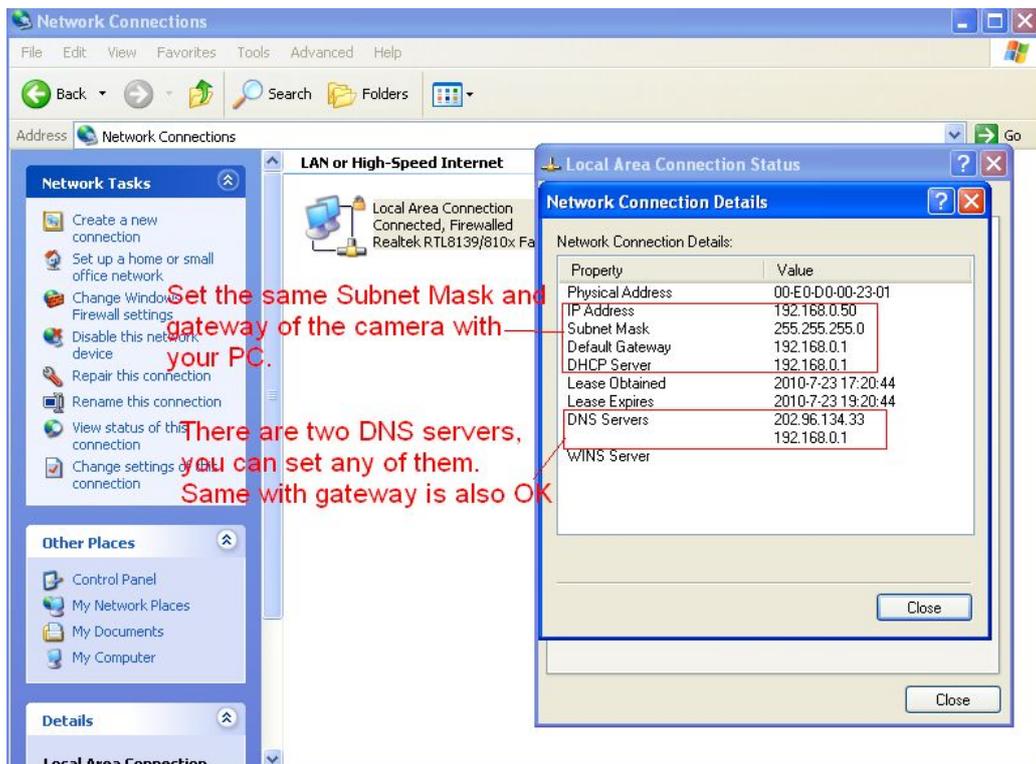


Figure 3.16

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

### Another way to change the camera's LAN IP and HTTP Port no.

Open the Equipment Search Tool, select the camera you want to change the port no, right click on the IP address link, and goes to Option "Network Configuration", it pops up another dialogue showed as the following screen

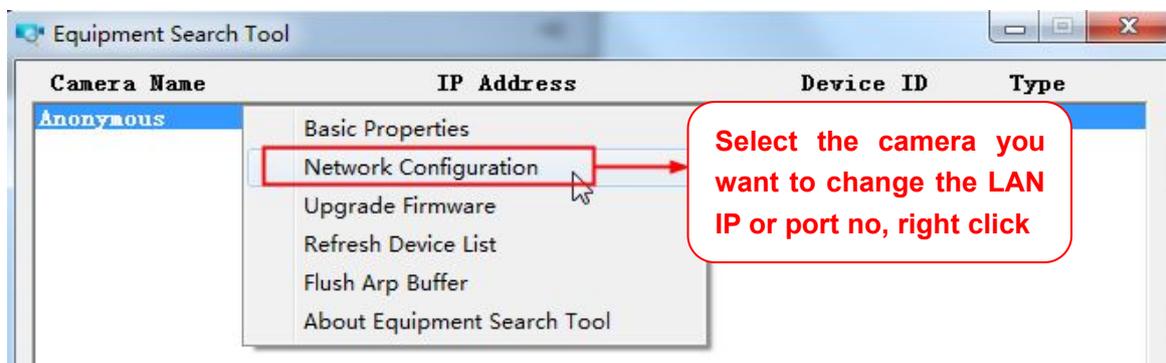


Figure 3.17

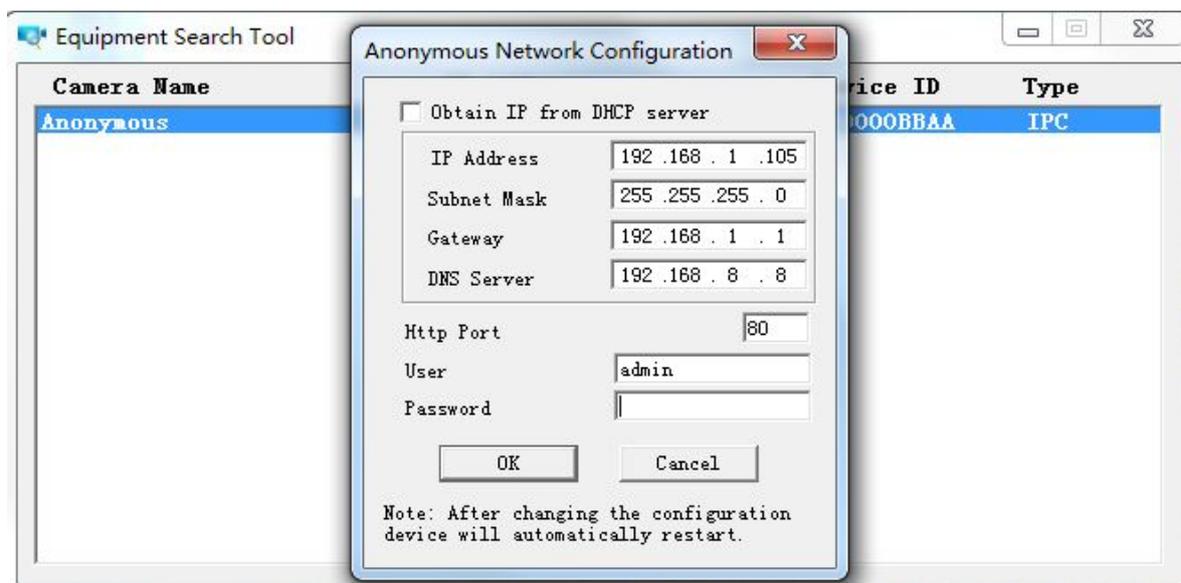


Figure 3.18

**IP Address:** Fill in the IP address assigned and make sure it is in the same subnet as your computer or router. (I.e. the first three sections are the same)

**Subnet Mask:** The default subnet mask of the equipment in our LAN is: 255.255.255.0. You can find the subnet mask in the basic information of your router or the locally-attached of your PC.

**Gateway:** Make sure it is in the same subnet with PC's IP address. The gateway is your router's LAN IP.

**DNS Server:** IP address of your ISP network provider. You can find the DNS server in your router or check the locally-attached address of your computer. Your PC contains your PC's IP address, gateway and DNS server. Normally, there are two DNS servers. Here you can also set

the DNS server the same with gateway.

**Http Port:** The default Lan port is 80.You can set another port number, such as port 8005, 8100.etc.

**User&Password:** Default administrator user name is admin with no password.

 **NOTE:**

If the prompt “Subnet doesn’t match, dbclick to change!” appears, please enable DHCP set camera’s IP address and gateway once again.

### 3.7 Wireless Settings

The network camera is POE-compliant, allowing transmission of power and data via a single network cable, so here cannot allow to use Wireless function.

### 3.8 ADSL

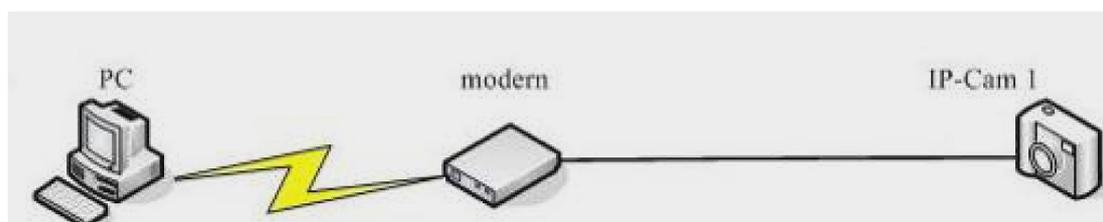


Figure 3.19

If you are connecting the camera directly to a ADSL modem, you can do ADSL settings with your ADSL account &password provided by the ISP, then make the camera connected to the network.

**FOSCAM** Outdoor Waterproof IP Camera

**ADSL Settings**

Using ADSL Dialup

ADSL User SZ2544106874421

ADSL Password ●●●●●●●●

Submit Refresh

**Enter the ADSL user and password**

Device Status  
Alias Settings  
Date & Time Settings  
Users Settings  
Multi-Device Settings  
Basic Network Settings  
Wireless LAN Settings  
ADSL Settings  
UPnP Settings  
DDNS Service Settings  
Mail Service Settings  
MSN Settings  
FTP Service Settings  
Alarm Service Settings  
Upgrade Device Firmware  
Backup & Restore Settings  
Restore Factory Settings  
Reboot Device  
Log  
Back

Figure 3.20

### 3.9 UPnP Settings

**FOSCAM** Outdoor Waterproof IP Camera

**UPnP Settings**

Using UPnP to Map Port

Submit Refresh

Device Status  
Alias Settings  
Date & Time Settings  
Users Settings  
Multi-Device Settings  
Basic Network Settings  
Wireless LAN Settings  
ADSL Settings  
UPnP Settings  
DDNS Service Settings  
Mail Service Settings

Figure 3.21

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

Device Status	
Device ID	000DC5D489EB
Device Firmware Version	11.35.2.49
Device Embedded Web UI Version	2.4.20.4
Alias	TEST
Alarm Status	None
DDNS Status	Foscam Succeed <a href="http://camera.myfoscam.org">http://camera.myfoscam.org</a>
UPnP Status	UPnP Succeed
MSN Status	No Action

There may be issues with your routers security settings, and sometimes may error. We recommend you configure port forwarding manually on your router (Figure 3.26).

### 3.10 DDNS Service Settings

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 **camera.myfoscam.org** for example. Go to option of **DDNS Service Settings** on the administrator panel, you can see the domain name.

Please **enable** the FOSCAM DDNS name first.

Figure 3.22

**Enable:** Open or close the FOSCAM domain name. The default status of FOSCAM domain name is open.

**Validity Queries:** Check the validity of embedded domain name.

Now you can use [http:// Domain name + HTTP Port](http://Domain name + HTTP Port) to access the camera via internet. Take hostname [camera.myfoscam.org](http://camera.myfoscam.org) and **HTTP Port no. 88** for example, the accessing link of the camera via internet would be [http:// camera.myfoscam.org:88](http://camera.myfoscam.org:88)

**Note:** If you want to use the manufacturer's domain name, please select None as the Third Party DDNS and enable the Manufacturer's domain name, then click submit.

## Third Party Domain Name Settings

User can also use third part DDNS, such as [www.no-ip.com](http://www.no-ip.com) , [www.dyndns.com](http://www.dyndns.com)

Here take [www.no-ip.com](http://www.no-ip.com) for example:

① **Step 1, Go to the website [www.no-ip.com](http://www.no-ip.com) to create a free hostname**

**Firstly:** Login on [www.no-ip.com](http://www.no-ip.com) and click No-IP Free to register.

The screenshot shows the No-IP website homepage. At the top left is the No-IP logo with the tagline 'The DNS Service Provider'. Navigation links include Home, Download, Services, Support, and Company. The main banner is titled 'Managed DNS' and features a woman's face. Below the banner is a 'Register Your Domain' form with a 'FROM \$15' badge and a 'Search' button. Three feature highlight boxes are present: 'No-IP Free' (highlighted with a red circle and the text 'Click here to register'), 'POP3 / IMAP Mail', and 'Feature Highlight'. The right sidebar contains a 'User Login' form and 'Additional Services' such as 'No-IP Enhanced', 'No-IP Backup DNS', 'No-IP Monitoring', and 'Mail Reflector'. The footer includes links for Home, API, Whois, Contact Us, Sitemap, Terms of Service, Privacy Policy, and Blog.

Figure 3.23

Please register an account step by step according to instructions on [www.no-ip.com](http://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.

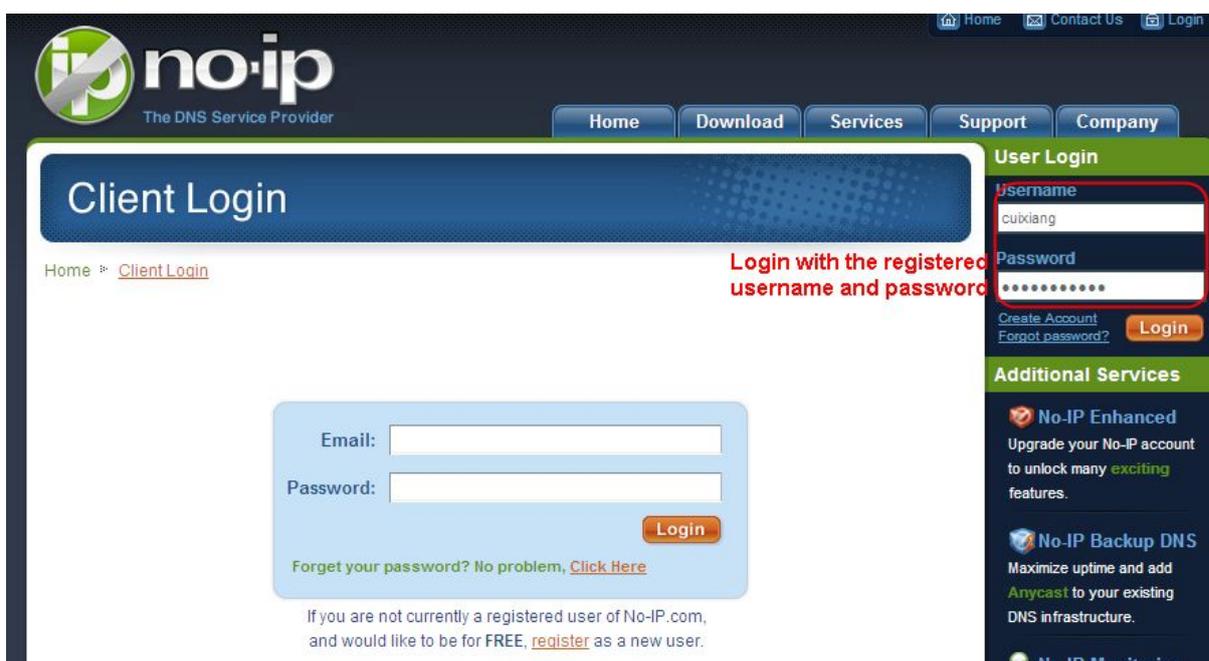


Figure 3.24

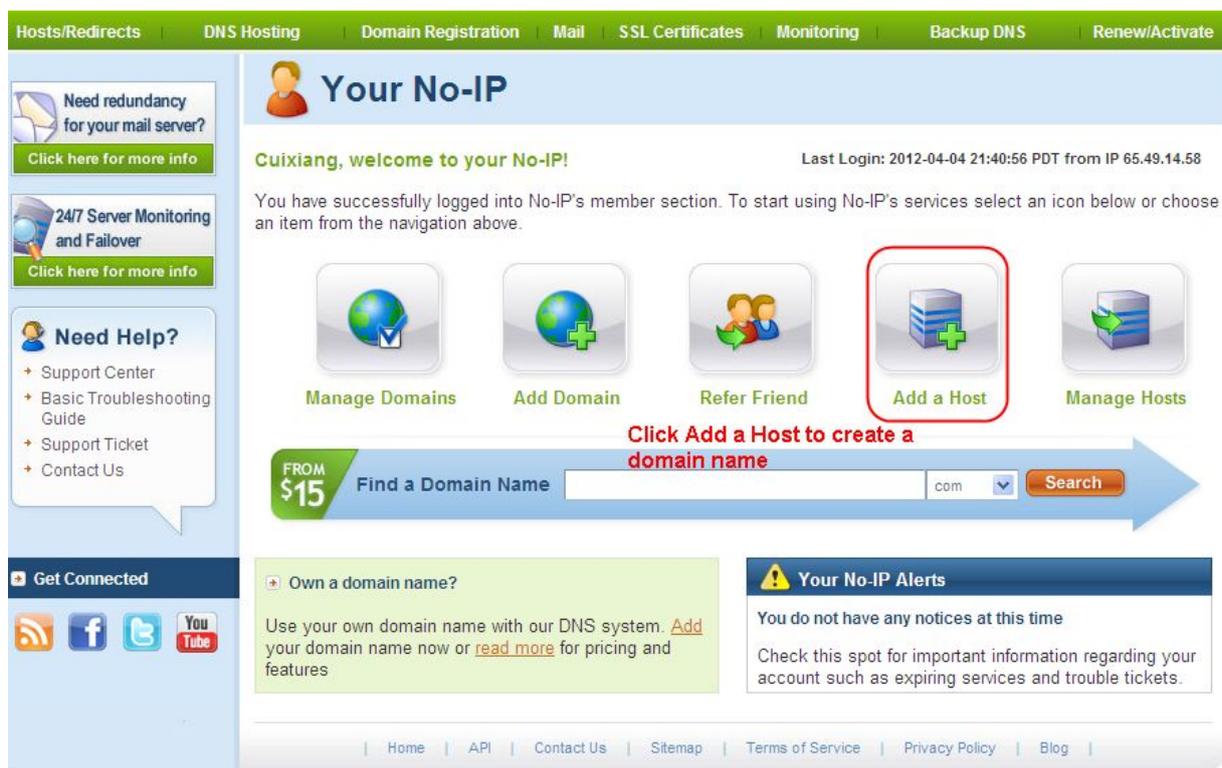


Figure 3.25

Please create the domain name step by step according to instructions on [www.no-ip.com](http://www.no-ip.com)

## Step 2, DO DDNS Service Settings within the Camera

Please set **DDNS Service Settings** within the camera by **hostname**, a **user name** and **password** you've got from [www.no-ip.com](http://www.no-ip.com)

Take hostname [ycxgwp.no-ip.info](http://ycxgwp.no-ip.info), user name [foscam](#), password [foscam2012](#) for example.

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

**Secondly**, disable the Manufacturer's domain name and select No-Ip as a server in the **Third Party DDNS**.

**Thirdly**, fill [foscam](#) as DDNS user, fill password [foscam2012](#) as DDNS password, fill [ycxgwp.no-ip.info](http://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

The Third Party DDNS and the Manufacturer's Domain Name cannot work at the same time. If you have set Third Party DDNS and meanwhile you enabled the Foscam Domain Name, the Third Party DDNS will take effect.

## ② Do port forwarding within the router

**Example: The camera's LAN IP address is <http://192.168.1.35:88> ,**

**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.

LINKSYS<sup>®</sup> by Cisco

Firmware Version: v1.0.01

Wireless-N Home Router WRT120N

Applications & Gaming

Setup Wireless Security Access Restrictions Applications & Gaming Administration Status

Single Port Forwarding | Port Range Forwarding | Port Range Triggering | DMZ | QoS

Single Port Forwarding

Application Name

None

None

None

None

camera

Assign a name as you like here

External Port	Internal Port	Protocol	To IP Address	Enabled
---	---	---	192.168.1. [ ]	<input type="checkbox"/>
---	---	---	192.168.1. [ ]	<input type="checkbox"/>
---	---	---	192.168.1. [ ]	<input type="checkbox"/>
---	---	---	192.168.1. [ ]	<input type="checkbox"/>
---	---	---	192.168.1. [ ]	<input type="checkbox"/>
88	88	Both	192.168.1. 35	<input checked="" type="checkbox"/>
		Both	192.168.1. [ ]	<input type="checkbox"/>
		Both	192.168.1. [ ]	<input type="checkbox"/>
		Both	192.168.1. [ ]	<input type="checkbox"/>
		Both	192.168.1. [ ]	<input type="checkbox"/>

Help...

Fill the LAN IP of the camera here, just input the last section 35.

fill the port no. 88 of the camera on the column of External and Internal Port

Figure 3.26

### 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. 88 for example, the accessing link of the camera via internet would be [http:// ycxgwp.no-ip.info:88](http://ycxgwp.no-ip.info:88)

## 3.11 Mail Service Settings

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

The screenshot shows the 'Mail Service Settings' page in the Foscam web interface. The left sidebar contains various settings categories. The main content area is titled 'Mail Service Settings' and contains the following fields and controls:

- Sender:** cuiyao93@gmail.com (highlighted with red box 1)
- Receiver 1:** yaoyao@163.com (highlighted with red box 2)
- Receiver 2:** (empty)
- Receiver 3:** (empty)
- Receiver 4:** (empty)
- SMTP Server:** smtp.gmail.com (highlighted with red box 3)
- SMTP Port:** 25 (highlighted with red box 3)
- Transport Layer Security:** STARTTLS (highlighted with red box 3)
- Need Authentication:**
- SMTP User:** cuiyao93@gmail.com (highlighted with red box 4)
- SMTP Password:** (masked with dots, highlighted with red box 4)
- Test:** (button, highlighted with red box 6, with note 'Please set first, and then test.'
- Submit:** (button, highlighted with red box 5)
- Refresh:** (button)
- Report Internet IP by Mail:**

Figure 3.27

**1----- Sender** Mailbox for sender must support SMTP

**2----- Receiver** Mailbox for receiver need not support SMTP,you can set 4 receivers

**3----- SMTP Server/ Port** 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.

**4----- SMTP user** ID account of the sender email address

**5-----Submit** Click Submit to take effect

**6-----Test** Click **Test** to see if SMTP has been successfully configured.

**NOTE:** Click **Submit** first before choosing **Test**.

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

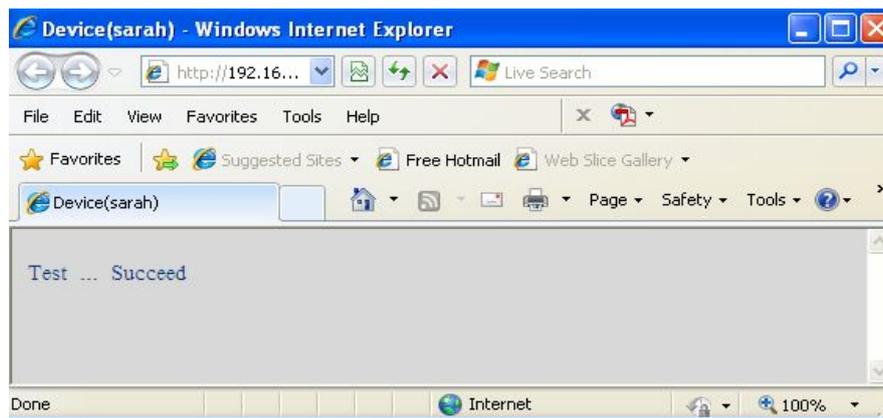


Figure 3.28

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

**Report Internet IP by Mail**—If selected, you will receive emails which contains internet IP information such as When the camera is powered or the Internet IP has changed. (For example: IPCAM's urls is `http://119.123.207.96:8068`). Make sure the port is mapped to the router correctly.

## 3.12 FTP Service Settings

If you want to upload images to your FTP server, you can set **FTP Service Settings**.

### FTP Service Settings

FTP Server	192.168.0.50
FTP Port	21
FTP User	sarah
FTP Password	••••
FTP Upload Folder	/
FTP Mode	PORT
	<input type="button" value="Test"/> Please set first, and then test.
Upload Image Now	<input checked="" type="checkbox"/>
Upload Interval (Seconds)	30
Enable Set Filename	<input checked="" type="checkbox"/>
Filename	sarah
<input type="button" value="Submit"/> <input type="button" value="Refresh"/>	

Figure 3.29

### FTP Service Settings

FTP Server	ftp.mgenseal.com
FTP Port	21
FTP User	deotest@mgenseal.com
FTP Password	••••
FTP Upload Folder	/
FTP Mode	PORT
	<input type="button" value="Test"/> Please set first, and then test.
Upload Image Now	<input checked="" type="checkbox"/>
Upload Interval (Seconds)	30
Enable Set Filename	<input checked="" type="checkbox"/>
Filename	sarah
<input type="button" value="Submit"/> <input type="button" value="Refresh"/>	

Figure 3.30

**FTP server:** If your FTP server is located on the LAN, you can set as Figure 3.29.

If you have an FTP server which you can access on the internet, you can set as Figure 3.30.

**FTP Port:** Usually the port is 21.

**FTP Upload Folder:** Make sure that the folder you plan to store images exists as the camera can't create the folder itself. Also, the folder must be read/writable.

**FTP Mode:** The camera supports standard (POST) mode and passive (PASV) mode

**Upload Image Now:** This option will upload images continuously when you enable the

checkbox

**Enable Set Filename:** When you enable this option the uploaded image will be named according to the filename you enter. The next image will overwrite the filename of the previous image. Hence there will only be one image, the last uploaded.

**Filename:** See the above option.

**Note:** You cannot change the name of the alarm image.

**Upload Interval** refers to the time between the current image and the next image being uploaded.

Click **Submit** to save these settings. Click **Test**, the following screen displays if successful.

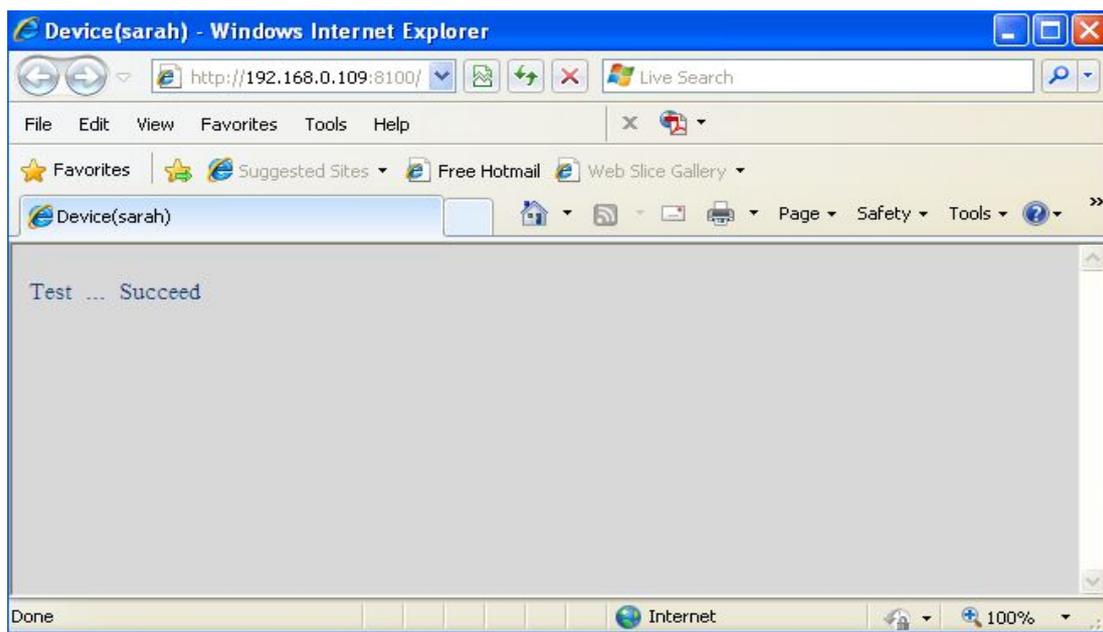


Figure 3.31

The following errors may occur:

- 1) Can not connect to the server. Check if the FTP Server is correct.
- 2) Network Error. Please try later.
- 3) Server Error.
- 4) Incorrect user or password. Check the username and password.
- 5) Cannot access the folder. Verify the folder exists and your account is authorized
- 6) Error in PASV mode. Verify the server supports PASV mode.
- 7) Error in PORT mode. PASV mode should be selected if the device is behind a NAT.
- 8) Cannot upload file. Verify your account is authorized

If an error occurs check the parameters you entered are correct. The filename format of the image is similar to 00606E8C1930(sarah)\_0\_20100728114350\_25.jpg

Check if your FTP server supports this file name format.

### 3.13 Alarm Service Settings

IP Camera supports **Motion Detection Alarmed**, when the motion has been detected, it will send email alerts or upload images or record.

**Alarm Service Settings**

Motion Detection Alarmed	<input checked="" type="checkbox"/>	1
Motion Detection Sensitivity	10	2
Motion Compensation	<input checked="" type="checkbox"/>	3
Send Mail on Alarm	<input type="checkbox"/>	
Upload Image on Alarm	<input type="checkbox"/>	
Scheduler	<input type="checkbox"/>	
Beep on Alarm	<input checked="" type="checkbox"/>	
Record on Alarm	<input checked="" type="checkbox"/>	
Alarm Record Filepop	<input checked="" type="checkbox"/>	

Sensitivity: 1-10, 10=the highest sensitivity

Submit Refresh

Figure 3.32

- 1---- If you want to set Motion Detection Alarmed ,select the checkbox
- 2---- The larger the number, the higher the motion sensitivity will be
- 3---- Select this option to reduce false alarms when light changes

If motion is detected after you enable **Motion Detection Armed**, the Alarm Status will turn to Motion Detect Alarm.

**FOSCAM** Outdoor Waterproof IP Camera

**Device Status**

Device ID	000DC5D5FE9B
Device Firmware Version	11.35.2.48
Device Embedded Web UI Version	2.4.20.3
Alias	apple
Alarm Status	Motion Detect Alarm
DDNS Status	Foscam Succeeded http://camera.myfoscam.org:8181
UPnP Status	No A
MSN Status	Suc

Here you can see the alarm status

Figure 3.33

There are four alarm indicators:

**1) Camera will send emails when motion is activated.**

If you want to receive images when motion is detected, you must set **Mail Service Settings** first. Then set motion alarm as follows:

**Alarm Service Settings**

Motion Detection Alarmed	<input checked="" type="checkbox"/>
Motion Detection Sensitivity	10 Sensitivity: 1-10,10=the highest sensitivity
Motion Compensation	<input checked="" type="checkbox"/>
Send Mail on Alarm	<input checked="" type="checkbox"/>
Upload Image on Alarm	<input type="checkbox"/>
Scheduler	<input type="checkbox"/>
Beep on Alarm	<input type="checkbox"/>
Record on Alarm	<input type="checkbox"/>

Submit Refresh

Figure 3.34

**2) Upload images via FTP server when motion trigger.**

To upload images to an FTP server when motion is detected, you must set **FTP Service Settings** first and then set motion alarm as pictured below

**Alarm Service Settings**

Motion Detection Alarmed	<input checked="" type="checkbox"/>
Motion Detection Sensitivity	10 <small>Sensitivity: 1-10,10=the highest sensitivity</small>
Motion Compensation	<input checked="" type="checkbox"/>
Send Mail on Alarm	<input checked="" type="checkbox"/>
Upload Image on Alarm	<input checked="" type="checkbox"/>
Upload Interval (Seconds)	30
Scheduler	<input type="checkbox"/>
Beep on Alarm	<input type="checkbox"/>
Record on Alarm	<input type="checkbox"/>

Submit Refresh

**Select this option**

**Set an interval for images to upload**

Figure 3.35

**3) You can hear the beep sound when the alarm has been detected.**

**Alarm Service Settings**

Motion Detection Alarmed	<input checked="" type="checkbox"/>
Motion Detection Sensitivity	10 <small>Sensitivity: 1-10,10=the highest sensitivity</small>
Motion Compensation	<input checked="" type="checkbox"/>
Send Mail on Alarm	<input checked="" type="checkbox"/>
Upload Image on Alarm	<input checked="" type="checkbox"/>
Upload Interval (Seconds)	30
Scheduler	<input type="checkbox"/>
Beep on Alarm	<input checked="" type="checkbox"/>
Record on Alarm	<input type="checkbox"/>

Submit Refresh

**Select this option**

Figure 3.36

**4) The camera will record automatically for one minute after motion is detected. You can find the recording file in the folder which you set previously.**

**Alarm Service Settings**

Motion Detection Alarmed	<input checked="" type="checkbox"/>
Motion Detection Sensitivity	10 <small>Sensitivity: 1-10,10=the highest sensitivity</small>
Motion Compensation	<input checked="" type="checkbox"/>
Send Mail on Alarm	<input checked="" type="checkbox"/>
Upload Image on Alarm	<input checked="" type="checkbox"/>
Upload Interval (Seconds)	30
Scheduler	<input type="checkbox"/>
Beep on Alarm	<input checked="" type="checkbox"/>
Record on Alarm	<input checked="" type="checkbox"/>
Alarm Record Filepop	<input checked="" type="checkbox"/>

Submit Refresh

**Select the checkbox**

**When you enable motion alarm, the camera will record automatically and store the recording file to the folder you configured. This icon is used to control whether the folder opens or not.**

Figure 3.37

**Alarm Scheduler:**

Here are two ways to set the alarm.

- 1) Alarm at any time when motion is detected.

Don't select **Scheduler**. Click Submit and the camera will alarm at any time when motion is detected.

**Alarm Service Settings**

Motion Detection Alarmed	<input checked="" type="checkbox"/>
Motion Detection Sensitivity	10 <small>Sensitivity: 1-10,10=the highest sensitivity</small>
Motion Compensation	<input checked="" type="checkbox"/>
Send Mail on Alarm	<input checked="" type="checkbox"/>
Upload Image on Alarm	<input checked="" type="checkbox"/>
Upload Interval (Seconds)	30
Scheduler	<input type="checkbox"/>
Beep on Alarm	<input checked="" type="checkbox"/>
Record on Alarm	<input checked="" type="checkbox"/>
Alarm Record Filepop	<input checked="" type="checkbox"/>

Submit Refresh

Figure 3.38

Another Way: select Scheduler, and click "set All", you will see all time boxes turn blue as in the following picture. Click Submit and the camera will alarm at any time when motion is detected.

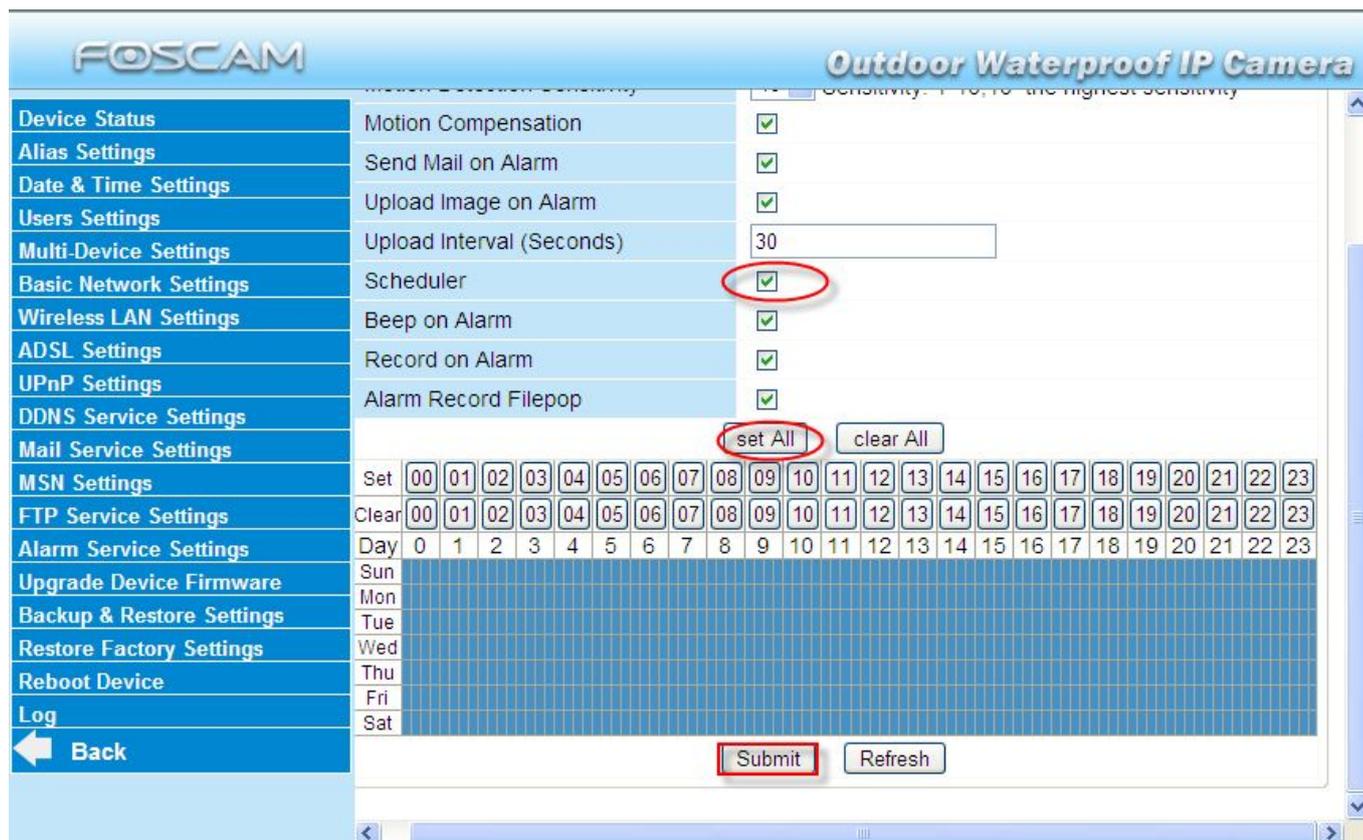


Figure 3.39

## 2) Specify an alarm schedule.

If you want the camera to alarm during set times select **Scheduler** and set time range.

If you want to select one serial area, you can click any number between 00 and 23 on the first row, the corresponding column will be selected and it will turn blue. For example, click the number "06" on the first row, you can see the column turn blue. That means the camera will alarm when motion is detected between 6 and 7 o'clock every day. Click the number "06" on the second row, you can cancel the corresponding column you set. And it will turn grey.

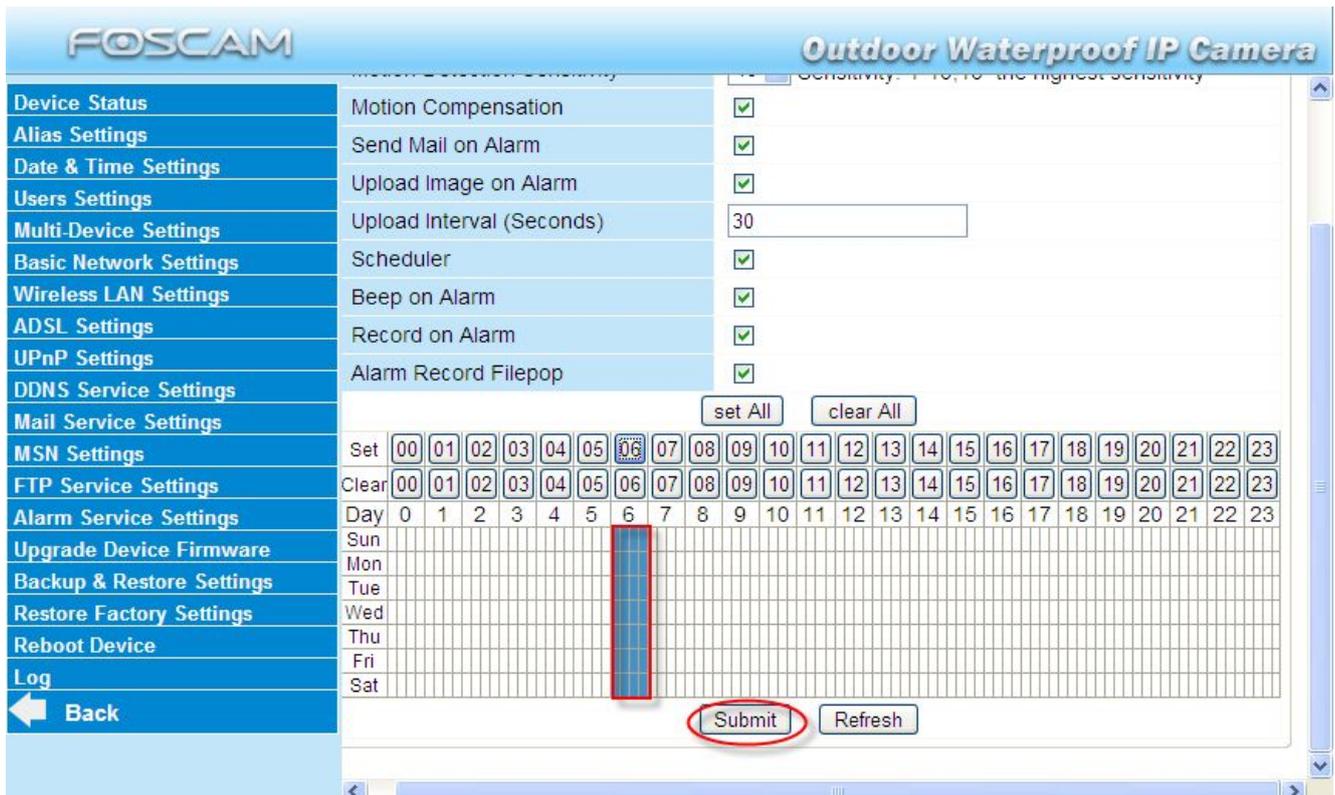


Figure 3.40

If you want to select discrete area, you click the left button on the box of time range. It will turn blue. If you want to delete it, just click the left button and it will turn grey.

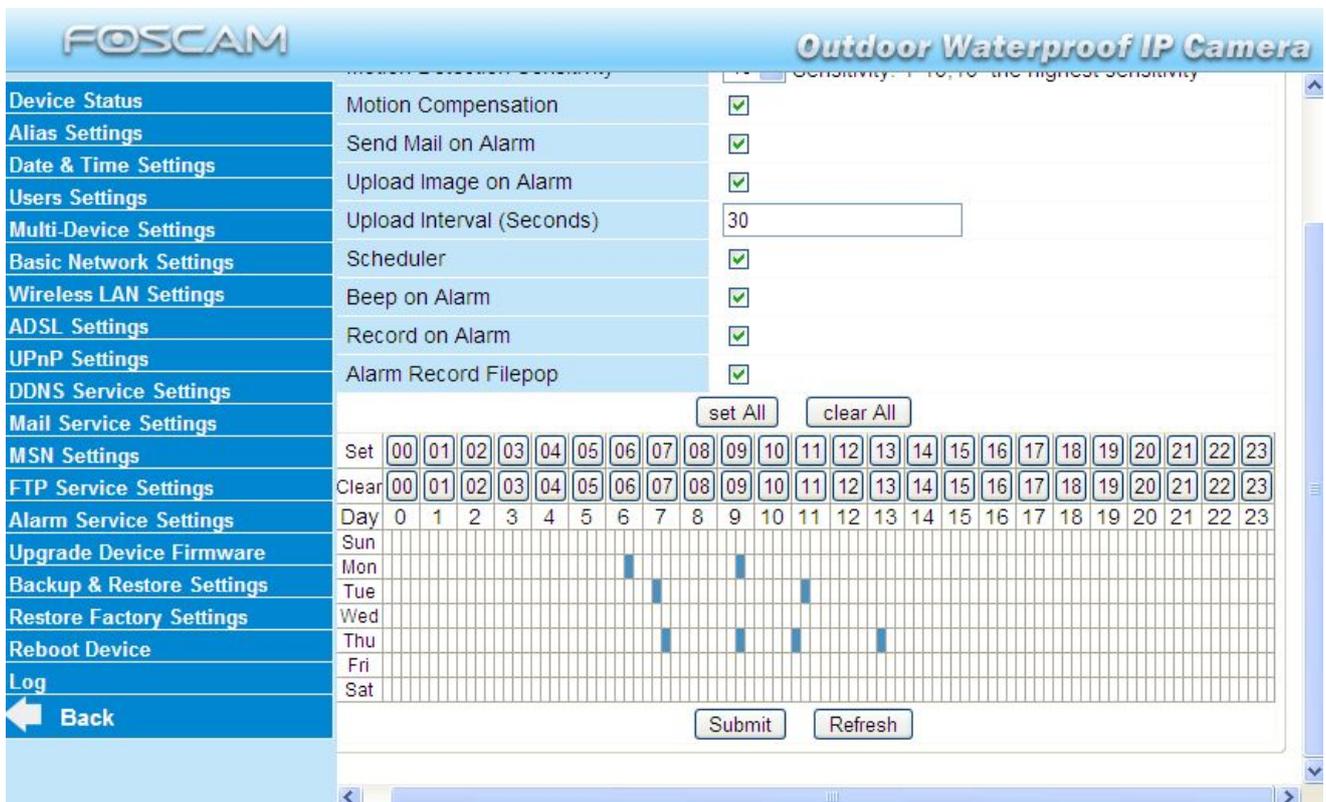


Figure 3.41

## 3.14 Upgrade Device Firmware

When you upgrade the camera, please upgrade system firmware first and then upgrade the Web UI.



Figure 3.42

Click **Browse**, choose the correct bin file and then click **Submit** to upgrade. Don't shut down the power during upgrade until the Equipment Search Tool finds the camera again.

### Upgrade Firmware by Equipment Search Tool

Double click the Equipment Search 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.

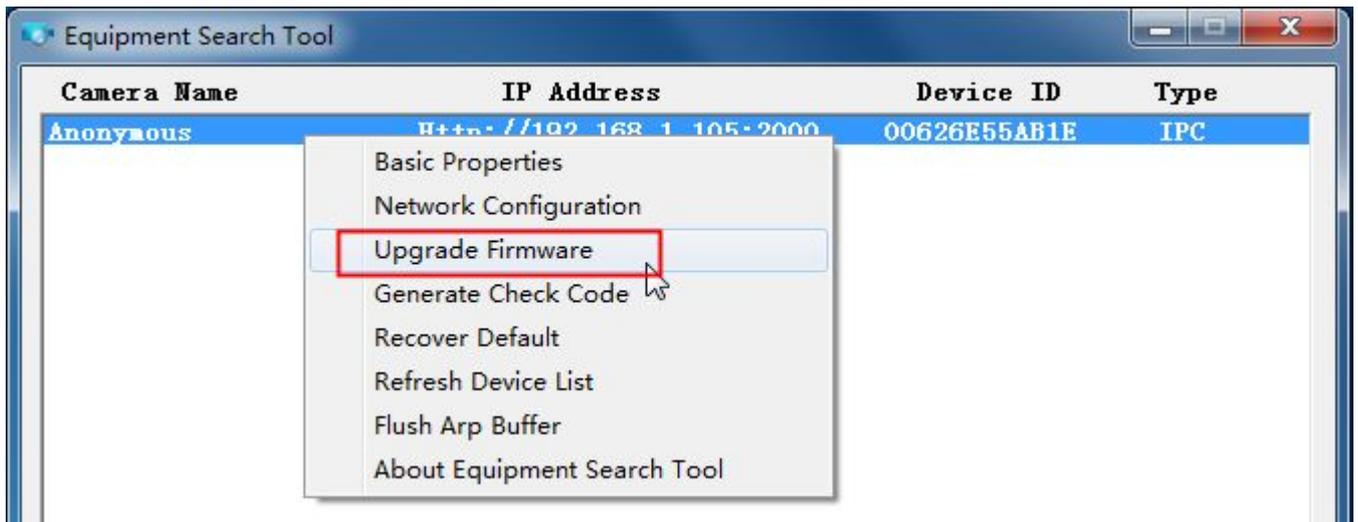


Figure 3.43

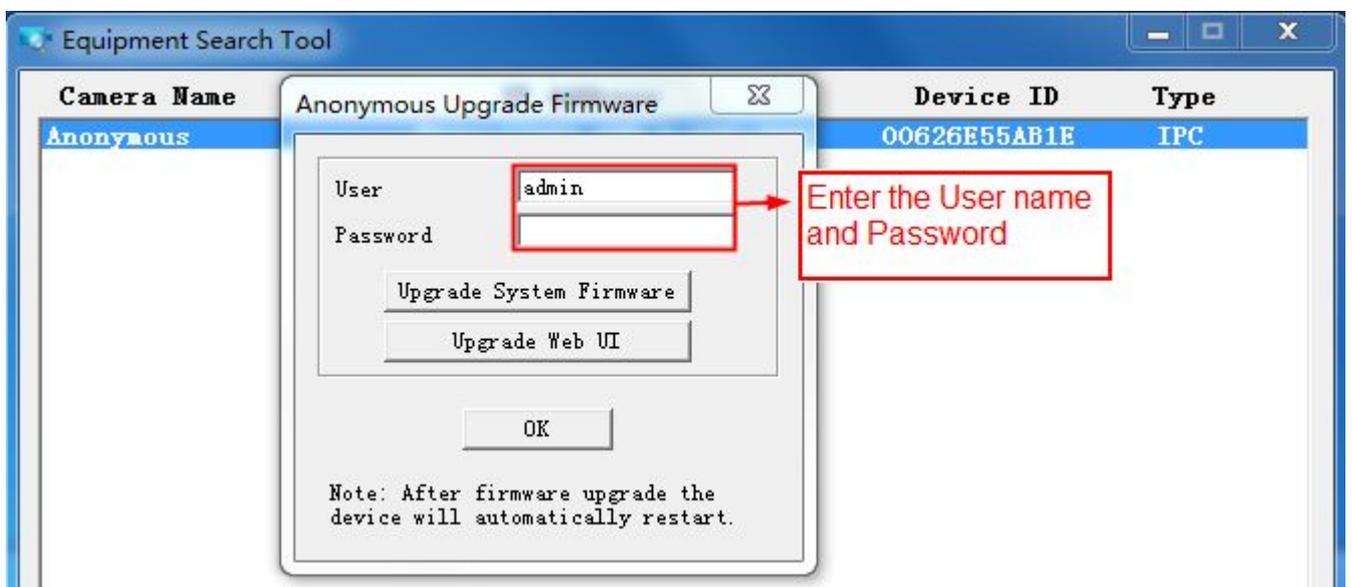


Figure 3.44

**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:**

1) 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.

2) 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.

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

4) Never shut down the power of the camera during upgrade until the IP camera restart and get connected.

### 3.15 Backup & Restore Settings

Click **Submit** to save all the parameters you have set. These parameters will be stored in a bin file for future use. The bin file can be reloaded to restore the parameters that were set.

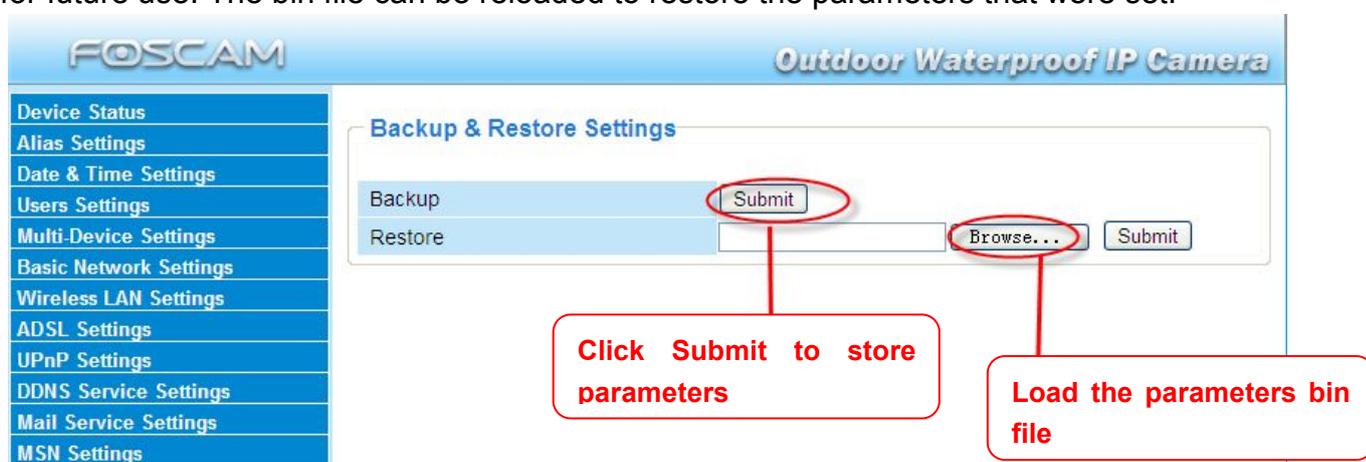


Figure 3.45

### 3.16 Restore Factory Settings

All parameters will return to factory settings if selected.

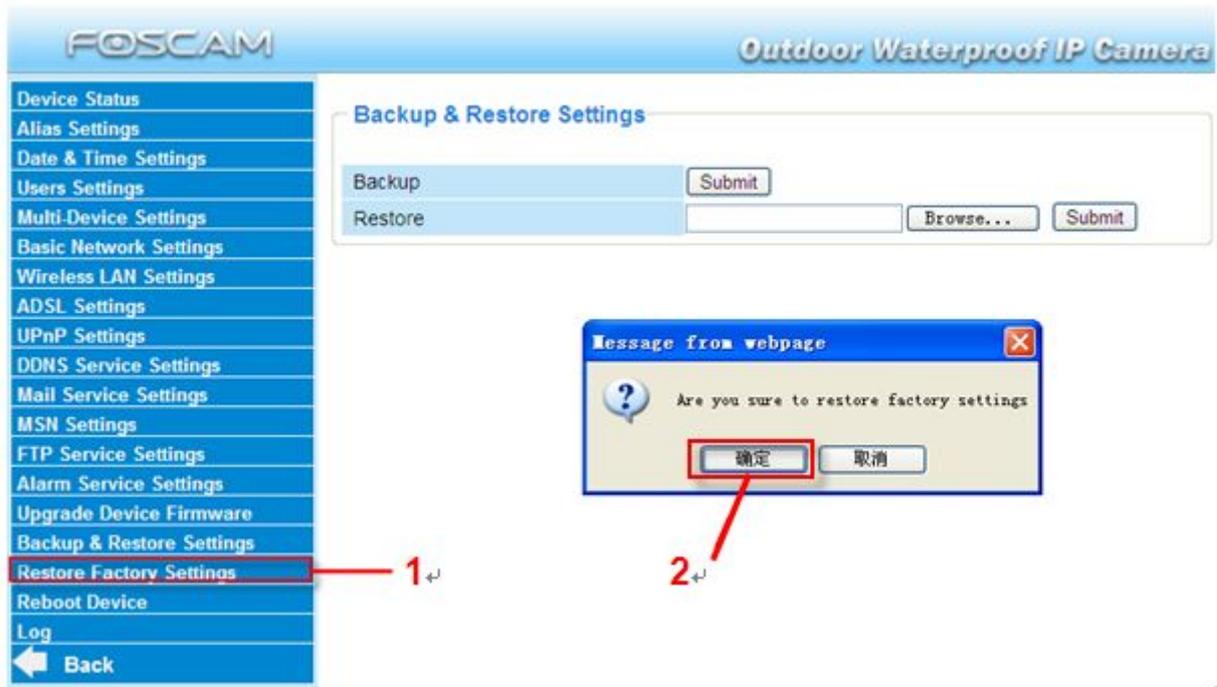


Figure 3.46

### 3.17 Reboot Device

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

### 3.18 Log

The log record shows who accessed the camera and when. (Figure 3.50).

**FOSCAM** Outdoor Waterproof IP Camera

**Log**

Thu, 2012-09-06 01:27:40	admin	192.168.8.101	access
Thu, 2012-09-06 01:27:53	admin	192.168.8.101	access
Thu, 2012-09-06 01:27:59	motion detect		
Thu, 2012-09-06 01:28:07	admin	192.168.8.101	access
Thu, 2012-09-06 01:28:19	admin	192.168.8.101	access
Thu, 2012-09-06 01:34:43	admin	192.168.8.101	access
Thu, 2012-09-06 01:37:16	admin	192.168.8.101	access
Thu, 2012-09-06 01:37:43	admin	192.168.8.101	access
Thu, 2012-09-06 01:42:49	admin	192.168.8.101	access
Thu, 2012-09-06 01:50:02	admin	192.168.8.101	access
Thu, 2012-09-06 02:05:25	motion detect		

Refresh

Back

Figure 3.47

## 3.19 Back

This will take you back to the surveillance window.

## 4 APPENDIX

### 4.1 Frequently Asked Questions

**NOTE:** Always verify network connections are working by checking the status of the indicators on the network server, hub, exchange and network card.

### 4.1.1 I have forgotten the administrator username and/or password

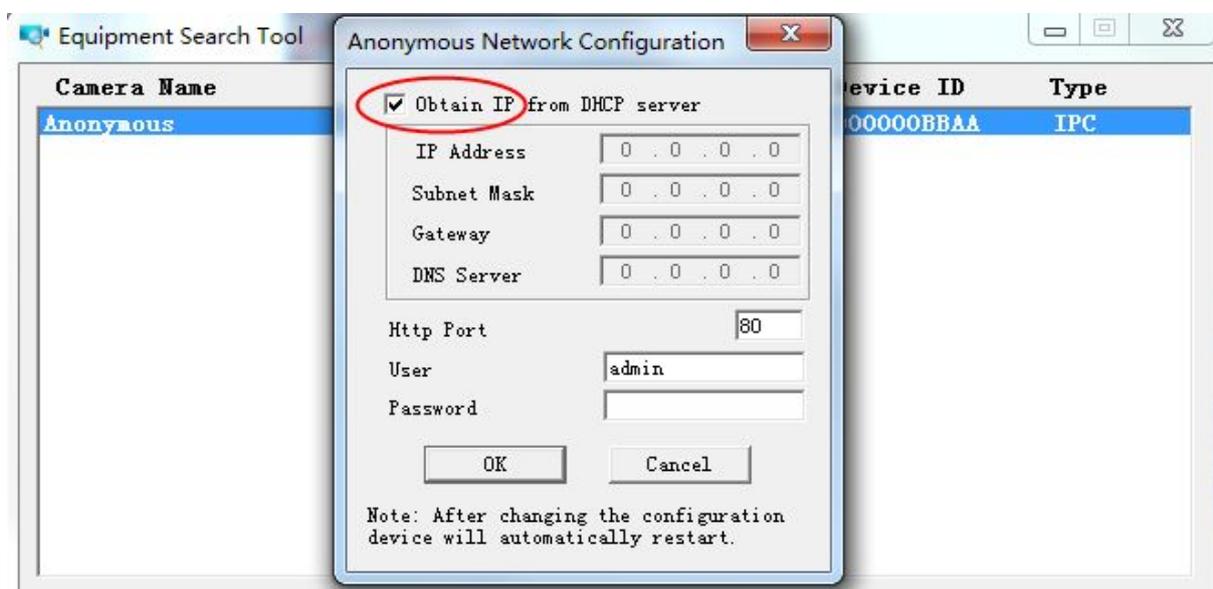
To reset the administrator username and password, press and hold down the RESET BUTTON for 10 seconds. Releasing the reset button, username and password will turn to the factory default administrator username and password. Please power on the camera before reset

Default administrator username: **admin**

Default administrator password: No password

### 4.1.2 Subnet doesn't match, dbclick to change

If Equipment Search Tool shows the error information "Subnet doesn't match, dbclick to change!" select **Obtain IP from DHCP server**.



If this error still exists after obtain IP from DHCP server, check your local area connection of your computer and verify the, subnet, gateway of the camera which should be the same subnet of your computer.

### 4.1.3 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. There are two ways to resolve this problem:

- 1) Re-install "Equipment Search Tool" and activeX control (recommendable) .
- 2) Download ActiveX controller and set security setting of IE: IE browser → Tool → Internet Proper → Security → Custom Level → ActiveX control and Plug-ins. The first three options 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 plu-ins**

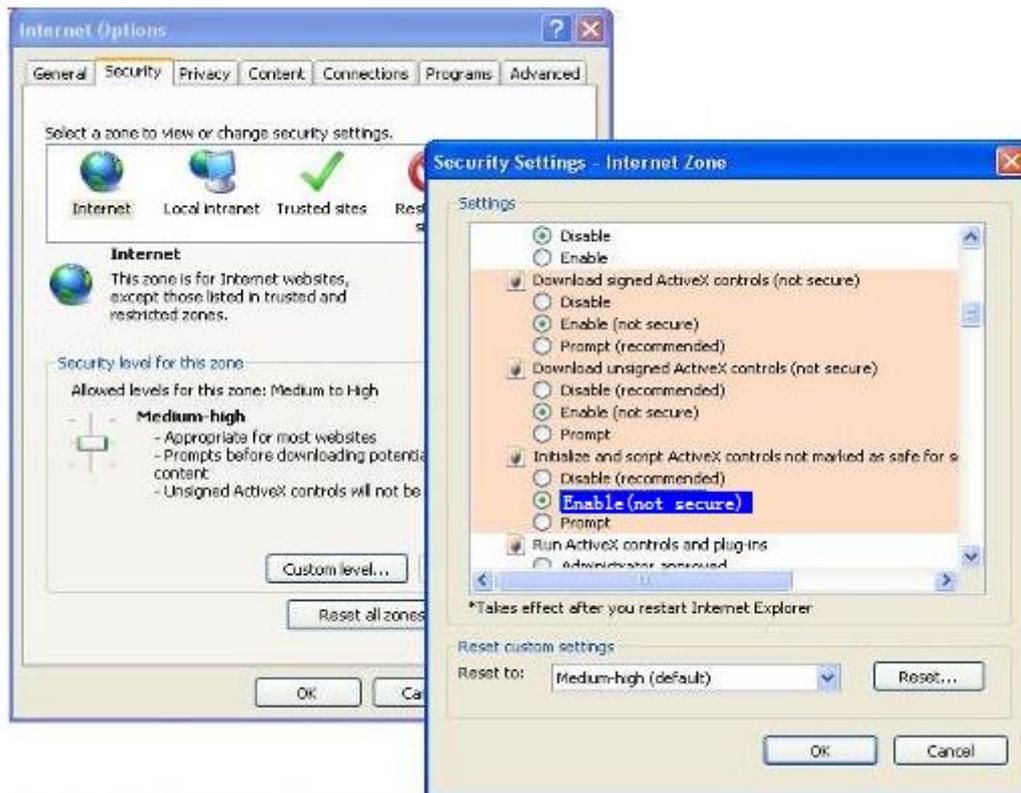


Figure 5.1

If you allow the activeX to run, but still can not see living video, only a red cross in the center of the video.. Please change another port number to try. Don't use port 80, use port 85, 8005.etc.

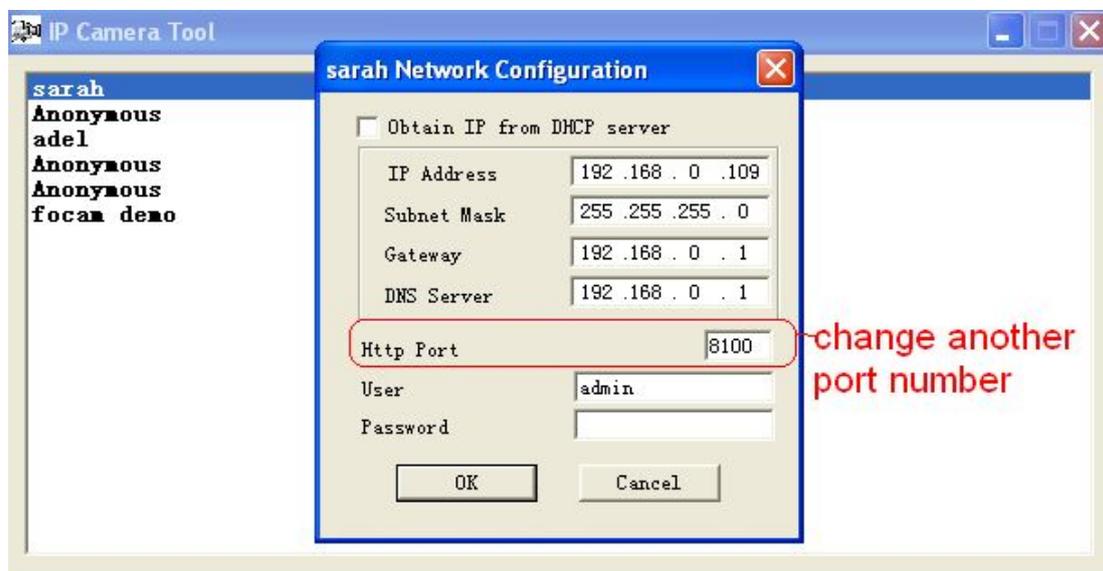


Figure 5.2

**NOTE:** Make sure that your firewall or anti-virus software does not block the camera or ActiveX. If you can not see live video, try shutting down the firewall or anti-virus software and try again.

#### 4.1.4 Can't access IP camera on internet

Possible reasons why camera is not accessible on the internet:

- 1 ActiveX controller is not installed correctly
- 2 The port which the camera uses is blocked by a Firewall or Anti-virus software, try changing to another port number. (Figure 5.2)
- 3 Port forwarding is not successful (Figure 3.26)

Double check these settings and make sure they are correct.

#### 4.1.5 Equipment Search Tool could not find camera's IP

Verify that the network cable securely fastened to the camera.

Make sure DHCP is enabled on your router, don't enable MAC address filter.

Make sure that the firewall or anti-virus software does not block the camera. You can add the camera as a trusted site on your firewall or anti-virus software.

#### 4.1.6 UPnP always failed

UPnP only contains port forwarding in our recent software. Sometimes, it may fail to port forwarding automatically because of the firewall or anti-virus software. It may also be due to the router's security settings. We recommend manually configuring port forwarding. You can view your camera on internet successfully after you do port forwarding manually in your router.

#### 4.1.7 Couldn't find the shortcut on the desktop after install

##### Equipment Search Tool

If you use Windows7 or Vista and the shortcut is missing after installing the Equipment Search Tool, check the path of the IP Camera program.

For example, as it was pointing to C:\Windows\System32\IPCamera.exe.

Please fix this by pointing the shortcut to the correct path

C:\Windows\SysWOW64\IPCamera.exe. After this you could use the shortcut without any problems.

#### 4.1.8 I can't change the record path

When you use Windows7 or Vista, you may be not able to change the record path for the security settings of computer. Please add the camera as a trusted site to resolve this issue. The step are

IE browser→Tool→Internet Proper→Security→Trusted sites→Sites→Add

## 4.1.9 I can't find multi-device settings and record icon

Record and multi-device function are controlled by ActiveX controller.  
These functions are not available in Firefox, Google Chrome and Safari.

## 4.1.10 I can't see other cameras which in multi-device when remote access

If you want to view all the cameras on the WAN, please 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 to fill in the host checkbox, not camera's LAN IP. (for more details: How to add cameras in WAN)

## 4.1.11 Only see black screen or undefined characters when using remote login

If you could access the login page remotely, this indicates that your DDNS settings are correct. If you are unable to see live video but only some undefined characters, this may be due to internet speed issues.

## 4.2 Default Parameters

### Default network Parameters

IP address: obtain dynamically

Subnet mask: 255.255.255.0

Gateway: obtain dynamically

DHCP: Disabled

DDNS: Embedded FOSCAM domain name

### Username and password

Default administrator username: **admin**

Default administrator password: No password

## 4.3 Specifications

ITEMS		F18905E
Image Sensor	Image Sensor	High Definition Color CMOS Sensor

	Display Resolution	640 x 480 Pixels(300k Pixels)
	Lens	f: 6mm/4mm, F:2.4
	Mini. Illumination	0 Lux (With IR Illuminator)
<b>Lens</b>	Lens Type	Glass Lens
	Angle of View	Horizontal:50° Diagonal :55°
	IR_CUT	Filter can switch automatically
<b>Video</b>	Image Compression	MJPEG
	Image Frame Rate	15fps(VGA),30fps(QVGA)
	Flip Mirror Images	Vertical / Horizontal
	Light Frequency	50Hz, 60Hz or Outdoor
	Video Parameters	Brightness, Contrast
<b>Communication</b>	Ethernet	One 10/100Mbps RJ-45
	Supported Protocol	HTTP,FTP,TCP/IP,UDP,SMTP,DHCP,PPPoE,DDNS,UPnP
	Infrared Light	60 IR LEDs, Night visibility up to 30 meters
	Dimension	180(L) x98(W) x103(H)
	Net Weight	870g
<b>Power</b>	Power Supply	DC 5V/2.0A (EU,US,AU adapter or other types optional)
	Power Consumption	<8 Watts
<b>POE</b>	POE Standard	IEEE 802.3af
<b>Environment</b>	Operating Temperature	-20° ~ 60°C (-4°F ~ 140°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temperature	-20°C ~ 60° (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
<b>PC Requirements</b>	CPU	2.0GHZ or above
	Memory Size	256MB or above
	Display Card	64M or above
	Supported OS	Windows, MAC, Android, iOS
	Browser	IE8 and above version ; Firefox; Chrome;Safari.
<b>Certification</b>	CE, FCC, RoHS	
<b>warranty</b>	Limited 2-year warranty	

## 4.4 Statement

You are advised to be cautious in daily life, keep personal account information carefully, do not share personal account easily. Change passwords of your account and equipment periodically, and upgrade equipment firmware to strengthen security consciousness.

Our company makes no warranty, implied or otherwise, that this product is suitable for any particular purpose or use. You need to abide by the relevant laws and regulations of the use restrictions when using Foscam

cameras. Our company takes no responsibility of illegal activities by using our products.

Our company takes no responsibility of the loss by force majeure, such as failure or faults of telecom system or the Internet network, computer viruses, malicious attacks of hackers, information damage or loss, and faults of computer system.

Foscam company does not need to take any responsibility of the special, incidental or corresponding loss by the products of our company or any software provide by our company, including but not limited to operating loss, profit or purpose. The company only takes the responsibility applicable to national and local legal requirements.

Our company takes no responsibility of the loss caused by the following at any time:

- 1) loss of purchases;
- 2) loss of intangible property damage, such as data, programs;
- 3) loss of compensation claimed by third-party customers.

Delete images, format the memory card or other data storage devices does not completely remove the original image data. You can restore deleted files from discarded the storage device by commercial software, but which will potentially lead to personal image data used maliciously by others. The privacy of the data security belongs to user responsibility, the company takes no responsibility.

Parts mentioned in this statement should not be understood by the configuration description of the product purchased by the customer, the product configuration must accord to the specific models purchased by the customer.

Without the prior written permission of Foscam company, all the contents of relevant operating instructions manual affiliated to the product must not be reproduced, transmitted, transcribed or stored in a retrieval system, or translated into other languages.

Our company will reserve the right to improve and modify the product and corresponding manuals. The company reserves the right of final interpretation on our products.

## 5 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, pls contact our service department: [tech@foscam.com](mailto:tech@foscam.com).



CE Certificate Website: <http://www.foscam.com/company/ce-certificate.html>