



# ***User Manual***

## **Indoor HD IP Camera**



Model: C1



Model: C2



Model: R2

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# Security Warning

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. 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 Overview

FOSCAM Indoor HD IP Camera is an integrated wireless IP Camera with a color CMOS sensor which enable to view 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 no matter where by your local network or over the Internet.

These cameras 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 to smart phone, or input the UID on CMS software to realize remote access.

FOSCAM IP Camera provides users with more comprehensive controls over a monitored site. The camera supports H.264 video compression technology, dramatically reduces file size and saves network bandwidth.

The camera is based on the TCP/IP standard. A built-in WEB server inside which could support Internet Explorer simplifies the management and maintenance of your device is simplified by accessing the website of your camera through network.

The camera is designed for indoor surveillance with wide applications such as at home, in retail store and in office. Controlling the camera and managing images are simplified by using the provided web interface across the network in either wired or wireless way.

FOSCAM provides Smart Phone APP for Android and iPhone users, please search and install Foscam App named **Foscam** 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
- ◆ 1.0 Mega-Pixel(C1) / 2.0 Mega-Pixel (R2/C2)
- ◆ Supports IE/Firefox/Google/Safari browser or any other standard browsers
- Support WEP,WPA-PSK and WPA2-PSK Encryption

- 
- Wireless connection is compliant with IEEE 802.11b/g/n WI-FI, up to 150Mbps
  - IR night vision Range: 8m(C1/R2), C2(5m)
  - Support image snapshot
  - Support dual-stream
  - Support SD Card storage up to 32GB(C1) or 64GB(R2/C2)
  - When the camera has been connected the computer via the USB power cable with supplied, you can view and operate the files in SD Card by the computer. (Only C2)
  - 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
  - Provide free Android and iPhone APP for viewing live video provide free Central Management Software to manage and monitor multiple cameras
  - Support record schedule
  - Supports Passive Infrared Sensor(only C1/C2)
  - Supports High Dynamic Range(only R2)
  - Supports Wide Dynamic Range(only C2)
  - Supports 6X Magic zoom(only R2)
  - Supports voice prompt(only R2/C2)

## 1.2 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. It also ensures the product is used properly as intended.

## 1.3 Package Contents

### C1/C2

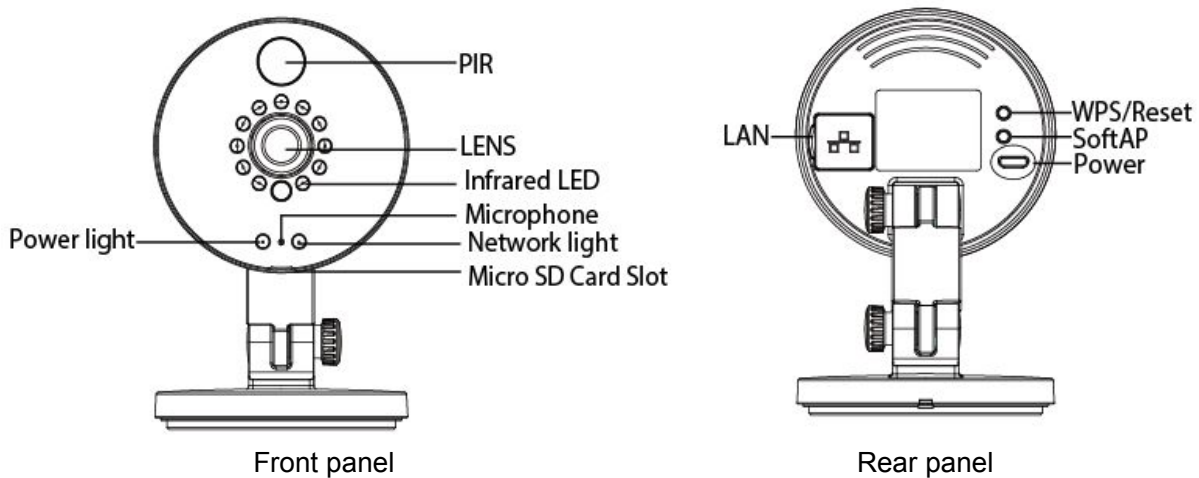
● IP Camera × 1	● AC Adapter × 1
● Quick Installation Guide × 1	● Power Line × 1
● CD×1	● Warranty Card × 1

### R2

● IP Camera × 1	● Power Supply × 1
● Quick Installation Guide × 1	● Warranty Card × 1
● CD×1	● Wi-Fi Antenna×1
● Mounting bracket×1	

## 1.4 Physical Description

### C1



#### Front panel:

- PIR: The PIR (Passive Infrared) is an electronic device used in some security alarm systems to detect motion of an infrared emitting source, usually a human body.
- LENS: Fixed focus lens.
- Infrared LED: Infrared LEDs for night vision.
- Microphone: Built-in microphone.
- Micro SD Card slot: Supports up to 32GB SD card for storing the video.

#### Rear panel:

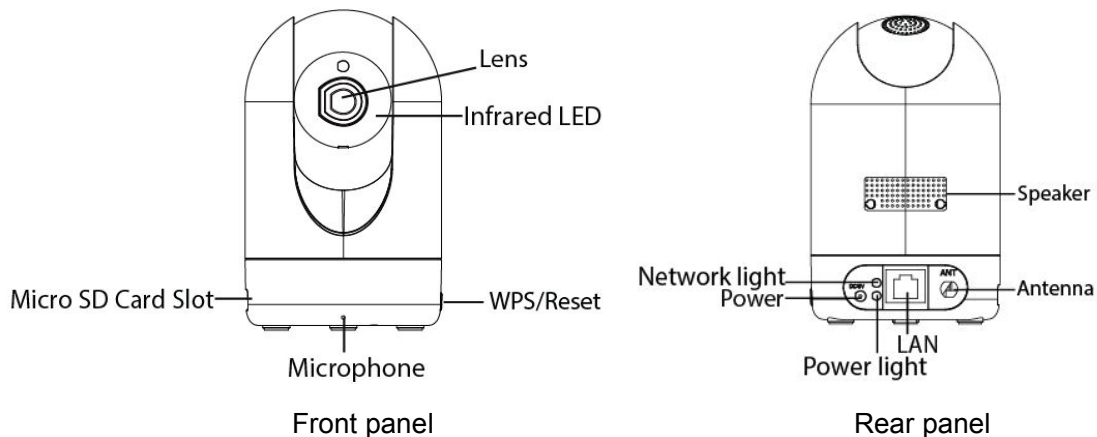
- Power Light: If the power supply works fine, the light will be on.
- LAN: 10/100 Mbps RJ-45 port for wired connection
- SoftAP: Press the SoftAP button for more than 2 seconds. The Network light indicator begins to twinkle every 0.1 seconds.
- WPS/Reset
  - WPS: Push both WPS/Reset button on the camera and wireless router within 1 minute, the camera will connect to the wireless router automatically, in WPS process, the Network light will blink every 0.4 seconds;
  - Reset: Push and hold the WPS/Reset button for more than 10 seconds to set the camera to factory default, the Power light will blink every 0.4 seconds;
- Power: DC 5V/1A Power supply.

The flashing status of the Power light and Network light are shown in the following table.

Light	Flashing Status	Description
Power light	off	The power don't work properly.
	on	The power supply works fine.
	Flashing every 0.4 seconds	Reset to take effect
Network light	off	No Wireless connection
	Constant Flash	Wired connection

	Slow Flash every 1.0 second	Wi-Fi connected
	Flashing every 0.4 seconds	WPS is connecting
	Flashing every 0.2 seconds	EZLink takes effect
	Flashing every 0.1 seconds	SoftAP is started

## R2



### Front panel:

- LENS: Fixed focus lens.
- Infrared LED: Infrared LEDs for night vision.
- Microphone: Built-in microphone.
- Micro SD Card slot: Supports up to 64GB SD card for storing the video.
- WPS/Reset
  - WPS: Push both WPS/Reset button on the camera and wireless router within 1 minute, the camera will connect to the wireless router automatically, in WPS process, the Network light will blink every 0.4 seconds;
  - Reset: Push and hold the WPS/Reset button for more than 10 seconds to set the camera to factory default, the Power light will blink every 0.4 seconds;

### Rear panel:

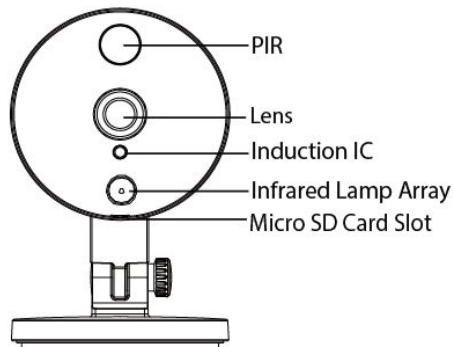
- LAN: 10/100 Mbps RJ-45 port for wired connection
- Power: DC 5V/2A Power supply.
- Speaker: Built-in speaker
- Antenna: Used to connect external wireless antenna

The flashing status of the Power light and Network light are shown in the following table.

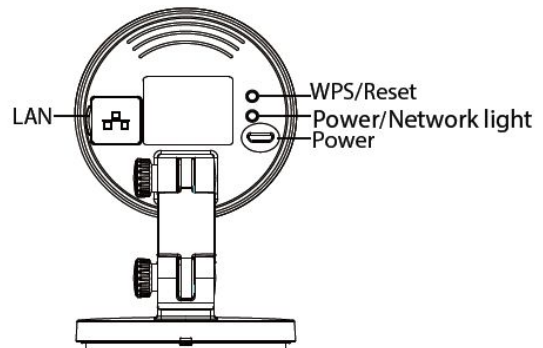
Light	Flashing Status	Description
Power light	off	The power don't work properly.
	on	The power supply works fine.
	Flashing every 0.4 seconds	Reset to take effect
Network light	off	No Wireless connection
	Constant Flash	Wired connection

	Slow Flash every 1.0 second	Wi-Fi connected
	Flashing every 0.4 seconds	WPS is connecting
	Flashing every 0.2 seconds	EZLink takes effect

## C2



Front panel



Rear panel

### Front panel:

- PIR: The PIR (Passive Infrared) is an electronic device which is used in some security alarm systems to detect motion of an infrared emitting source, usually a human body.
- Lens: Fixed focus lens.
- Induction IC
- Infrared Lamp Array
- Micro SD Card slot: Supports up to 64GB SD card for storing the video.

### Rear panel:

- LAN: 10/100 Mbps RJ-45 port for wired connection
- WPS/Reset
  - WPS: Push both WPS/Reset button on the camera and wireless router within 1 minute, the camera will connect to the wireless router automatically, in WPS process, the light will be green and blink every 0.4 seconds;
  - Reset: Push and hold the WPS/Reset button for more than 10 seconds to set the camera to factory default, the light will be red and blink every 0.4 seconds;
- Power: DC 5V/1A Power supply.

The flashing status of the Power light and Network light are shown in the following table.

Flashing Status	Description
Flashing(red) every 0.4 seconds	Reset to take effect
Constant Flash(green)	Wired connection
Slow Flash(green) every 1.0 second	Wi-Fi connected
Flashing every(green) 0.4 seconds	WPS is connecting
Flashing every(green) 0.2 seconds	EZLink takes effect

---

## 1.5 Micro-SD Card

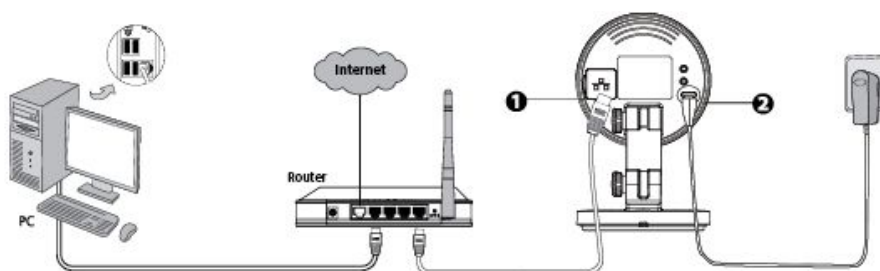
This camera supports SD Card.

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

## 2 Access the IP Camera

### 2.1 Wired Connection



1. Connect the camera to the LAN network (Router or Switch) via network cable.
2. Connect the power adapter to the camera.
3. Insert the CD into the CD drive of your computer.

Go to the folder “Equipment Search Tool” and find the folder “For Windows OS” or “For Mac OS” from the CD supp. Copy and paste the file to your computer, or drag it onto your Desktop.



Shortcut icon for Windows / Mac OS

#### Notes:

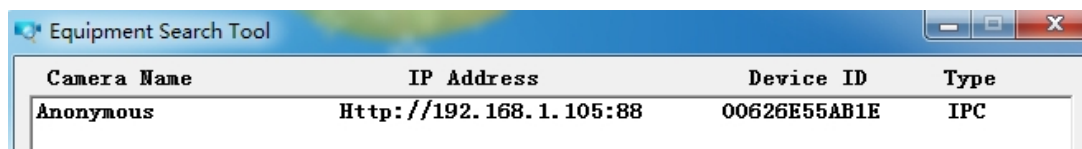
- If your computer ( Windows OS ) supports autorun function, you can find the corresponding file in the opened control panel.
- If your computer doesn't have CD drive, you can download the Equipment Search Tool from our website for free.

The camera supports HTTP and HTTPS protocols, you can access the camera in two ways.

**(1) [http:// LAN IP + HTTP Port NO.](#)**



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



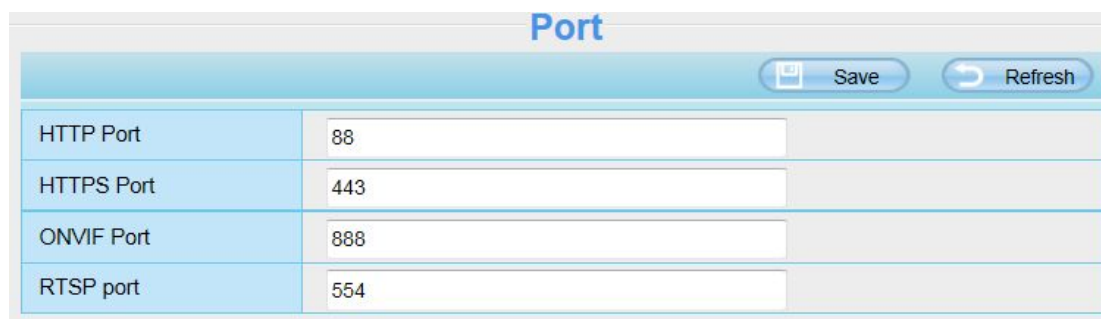
Camera Name	IP Address	Device ID	Type
Anonymous	Http://192.168.1.105:88	00626E55AB1E	IPC

Double click the IP address of the camera; the camera login page should be open in your default browser.

## (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 NO.

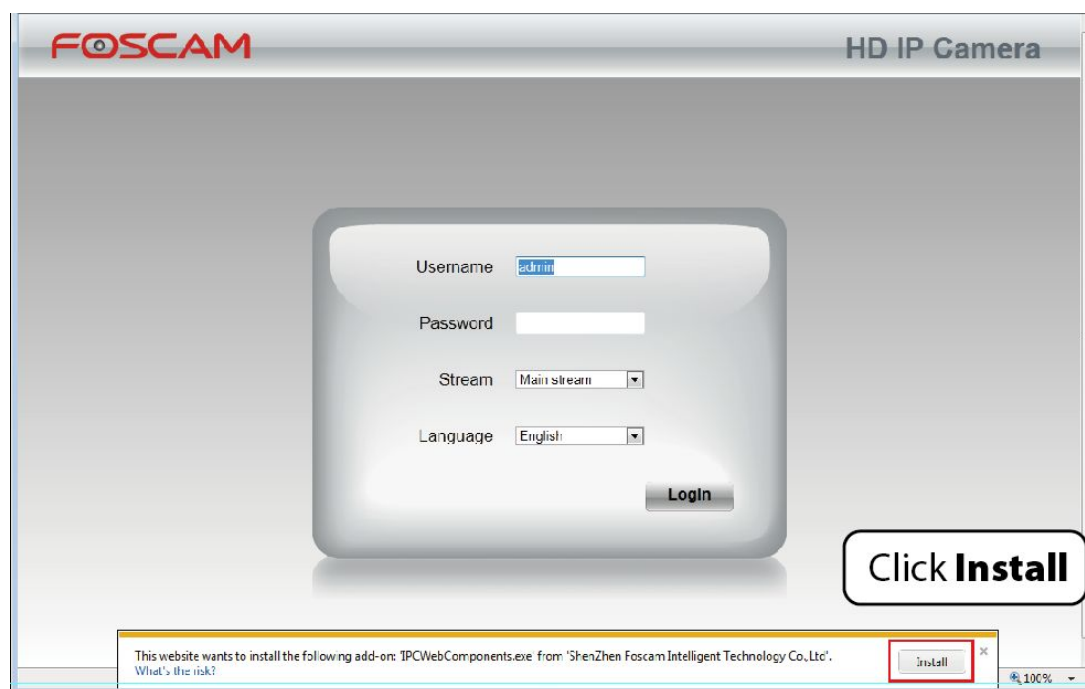
Go to **Settings - Network - Port** panel, you can see and change the HTTP and HTTPS port NO.



Port	
HTTP Port	88
HTTPS Port	443
ONVIF Port	888
RTSP port	554

### NOTE:

When logging in for the first time, you will need to download and install the add-on.



**FOSCAM** HD IP Camera

Username:

Password:

Stream:

Language:

**Click Install**

This website wants to install the following add-on: 'IPCWebComponents.exe' from 'ShenZhen Foscam Intelligent Technology Co., Ltd'.  
What's the risk?

## 2.2 Wireless Connection

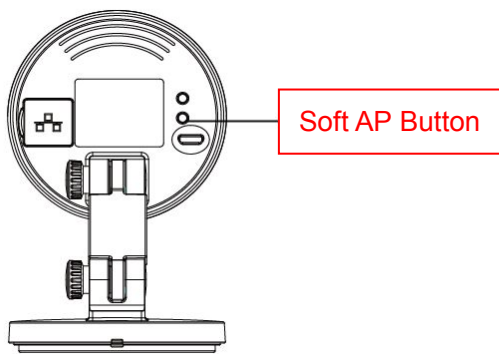
There are some ways of wireless connection: EZLink connection, soft AP connection and WPS connection.

- **EZLink connection:** Use the mobile phones or other mobile devices to download APP, then connect the camera and the wireless router by the APP. The procedure of the EZLink connection, please refer to the Quick Installation Guide.
- **Soft AP connection(only C1):** Use the mobile device which can search for the wireless network, Then use the web browser to visit <http://192.168.1.1:88> by the mobile device. Follow the Setup Wizard to finish the settings.
- **WPS connection:** WI-FI Protected Set-up, Press and hold the WPS button on your wireless router and your camera within 60 seconds. So that your camera and wireless router connect successfully.

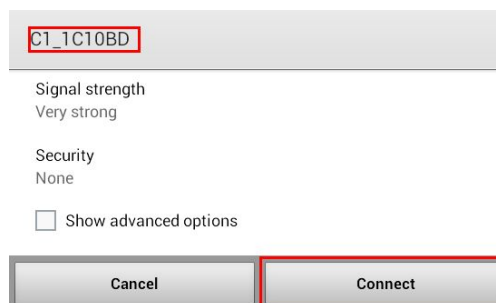
### 2.2.1 Soft AP Connection(Only C1)

To ensure that the ethernet cable and the camera is disconnected before you begin.

1. Start camera: power on, the indicator light of camera will light on.
2. Press the Soft AP button for 3-5 seconds. The Network light begins to twinkle at very high frequency(every 0.1 seconds).
3. Use a terminal which could search the WLAN (desktop or laptop. This part takes laptop as an example.) to search for the AP named "C1\_\*\*\*\*\*" for connection.(\*\*\*\*\* indicate the last six letters of camera's MAC ID. )



IP Camera



The WLAN page in the terminal device

4. After finishing Soft AP connection, use the web browser of the terminal to visit <http://192.168.1.1:88>.



5. Log in the camera ( Default username is admin with no password ). When log in for the first time, you

need to change the username and password.

Input the **New username**, **New password** and **Confirm the password**.

6. After logging in for the first time, it will go to "Setup Wizard" automatically. Please set the basic parameters of the camera, such as camera name, camera time, wireless settings (The camera connect to your wireless router: Wireless Network List - enter the password of your wireless router ), IP configuration.

Setup Wizard	
Step 1 of 5 - Soft AP Password Settings	
SSID	C1_000001
Encryption	WPA/WPA2
Password	.....
New password	
Security Level	
Confirm the password	

Previous Next

## Setup Wizard

### Step 2 of 5 - Camera Name

Camera Name

C1

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

Previous

Next

## Setup Wizard

### Step 3 of 5 - Camera Time

Time Zone

(GMT) Greenwich mean time; London, Lisbon, ▾

Sync with NTP server ☒

NTP Server

time.nist.gov ▾

PC Time

2014-11-20

00 ▾

58 ▾

17 ▾

Sync with PC

Date Format

YYYY-MM-DD ▾

Time Format

24-hour ▾

use DST ☐

Ahead Of Time

0 ▾

Minute

Previous

Next

### Setup Wizard

#### Step 4 of 5 - Wireless Settings

##### Wireless Network List

Scan

SSID(Network Name)	Encryption	Quality
wutingjun	WPA/WPA2	<div><div></div><div></div><div></div></div>
TP-LINK_3B9E4E	WPA/WPA2	<div><div></div><div></div><div></div></div>
Sera	WPA/WPA2	<div><div></div><div></div><div></div></div>
TP-LINK_YF	WPA/WPA2	<div><div></div><div></div><div></div></div>
TP-LINK_CB209C	WPA/WPA2	<div><div></div><div></div><div></div></div>
WX15	WPA	<div><div></div><div></div><div></div></div>
TP-LINK_TEST	WPA/WPA2	<div><div></div><div></div><div></div></div>
ZTE-932C04	WPA	<div><div></div><div></div><div></div></div>
WEILI	WPA/WPA2	<div><div></div><div></div><div></div></div>
doc	WPA/WPA2	<div><div></div><div></div><div></div></div>

Pages: 4
<< 1 2 3 >>
Go

SSID	doc
Encryption	WPA/WPA2
Password	••••••••

The maximum password length is 63, including numbers, letters and symbols ~ ! @ # % ^ \* ( ) \_ + { } : " | < > ? ` - ; ' \ , . /

Previous Next

### Setup Wizard

#### Step 5 of 5 - IP Configuration

Obtain IP From DHCP ☒

IP Address	192.168.1.104
Subnet Mask	255.255.255.0
Gateway	192.168.1.1
Primary DNS Server	211.162.78.1
Secondary DNS Server	211.162.78.2

Previous Finish

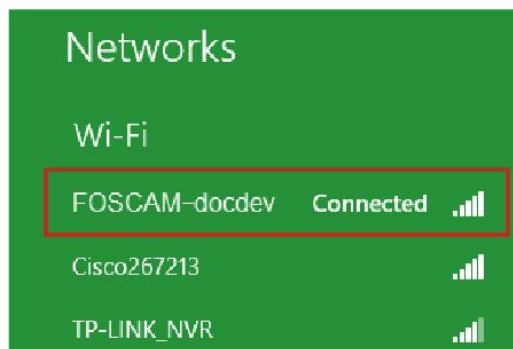
#### Notes:

- We recommend you to choose to manually set the IP when you know some knowledge of the network.
- It needs about 1 minute to connect the camera to your router.

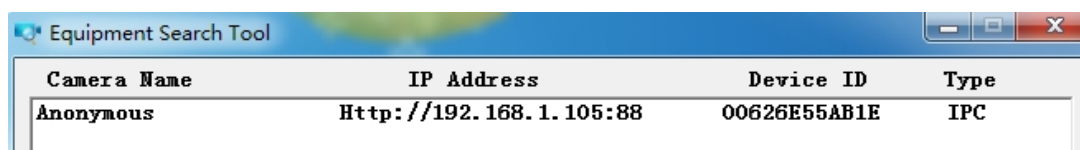
7. After completing the setup wizard, you should press the Soft AP button for 3-5 seconds to cancel the Soft AP connection mode, this is located on the back of your camera. The Network light begins to slowly flash(once per second), it indicates that the wireless connection is successful.

8. Please make sure that the wireless device connect your laptop to the router which your camera has

connected to.



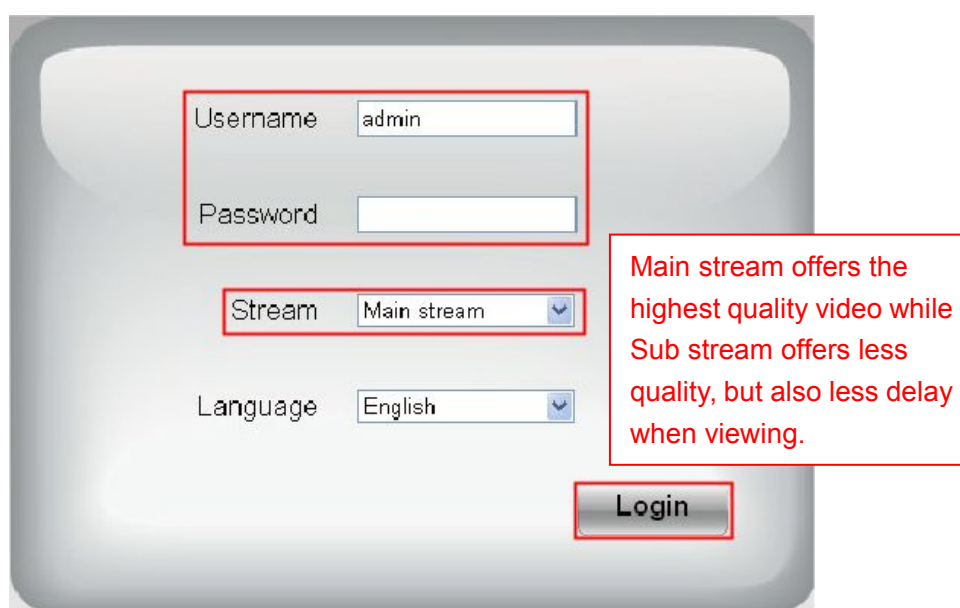
9. Open the CD named "FOSCAM", go to the folder "Equipment Search Tool" and find the folder "For Windows OS" or "For Mac OS". Copy and paste the file to your wireless device, or drag it onto your desktop.



#### Notes:

- You could also download the Equipment Search Tool from our website [www.foscam.com](http://www.foscam.com) for free.
- If you have multiple cameras and you cannot determine which camera you are going to log in. Please match the "Device MAC address" on the search tool with the MAC address on the label pasted of each camera.

10. Double-click the camera list here, and your default browser will open up to the login page. Input the username and password you has changed. Then, you will see the live video of your baby on the interface.



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Now, you could use your camera in LAN.

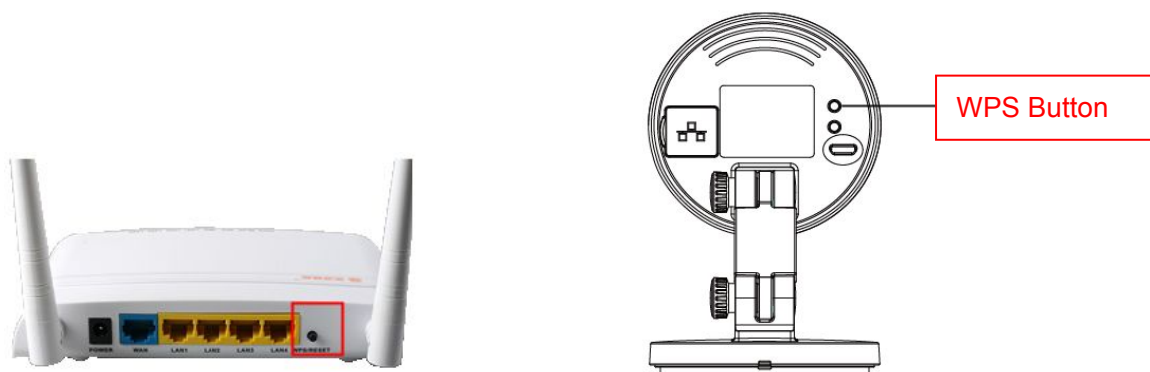
**Note:**

64-bit browser is not supported.

## 2.2.2 WPS (Wi-Fi Protected Set-up)

**Before using WPS wireless connection, you need to:**

- Make sure that your wireless router has the WPS function, and has been properly connected to the Internet.
- WPS button on the wireless router is typically located on the front panel or rear panel. TP-LINK router's WPS button is called QSS (Quick Security Setup).
- Make sure that the ethernet cable and the camera is disconnected.



- (1) Press and hold the WPS button for three seconds. The Network light of the camera begins to twinkle at high frequency. (every 0.4 seconds)
- (2) Press and hold the WPS button for three seconds on your wireless router within 60 seconds. Then the camera will automatically create a secure wireless connection to your router in about 60 seconds.
- (3) The Equipment Search 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.**

## 2.3 Access the Camera in WAN

### 2.3.1 Static IP Addresses

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



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

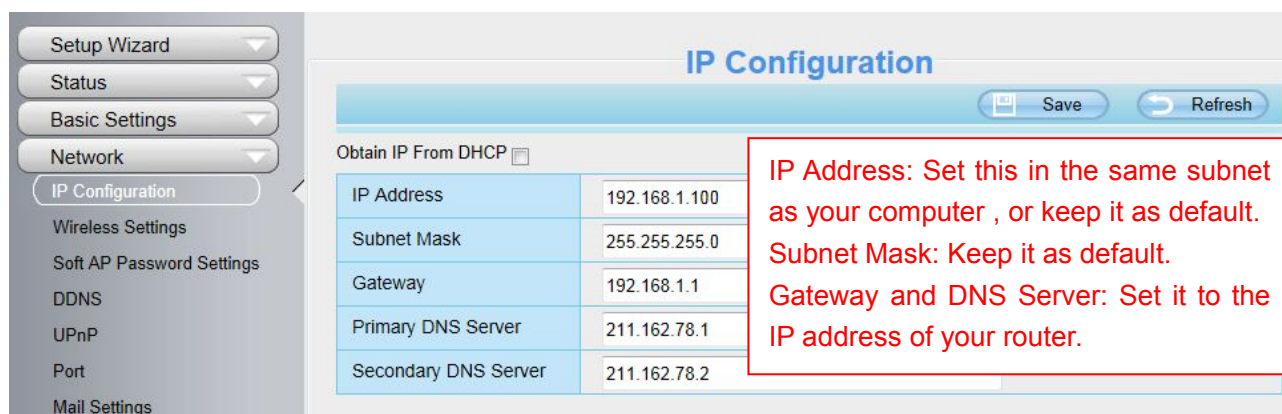
To obtain your WAN IP address, enter the following URL in your browser: <http://www.whatismyip.com>. Your current WAN IP will be shown on the webpage.



### 2.3.2 Remote Access

If you want to access your camera by web browser outside of your LAN, you need to configure following configurations.

1. Choose "Settings" on the top of the camera web page, then go to the "Network > IP Configuration" section on the left side of the screen, then uncheck the Obtain IP DHCP.



2. Enable UPnP and DDNS in the camera's settings page. We recommend you to use the DDNS by factory default.



Setup Wizard  
Status  
Basic Settings  
Network  
IP Configuration  
Wireless Settings  
Soft AP Password Settings  
DDNS  
UPnP

## UPnP

Save Refresh

Enable UPnP No

Select Yes and click Save.

Setup Wizard  
Status  
Basic Settings  
Network  
IP Configuration  
Wireless Settings  
Soft AP Password Settings  
DDNS  
UPnP  
Port  
Mail Settings  
FTP Settings

## DDNS

Save Refresh

Enable DDNS ☒

Manufacturer's DDNS

Manufacturer's DDNS test09.myfoscaml.org Restore DDNS to factory

Third Party DDNS

DDNS Server

Domain

Click Enable DDNS and click Save.  
The content in the Manufacture' s DDNS column is the domain name of your camera.

3. You can see the port of your camera here. If you want to set Remote Access for several cameras on the same network, you will need to change the HTTPS port for each camera.

Setup Wizard  
Status  
Basic Settings  
Network  
IP Configuration  
Wireless Settings  
Soft AP Password Settings  
DDNS  
UPnP  
Port

## Port

Save Refresh

HTTP Port	88
HTTPS Port	443
ONVIF Port	888
RTSP port	554

4. If the UPnP of the router has been enable, you do not need to perform following steps. Otherwise, you need to select one of the following methods to configure port forwarding on your router. For these steps, we will be using the TP-LINK brand wireless router as an example.

- **If there is a UPnP function in your router:**

Choose "Forwarding > UPnP", make sure that the Current UPnP Status is Enabled.

Quick Setup  
WPS  
Network  
Wireless  
DHCP  
**Forwarding**  
- Virtual Servers  
- Port Triggering  
- DMZ  
- UPnP  
Security

## UPnP

Current UPnP Status: **Enabled** [Disable](#)

### Current UPnP Settings List

ID	App Description	External Port	Protocol	Internal Port	IP Address	Status
<a href="#">Refresh</a>						

- **If there is no UPnP function in your router:**

You need to manually add port forwarding, refer to the following steps. You need go to the “Forwarding > Virtual Servers” panel for setup.

Quick Setup  
WPS  
Network  
Wireless  
DHCP  
**Forwarding**  
- **Virtual Servers**  
- Port Triggering  
- DMZ  
- UPnP

## Virtual Servers

ID	Service Port	Internal Port	IP Address	Protocol	Status	Modify
<a href="#">Add New...</a> <a href="#">Enable All</a> <a href="#">Disable All</a> <a href="#">Delete All</a>						
<div>Click Add New.</div> <a href="#">Previous</a> <a href="#">Next</a>						

Quick Setup  
WPS  
Network  
Wireless  
DHCP  
**Forwarding**  
- Virtual Servers  
- Port Triggering  
- DMZ  
- UPnP  
Security  
Parental Control  
Access Control

## Add or Modify a Virtual Server Entry

Service Port:  (XX-XX or XX)  
Internal Port:  (XX, Only valid for single Service Port or leave it blank)  
IP Address:   
Protocol:   
Status:   
Common Service Port:

[Save](#)
[Back](#)

Input the port and IP address of your camera and click Save.

Status  
Quick Setup  
QSS  
Network  
Wireless  
DHCP  
**Forwarding**  
- **Virtual Servers**  
- Port Triggering  
- DMZ  
- UPnP  
Security

## Virtual Servers

ID	Service Port	Internal Port	IP Address	Protocol	Status	Modify
1	443	443	192.168.1.100	ALL	Enabled	<a href="#">Modify</a> <a href="#">Delete</a>
<a href="#">Add New...</a> <a href="#">Enable All</a> <a href="#">Disable All</a> <a href="#">Delete All</a>						
<a href="#">Previous</a> <a href="#">Next</a>						

Here you have finished the Port Forwarding setup.

---

5. Now you can access your IP camera by https://domain name: HTTPS port via the Internet.

## 2.4 Using the VLC player

The camera supports RTSP streaming, here you can view the camera by VLC player.

**RTSP URL** [rtsp:// \[user name\]\[:password\]@IP:Port number/videostream](rtsp://[user_name][:password]@IP:Port number/videostream)

The part in the square brackets can 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.

**Port NO. :** If there is the RTSP port number on the Port page, you must only use RTSP port number. otherwise, you must only use http port number.

**Video stream:** Three modes are supported: video Main, video Sub and audio. Video Sub is a better choice in bad network condition. If you select audio, you can only hear sound without seeing picture.

### For example:

IP: 192.168.1.11

RTSP Port number: 554

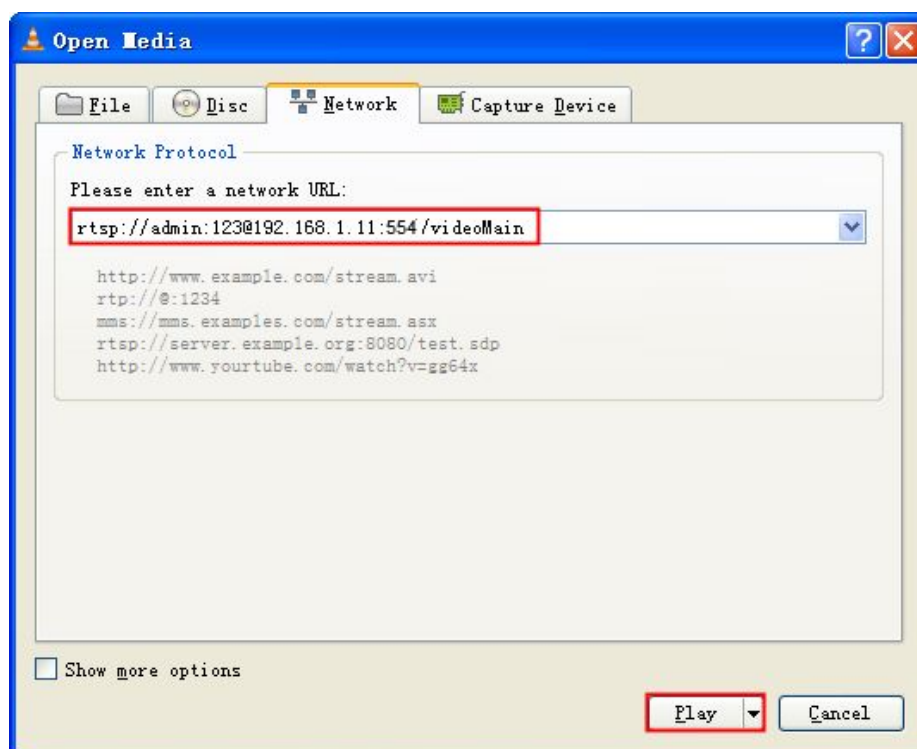
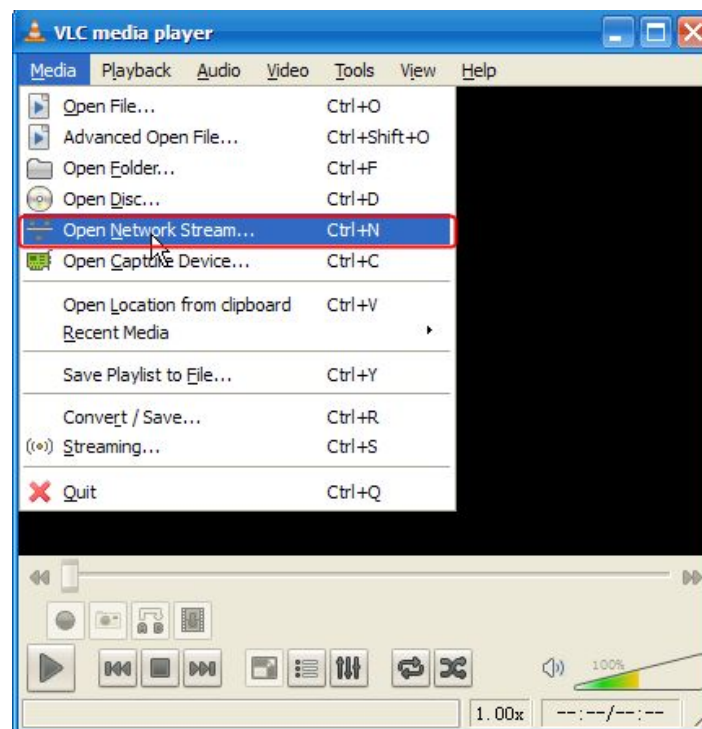
User name: admin

Password: 123

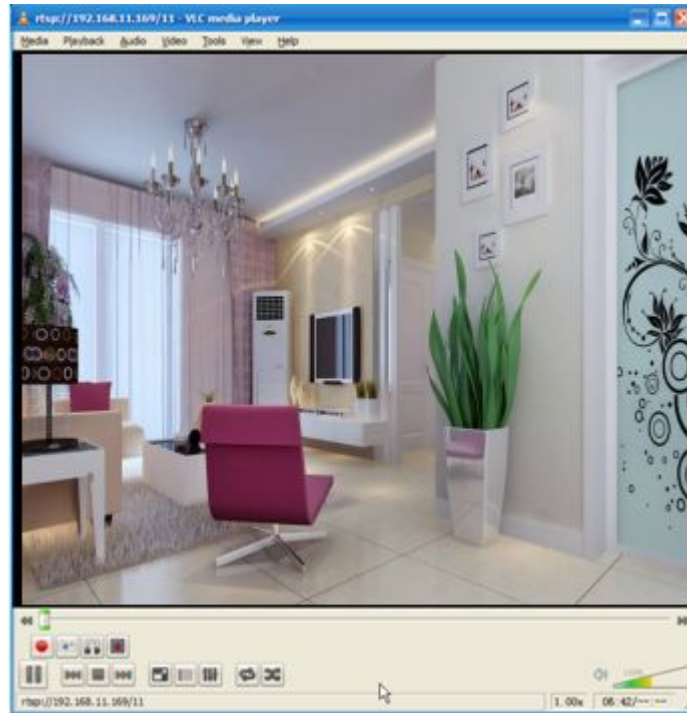
Enter either one of the following four URLs in the VLC

1. rtsp://admin:123@192.168.1.11:554/videoMain
2. rtsp:// @192.168.1.11:554/videoMain
3. rtsp://:123@192.168.1.11:554/videoMain
4. rtsp://admin@192.168.1.11:554/videoMain

Open the VLC, and go to “Media”--“Open Network Stream” option, then enter the URL in VLC.



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



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 to apply the new username and password in authentication in the VLC.

## **2.5 IP camera connection to the server**

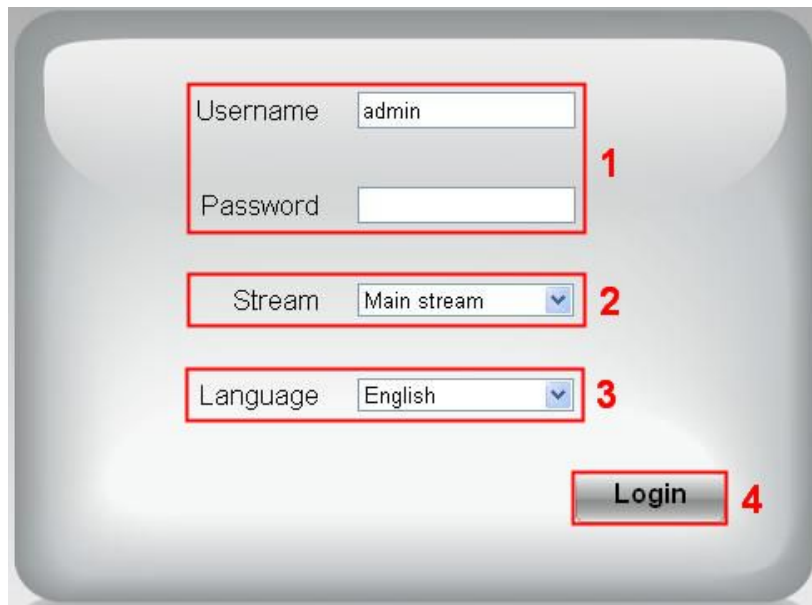
Device supports ONVIF 2.2.1 protocol, You can easily access NVR with ONVIF or server with ONVIF.

# **3 Surveillance Software GUI**

Please refer to the section 2.1 if you install the camera for the first time. You can start to learn about software operation in the computer

---

## 3.1 login Window



The screenshot shows a login window with a light gray background and rounded corners. It contains four main elements, each highlighted with a red rectangular box and a red number to its right:

- 1**: A box containing the 'Username' label and a text input field with 'admin' entered, and the 'Password' label and an empty text input field.
- 2**: A box containing the 'Stream' label and a dropdown menu currently showing 'Main stream'.
- 3**: A box containing the 'Language' label and a dropdown menu currently showing 'English'.
- 4**: A box containing a 'Login' button.

### **Section1** Enter the Username and password

The default administrator username is “admin” with no password, please change the password the first time you use and prevent unauthorized users login the camera.

### **Section2** Stream

The camera supports two stream modes: Main stream and sub stream. Select Main stream if you want to access the camera from LAN and sub stream will be better if you want to access the camera from Internet.

#### **Note:**

Select sub stream to ensure a more fluent video under narrow network bandwidth.

### **Section3** Select the language

You click on the language dropdown list to select language.

### **Section4** login the camera

Click “Login” button.

#### **NOTE:**

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 login to the camera in the future.



Username

New username

New password

Security Level

Confirm the password

**Modify**

## 3.2 Setup Wizard

You will go to “Setup Wizard” automatically after your first-login, where you can set the basic parameters of camera, such as camera name, camera time, wireless settings, IP configuration.

## 3.3 Surveillance Window

**1** FOSCAM Live Video Settings Playback Indoor Pan/Tilt/Zoom IP Camera

**2** 2015-04-22 10:56:22 R2 **6**

**3** Mode Outdoor Mode Stream HD Mode/ 1080P/ 3 HDR On Mirror Flip Zoom in Zoom out

**4** Cruise Preset

**5** IR LED Lights Color Adjustment

**7**

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



: FOSCAM LOGO



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



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



: Click this button to go 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 9 cameras being monitored at the same time. You can add other cameras in multi-device setting.

## Section 3 Mode/ Stream / HDR / Mirror/ Flip buttons / Zoom

### ● Mode

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

### ● Stream

The default stream supports multiple modes, For example: HD Mode/720P/23fps/2M meanings: Stream type / Resolution / Maximum frame rate/ Bit rate. (Different models support different specific mode. )

**Stream type** : It is used to identify the stream type.

#### **Resolution**

The bigger the resolution, 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.

#### **Maximum frame rate**

You should lower frame rate when the bandwidth is limited. Normally, when the frame rate above 15, you can achieve fluently video. The maximum frame rate for each model is different, please see the "Specifications".

#### **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.  
After changing, please reboot the camera and you can see the modification.

### ● HDR(Only R2)

HDR stands for High Dynamic Range. It usually refers to the method of capturing images having



---



“greater dynamic range between the lightest and darkest areas of an image than current standard digital imaging methods or photographic methods”. You can select “on” from the dropdown list under sunlight or with bright background.

- **WDR(Only C2)**

In surveillance, WDR (Wide Dynamic Range) is intended to provide clear images even under backlighting, where the intensity of illumination varies a lot—namely when there are very bright and very dark areas simultaneously in the camera's field of view.

- **“Zoom in” or “Zoom out”(Only R2/C2)**

Device Support 6x zoom feature(Only R2).

Click  or  ,The focal length of the camera lens will be larger or shrink, you can adjust the focus distance to the target object size, access to high-definition screen.

(Only C2) When click the  button, the **Pan/Tilt Control** control button will pop up. You can adjust direction of the camera when the focal length of the camera lens has been larger. When the camera focal length reduced to a minimum, the **Pan/Tilt Control** control button will disappear.

- **Pan/Tilt Control(only R2/C2)**



1----- Up control button,

3-----Left control button,

5----- Up-Left control button

6----- Up-Right control button

7----- Down-Left control button

8----- Down-Right control button

2-----Down control button,

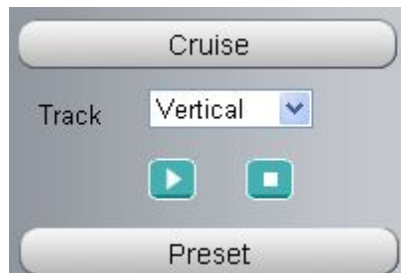
4-----Right control button,



Click this button and go to center

## **Section 4 Cruise / Preset settings(Only R2)**

### **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.

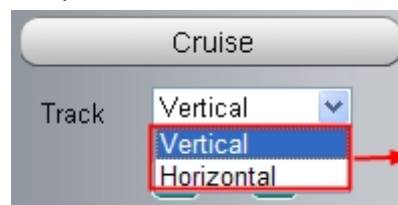


: Stop cruise.

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 drop-down 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 drop-down list, and click go  button, the camera will go to the preset position.

## Section 5 IR LED Lights / Color Adjustment



Click Infra led and there are three modes to adjust the infrared led: Auto, Manual and Schedule.

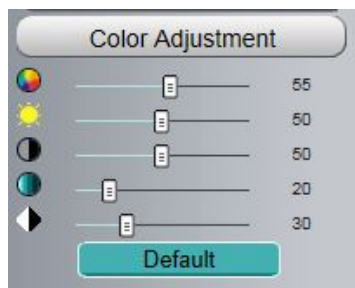
**Auto**: Select it and the camera will adjust the infra led (on or off) automatically.

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

**Schedule**: Select it and the IR led light will be off at the schedule period. If you want to define or change the IR led lights schedule time, please go to **Settings--->Video---> IR LED Schedule** page.

### Color Adjustment

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



## Section 6 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 7 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----- Adjusting the sound** Click this icon, the icon will become to  ,you can change the sound of the camera.

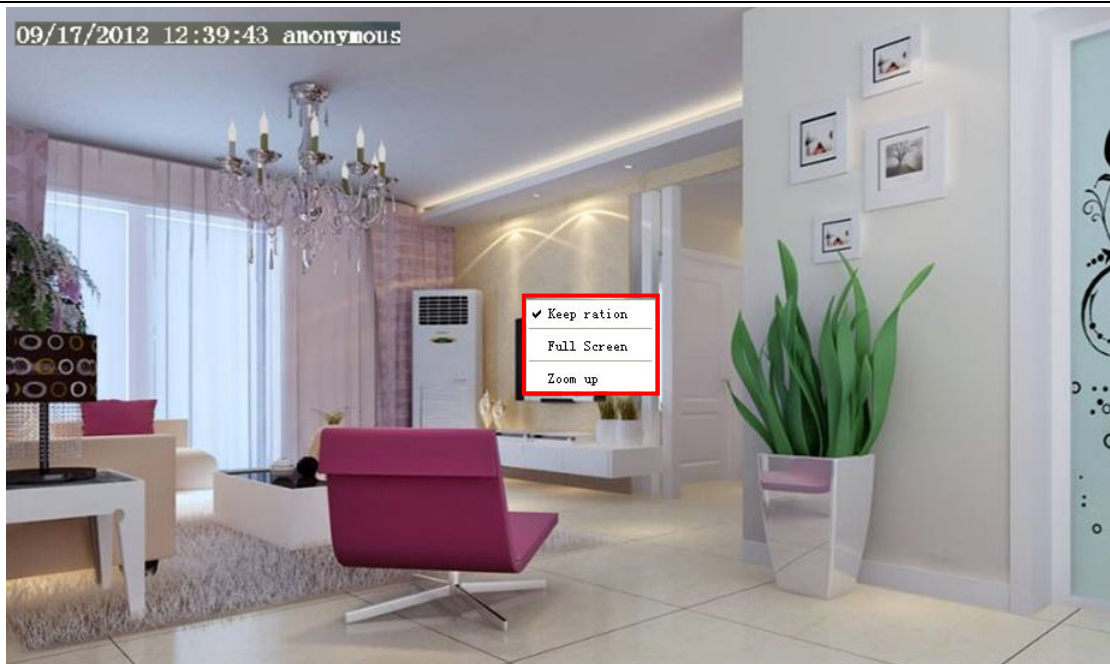
**6----- Snapshot** Click it to make snapshot and it pop-up a window which picture you snapshot, right click in the window and save the picture to anywhere you want.

**7----- 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.

**8----- 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.



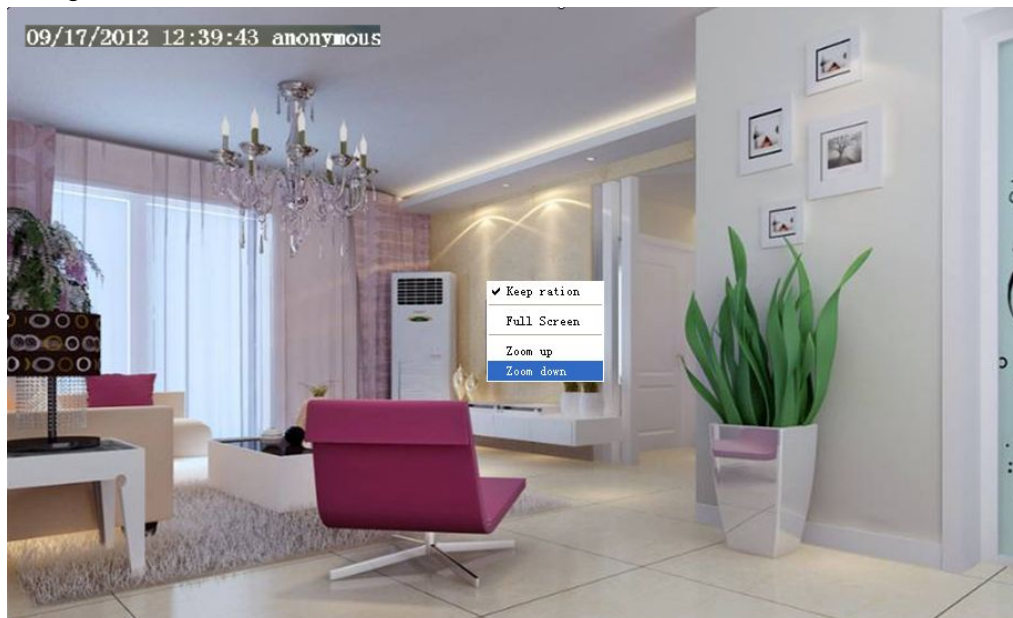
**Keep ration:** Select it and the camera will adjust the size of live window based on the the computer monitor automatically. Sometimes there is a black border around the video, please select Keep ration to get a better visual quality .

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

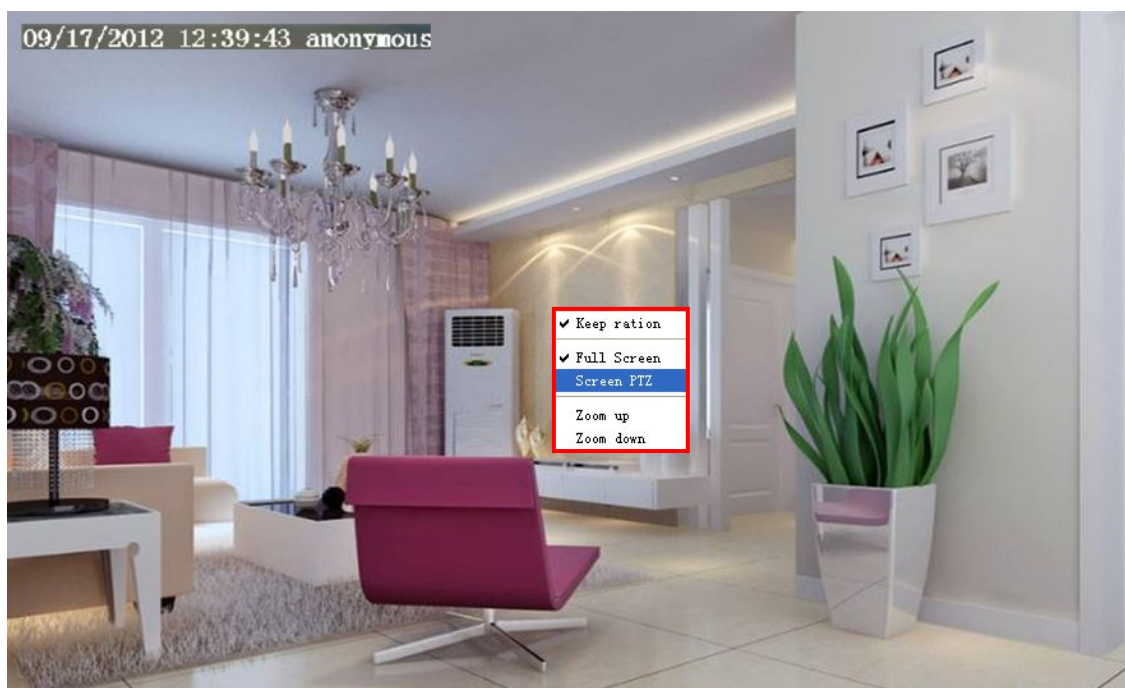
**Zoom up:** Select it and you can see a bigger screen than before.

**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.



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



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 Setup Wizard


Please go to section 3.2 to find the way to set it.

### 4.2 Status

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



## 4.2.1 Device Information

Device Information	
 Refresh	
Camera Model	C1
Camera Name	C1
Camera ID	0ABC0BBA5302
Camera Time	2014/11/03 12:01:49
System Firmware Version	1.9.1.11
Application Firmware Version	2.52.1.29
Plug-In Version	3.1.0.5

**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 000C5D000008, 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.

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

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

## 4.2.2 Device Status

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

Device Status	
Refresh	
Alarm Status	Disabled
Recording Status	Not Recording
SD Card Status	No SD card
SD Card Free Space	0KB
SD Card Total Space	0KB
NTP Status	Failed
DDNS Status	Disabled
UPnP Status	Disabled
WiFi Status	Not connected
IR LED Status	Off

### 4.2.3 Session Status

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

Session Status	
Refresh	
Username	IP Address
1	172.16.8.115

### 4.2.4 Log

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



Pages:83					Refresh
NO.	Time	User	IP	Log	
1	2012-09-18 02:11:45				
2	2012-09-18 01:48:56				
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	

Reboot the camera and clear the log records.

## 4.3 Basic Settings

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

### 4.3.1 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.

Camera Name

Save

Refresh



C1

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

### 4.3.2 Camera Time

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

---

 Save  Refresh	
Time Zone	(GMT) Greenwich mean time; London, Lisbon, C ▾
Sync with NTP server	<input type="checkbox"/>
NTP Server	time.nist.gov ▾
PC Time	<div> <div>2013-11-13</div> <div>08 ▾ : 20 ▾ : 44 ▾ AM ▾</div> <div>Sync with PC</div> </div>
Date Format	YYYY-MM-DD ▾
Time Format	12-hour ▾
use DST	<input checked="" type="checkbox"/>
Ahead Of Time	0 ▾ Minute

**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.

### 4.3.3 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.

## User Accounts

Refresh

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

Username   
 Privilege Visitor

☐ Change username  
☐ Change password

The maximum username length is 20, including numbers, letters and symbols \_ - @ \$ \*  
 The maximum password length is 12, including numbers, letters and symbols ~ ! @ # % ^ \* ( ) \_ + { } : " | < > ? ` - ; ' \ , . /

## 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.

## User Accounts

Refresh

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

Username   
 Password   
 New username   
 New password   
 Password Security Level   
 Confirm the password   
 Privilege Administrator

☒ 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 & = \$

## 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: Administrator ▼  
☐ 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 & = \$

### User Accounts

 Refresh

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

Username:   
 Privilege: Administrator ▼  
☐ 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 & = \$

**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 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		

Usernameoperator

New usernameopr

PrivilegeOperator

☒ 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 & =

## 4.3.4 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.

### Multi-Camera

Cameras On LAN	FI9821P(172.16.0.94) 1111(172.16.1.71) FOSCAM(172.16.0.27) <b>anonymous(172.16.0.179)</b> FOSCAM(172.16.0.105)	Refresh
The 1st Camera	This Camera	
<a href="#">The 2nd Camera</a>	None	
Camera Model	H264	
Camera Name	anonymous	
Host	172.16.0.179	
HTTP Port	80	
Media Port	80	
Username	admin	
Password		
	<input type="button" value="Add"/> <input type="button" value="Delete"/>	
<a href="#">The 3rd Camera</a>	None	
<a href="#">The 4th Camera</a>	None	

1 Click it, camera model, 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.

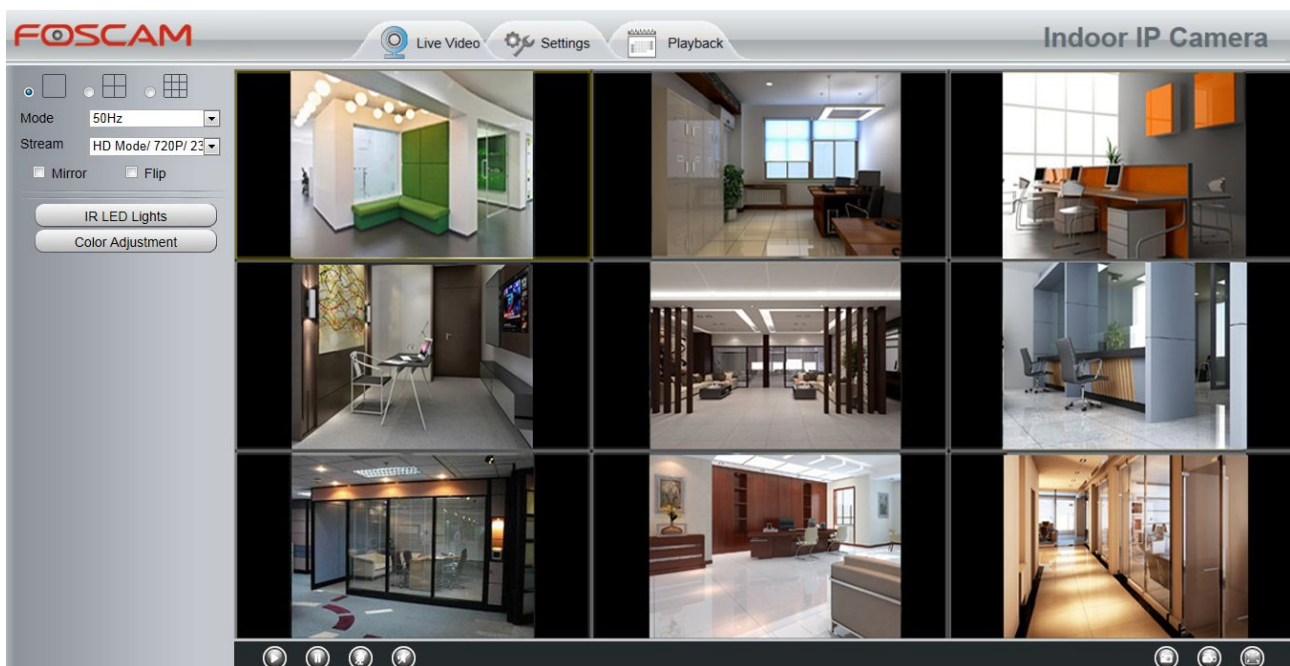
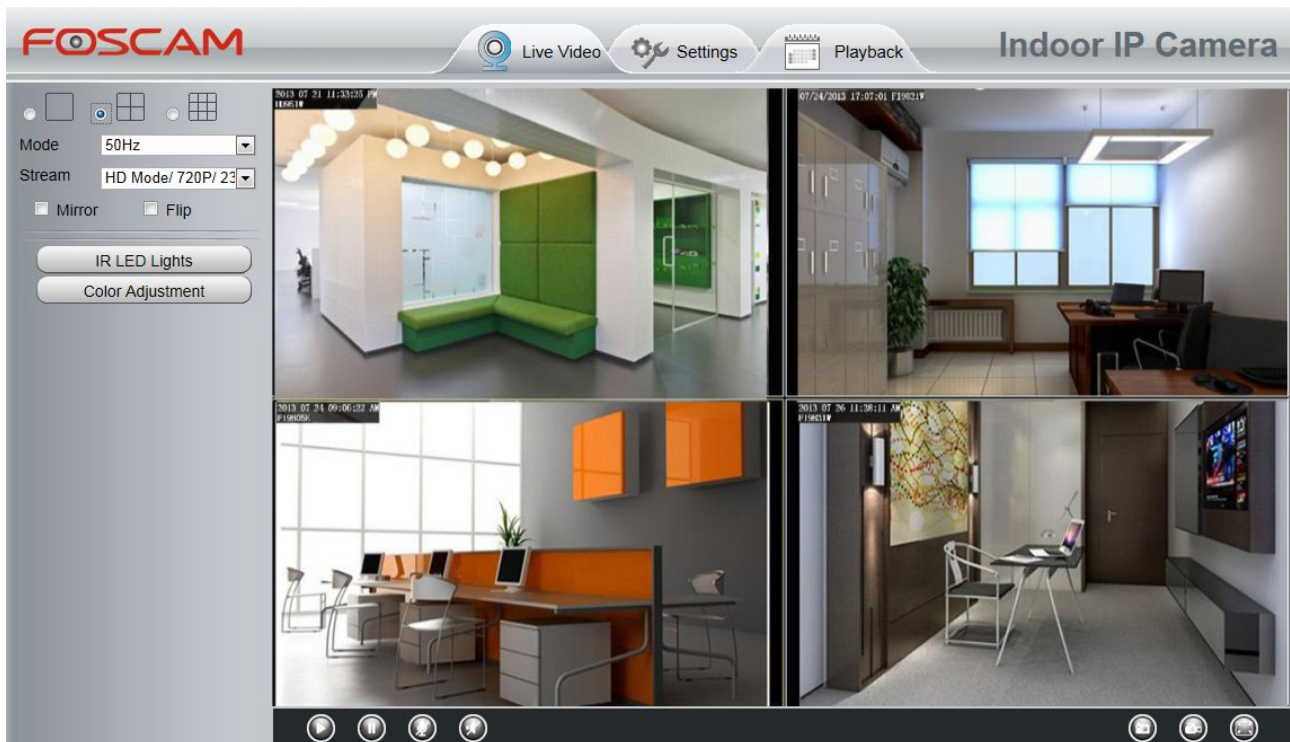
**Camera Model:** Our Company produces two series cameras: MJPEG and H.264. Here will show you which series the camera belongs to.

<input type="button" value="Refresh"/>	
Cameras On LAN	anonymous(192.168.11.193) FI9821W for ebuyer (192.168.11.241) <b>anonymous(192.168.11.203)</b> anonymous(192.168.11.243)
	<input type="button" value="Refresh"/>
The 1st Camera	This Camera
<a href="#">The 2nd Camera</a>	anonymous(192.168.11.203)
<a href="#">The 3rd Camera</a>	FI9821W for ebuyer (192.168.11.241)
<a href="#">The 4th Camera</a>	anonymous(192.168.11.203)
<a href="#">The 5th Camera</a>	None
<a href="#">The 6th Camera</a>	None
<a href="#">The 7th Camera</a>	None
<a href="#">The 8th Camera</a>	None
<a href="#">The 9th Camera</a>	None

Note: If you want to access your camera remotely, make sure you are able to access it separately through a browser.



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

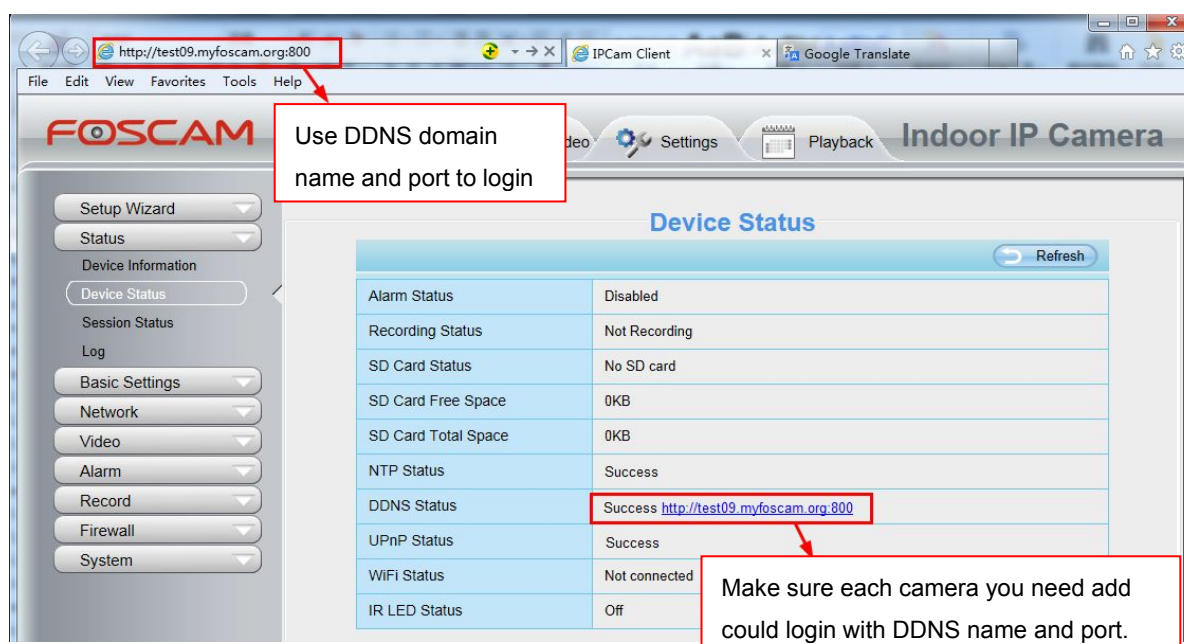


## Add cameras in WAN

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.

**(The way to configure DDNS is in chapter 4.4.4)**

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



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.

The 1st Camera	This Camera
<a href="#">The 2nd Camera</a>	F19821W(172.16.0.47)
Camera Model	H264 <span style="float: right;">1</span>
Camera Name	F19821W <span style="float: right;">2</span>
Host	172.16.0.47
HTTP Port	88 <span style="float: right;">3</span>
Media Port	88
Username	admin <span style="float: right;">4</span>
Password	
<span style="float: right;">5</span> <span>Add</span> <span>Delete</span>	

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

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

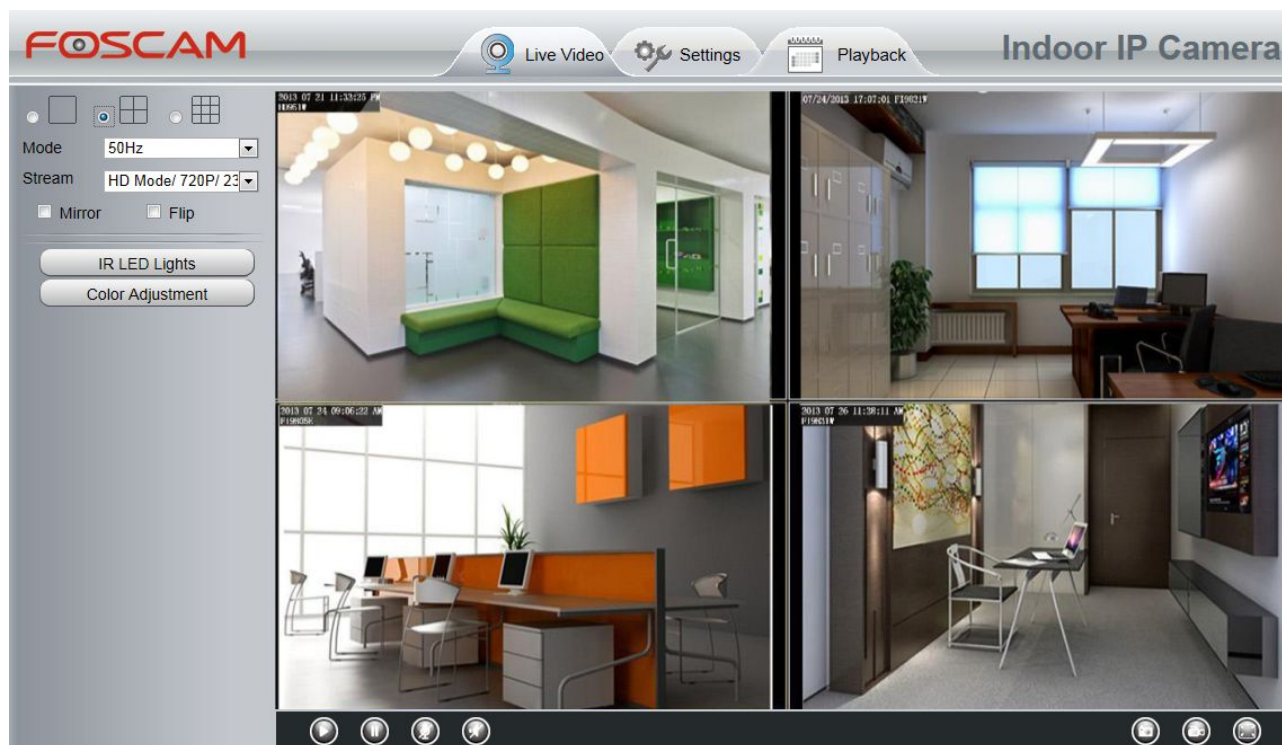
**NOTE:** Here the Host must be entered as the second camera's DDNS domain name, not its LAN IP.



Cameras On LAN		anonymous(192.168.11.193) FI9821W for ebuyer (192.168.11.241) <b>anonymous(192.168.11.203)</b> anonymous(192.168.11.243)	Refresh
The 1st Camera	This Camera		Refresh
<a href="#">The 2nd Camera</a>	FI9821W(172.16.0.47)		
<a href="#">The 3rd Camera</a>	FI9821W for ebuyer (192.168.11.241)		
<a href="#">The 4th Camera</a>	anonymous(192.168.11.203)		
<a href="#">The 5th Camera</a>	None		
<a href="#">The 6th Camera</a>	None		
<a href="#">The 7th Camera</a>	None		
<a href="#">The 8th Camera</a>	None		
<a href="#">The 9th Camera</a>	None		

Note: If you want to access your camera remotely, make sure you are able to access it separately through a browser.

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.



### 4.3.5 Status Light

You can enable or disable status light.

## Status Light

Save Refresh

Enable Status Light	<input type="text" value="Yes"/>
---------------------	----------------------------------

## 4.4 Network

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

### 4.4.1 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.

Save Refresh

Obtain IP From DHCP ☐

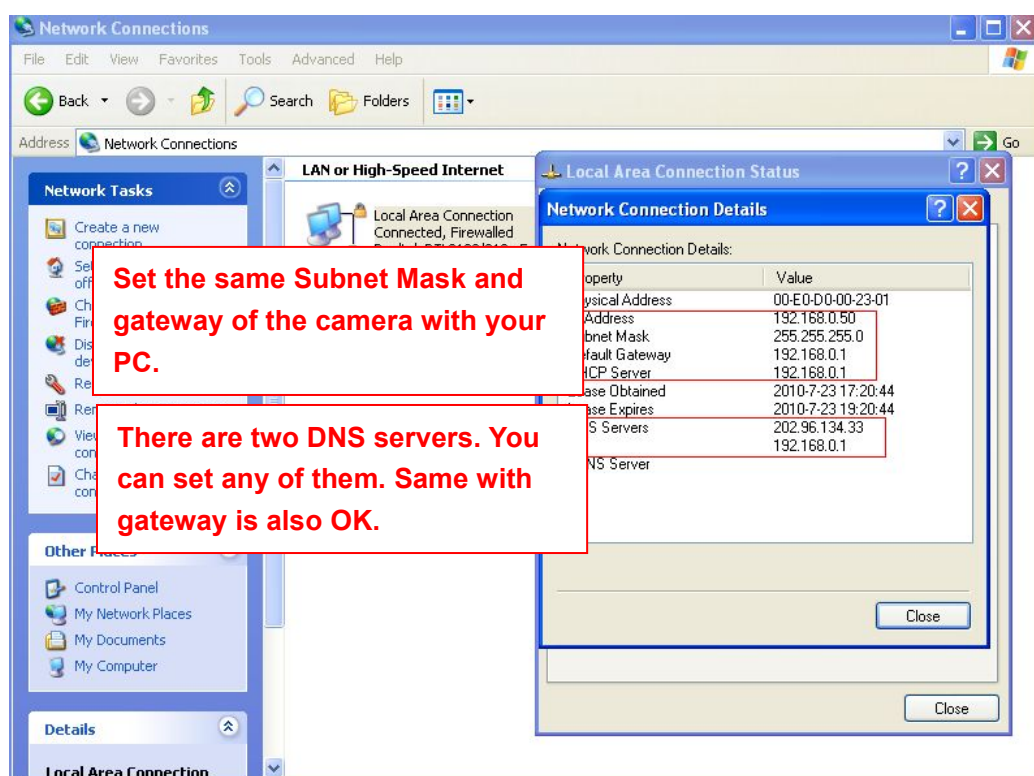
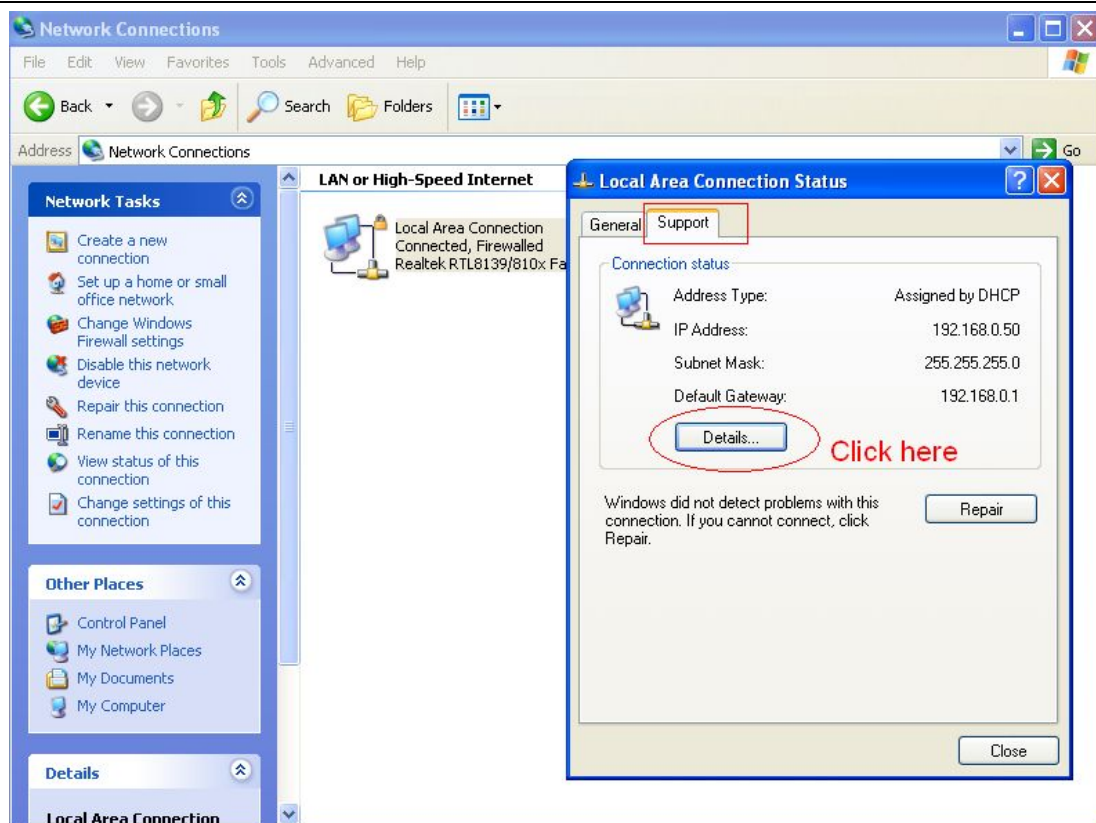
IP Address	<input type="text" value="192.168.0.109"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>
Gateway	<input type="text" value="192.168.0.1"/>
Primary DNS Server	<input type="text" value="192.168.0.1"/>
Secondary DNS Server	<input type="text" value="202.96.134.133"/>

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

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**



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

## 4.4.2 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.

**Wireless Settings**

Save Refresh

**Wireless Network List** Scan

SSID(Network Name)	Encryption	Quality
wutingjun	WPA/WPA2	■ ■ ■
dlink-chenchen2.4G	WPA/WPA2	■ ■ ■
WEILI	WPA/WPA2	■ ■ ■
TP-LINK_3B9E4E	WPA/WPA2	■ ■ ■
TPGuest_E0EE	Unencrypt	■ ■ ■
TPlink-zf	WPA/WPA2	■ ■ ■
HUAWEI-DQB	WPA/WPA2	■ ■ ■
TP-LINK_YF	WPA/W	■ ■ ■
NETGEAR95	WPA	■ ■ ■
TP-LINK_CB209C	WPA/WPA2	■ ■ ■

Pages: 4 << 1 2 3 >> Go

The maximum password length is 63, including numbers, letters and symbols ~ ! @ # % ^ \* ( ) \_ + { } : " ' < > ? ` - ; ' \ , . /

**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.

**Wireless Settings**

Save Refresh

**Wireless Network List** Scan

SSID(Network Name)	Encryption	Quality
TP-LINK_B18958	Unencrypt	■ ■ ■
TP-LINK_llyo	WPA/WPA2	■ ■ ■
maqab	WPA/WPA2	■ ■ ■
TP-LINK_YF	WPA/WPA2	■ ■ ■
Network-9F8700E207022	WPA/WPA2	■ ■ ■
<b>TP-LINK_51BAB4</b>	<b>WPA/WPA2</b>	<b>■ ■ ■</b>
TP-LINK_wyy	WPA/WPA2	■ ■ ■
wjx	Unencrypt	■ ■ ■
zhwwang_1	WEP	■ ■ ■
TP-LINK_B2637A	Unencrypt	■ ■ ■

SSID: TP-LINK\_51BAB4

Encryption: WPA/WPA2

Password:

The maximum password length is 63, including numbers, letters and symbols ~ ! @ # % ^ \* ( ) \_ + { } : " ' < > ? ` - ; ' \ , . /

---

**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 Equipment Search 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 Equipment Search 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 Equipment Search Tool, setting a static IP, and pushing OK.

Congratulations! You have set up the wireless connection of the camera successfully.

**NOTE :**

**If you fail to make a wireless connection, please refer to your seller or contact us directly for assistance.**

### 4.4.3 Soft AP Password Settings(Only C1)

For the safety of your camera, we recommend you change the Soft AP password.

Soft AP Password Settings	
<div><div></div> Save <div></div> Refresh</div>	
SSID	C1_000001
Encryption	WPA/WPA2
Password	<div>••••••••</div>
New password	<div></div>
Security Level	<div></div>
Confirm the password	<div></div>

### 4.4.4 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 ☒

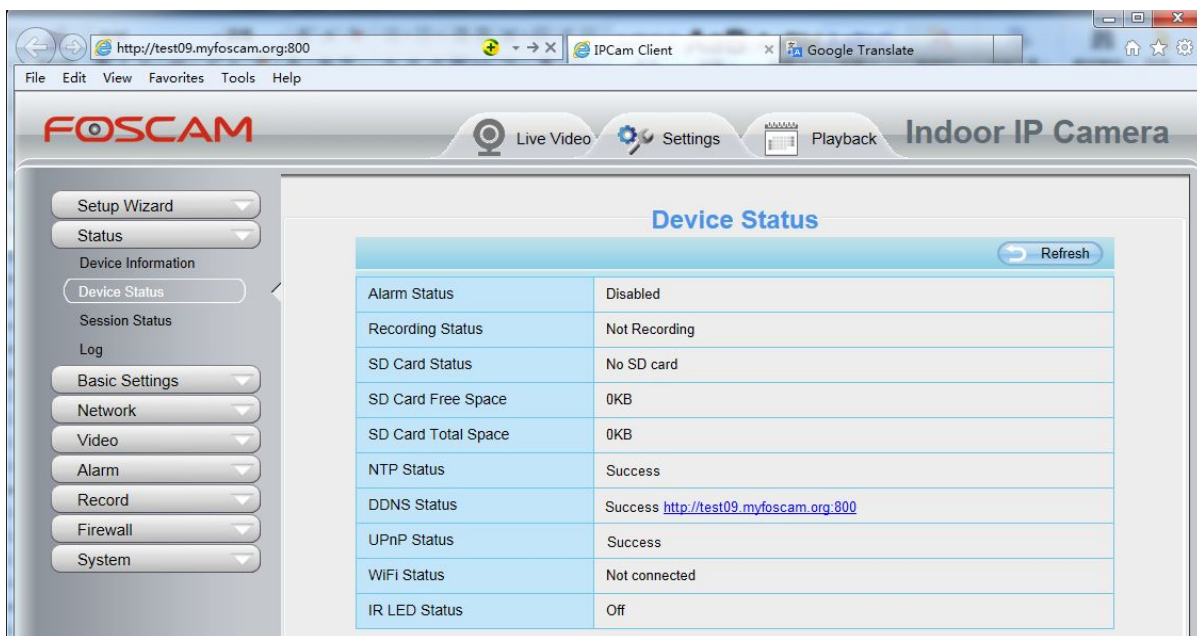
Manufacturer's DDNS

Manufacturer's DDNS	<input type="text" value="test09.myfoscam.org"/>	<input type="button" value="Restore DDNS to factory"/>
---------------------	--	--

Third Party DDNS

DDNS Server	<input type="text" value="None"/>
Domain	<input type="text"/>

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

#### 4.4.5 UPnP

Enable UPnP	<input type="text" value="Yes"/>
-------------	----------------------------------

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:

Setup Wizard	Device Status	
Status		
Device Information		
Device Status		
Session Status		
Log		
Basic Settings		
Network		
Video		
Alarm		
Record		
Firewall		
System		

Device Status		Refresh
Alarm Status	Disabled	
Recording Status	Not Recording	
SD Card Status	No SD card	
SD Card Free Space	0KB	
SD Card Total Space	0KB	
NTP Status	Success	
DDNS Status	Success <a href="http://test09.myfoscaml.org:800">http://test09.myfoscaml.org:800</a>	
UPnP Status	Success	
WiFi Status	Not connected	
IR LED Status	Off	

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.

4.4.6 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.

Port		Save	Refresh
HTTP Port	88		
HTTPS Port	443		
ONVIF Port	888		
RTSP port	554		

**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.

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

**RTSP port:** The default port is 554. The R2 does not have RTSP port.

Another way to change the HTTP port NO.

Step 1: Open the Equipment Search 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 flowing figures.

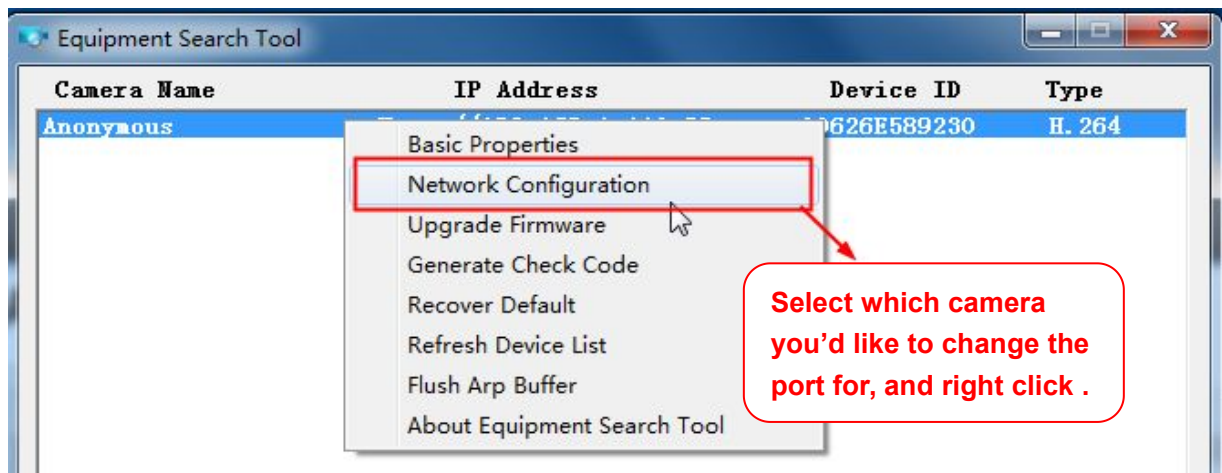


Figure 4.1

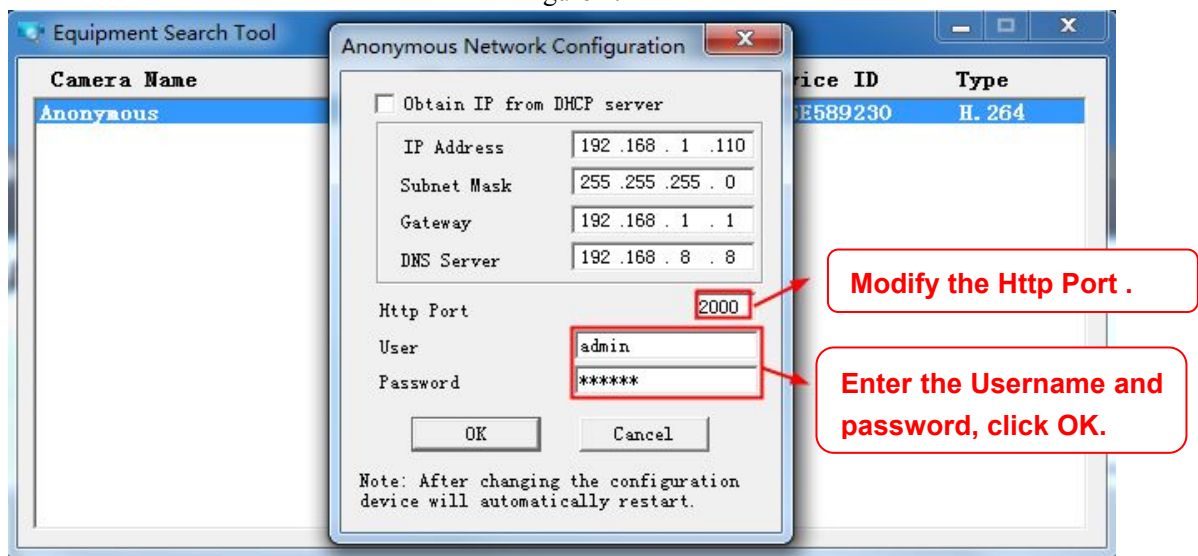


Figure 4.2

**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://192.168.1.110:2000 in Equipment Search Tool. Also, the LAN IP address is now fixed at a static IP address of http://192.168.1.110:2000. 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!

Equipment Search Tool			
Camera Name	IP Address	Device ID	Type
Anonymous	Http://192.168.1.110:2000	00626E589230	H. 264

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

#### 4.4.7 Mail Settings

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

**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.

The screenshot shows an email configuration window with the following fields and values:

- Enable:** ☒
- SMTP Server:** smtp.gmail.com
- SMTP Port:** 25
- Transport Layer Security:** STARTTLS
- Need Authentication:** Yes
- SMTP Username:** test123@mai.com
- SMTP Password:** (masked with dots)
- Sender E-mail:** test123@mai.com
- First Receiver:** test@163.com
- Second Receiver:** tset@hotmail.com
- Third Receiver:** (empty)
- Fourth Receiver:** (empty)

Below the 'Sender E-mail' field, there is a 'Test' button and a 'Success' message box with the text 'Test result.'.

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

#### 4.4.8 FTP Settings

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

<div>Save</div> <div>Refresh</div>	
FTP Server	<input type="text" value="ftp://192.168.8.150"/> Example:ftp://192.168.1.103/dir The maximum length of the address is 127, does not support the character & =
Port	<input type="text" value="21"/>
FTP Mode	<input type="text" value="PORT"/> <div>▼</div>
Username	<input type="text" value="yaocuixiang"/> The maximum length of the user name is 63, support numbers, letters and symbols _ @ \$ * - , . # !
Password	<input type="password" value="....."/> The maximum password length is 63, does not support the character & =
<div>Test</div>	<div>Success</div>

Figure a

<div>Save</div> <div>Refresh</div>	
FTP server	<input type="text" value="ftp://ftp.mgenseal.com"/> example:ftp://192.168.1.103
Port	<input type="text" value="21"/>
FTP Mode	<input type="text" value="PORT"/> <div>▼</div>
User name	<input type="text" value="deotestge"/>
Password	<input type="password" value="....."/>
<div>Test</div>	<div>Success</div>

Figure b

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

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

**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.

#### 4.4.9 P2P

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

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

**P2P**

Save
Refresh

UID
FLGTBW7YGBUV9NPMUR41

Enable P2P ☒

P2P Port
29499

Foscam App named **Foscam** on App Store and Google Play for iOS and Android devices.

#### NOTE:

If the QR code scanning is not successful, please input the UID on the bottom of the camera manually.

## 4.5 Video

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

### 4.5.1 Video Settings

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

**Video Settings**

Save
Refresh

Main stream video settings

Stream Type	HD Mode
Resolution	1080P
Bit Rate	4M
Frame Rate	
Key Frame Interval	30
Rate Control Mode	VBR

Sub stream video settings

Stream Type	HD Mode
Resolution	VGA(640*480)
Bit Rate	512K
Frame Rate	20
Key Frame Interval	15
Rate Control Mode	CBR

**Enhanced Night video Definition(Only C1):** The camera will automatically drop the frame to extend the recording time in the night.

**Stream Type:** There are four types to identify different streams you have set. If select the HD Mode, the clearer video will become, and it will take up more bandwidth; If select the Smooth Mode, the bandwidth is very narrow, and bit rate is large, that will lead to video can not play well. The Equilibrium Model is a value between HD Mode and Smooth Mode.

**Resolution:** The camera supports multiple types, For example: 960P, 720P, VGA. 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. (The maximum frame rate for each model is different, please see the “Specifications” . )

**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:** 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.

**Variable bitrate(Only C1):** Select the Bit rate type to constant or variable. If select Yes, the camera will change the video bit rate according to the situation, but will not more than the maximum parameter "Bit Rate"; If select No, the Bit Rate is unchanged.

**Rate Control Mode(Only R2, C2):** There are three rate control modes.

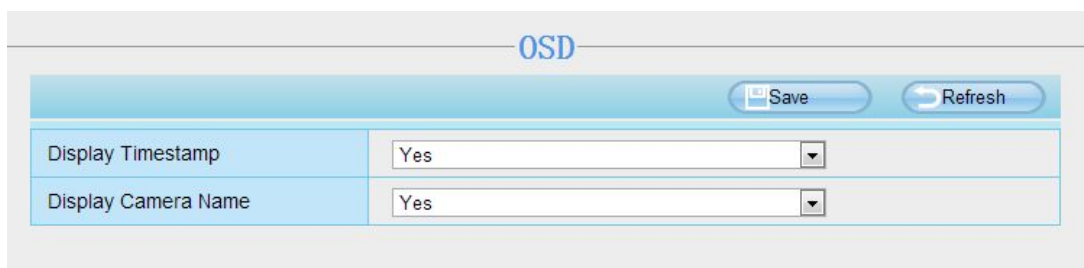
CBR: Constant Bit Rate, it means that the Bit Rate is constant.

VBR: Variable Bit Rate, the camera will change the video bit rate according to the situation, but will not more than the maximum parameter "Bit Rate".

LBR: Low Bit Rate. If you can select the LBR, then you can slide the scroll bar to choose percentage of the bit rate. By reducing the bit rate, so that the camera can obtain a better image at low bandwidth.

## 4.5.2 On Screen Display

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



OSD	
<div>Save Refresh</div>	
Display Timestamp	Yes
Display Camera Name	Yes

### 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.

## 4.5.3 Privacy Zone(Only R2, C2)

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

Save Refresh	
Allow Privacy Zone	Yes
Set Privacy Zone	

### Allow On Screen Display Mask

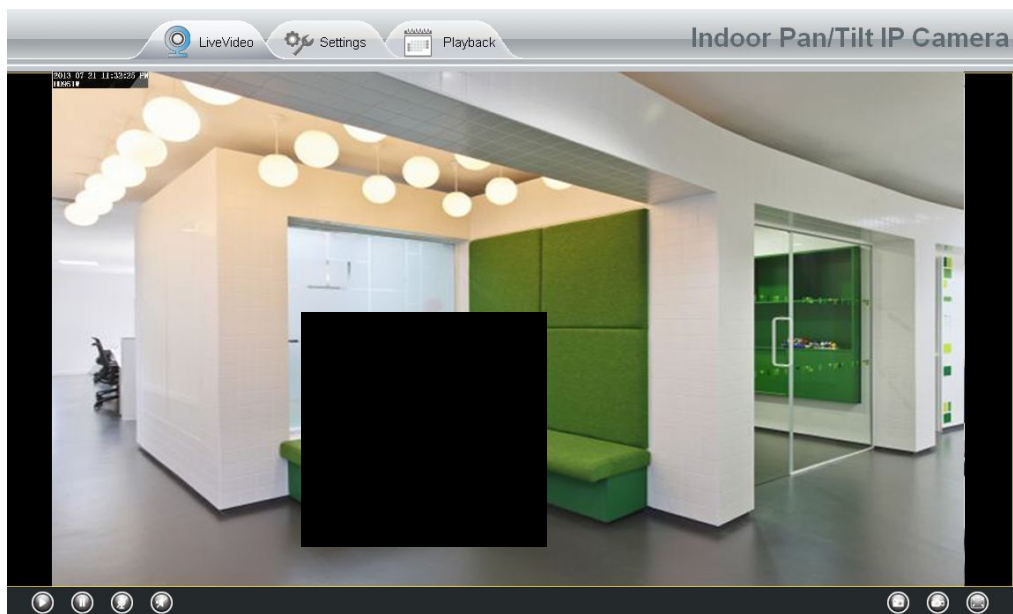
There are two options: Yes or NO. Select yes and draw up to four mask areas on the video, the mask area will be black on the video.



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:





#### 4.5.4 Snapshot Settings

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

**Snapshot Settings**

Manual snap Quality	Medium
Pictures Save To	FTP

Enable timing to capture ☒

Capture interval	2 (1-65535s)
------------------	--------------

Enable set Filename ☒

Filename	
----------	--

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

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

**Pictures Save To:** FTP or SD card. If you have done FTP and Alarm settings, when alarming, the camera will snap pictures to the FTP or SD card automatically.

If you select the FTP, you can set the file name which the picture save to (Only C1).

#### 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.

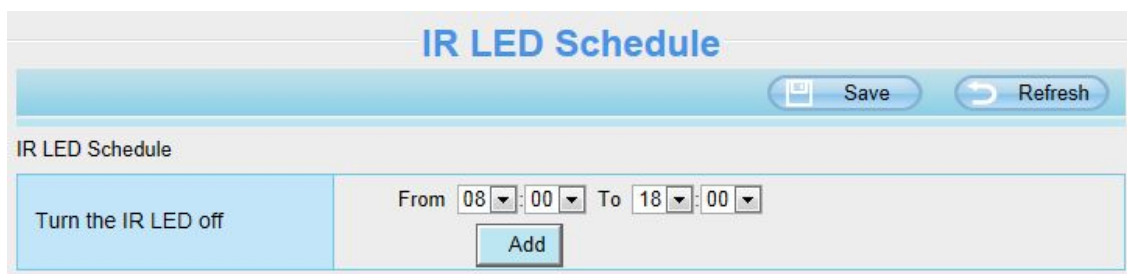
### 3 Select the capture time

- 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.

## 4.5.5 IR LED Schedule

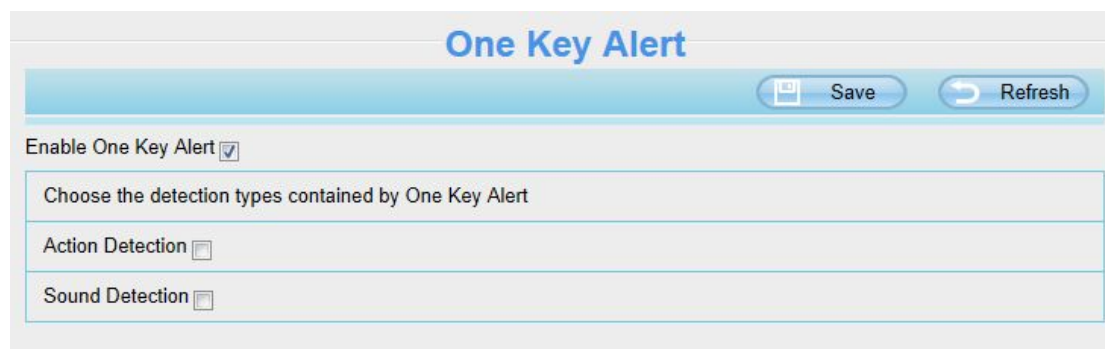
On this page you can set the schedule time for switching IR LED lights. When parameter Mode is set to the **Schedule** on the **Live Video** window, at these schedule time, the IR LED lights will be turned off.



## 4.6 Detector

### 4.6.1 One Key Alert(Only C2)

On this page, you can turn on or off the alarm function you need.



### 4.6.2 Action Detection

IP Camera supports **Action Detection Alarm**, when the people has been detected, the IP Camera will make a alarm.

**Action Detection**

Save Refresh

Enable <input checked="" type="checkbox"/>	<b>1</b>	
Sensitivity	Low	<b>2</b>
Triggered Interval	15s	<b>3</b>
Action	Camera Sound <input type="checkbox"/> PC Sound <input type="checkbox"/> Send E-mail <input checked="" type="checkbox"/> Take Snapshot <input checked="" type="checkbox"/> Time Interval 2s Please set the capture storage location in advance.(Video -> Snapshot Settings) Recording <input checked="" type="checkbox"/> Please set the video storage location in advance.(Record -> Storage Location) Push message to the phone <input checked="" type="checkbox"/>	<b>4</b>
	Set Detection Area <b>5</b>	
	Schedule <b>6</b>	
	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	

**Step 1:** Enable Action detection function.

**Step 2: Sensitivity**---- It supports five modes: Lowest, Lower, Low, Medium and High. The higher the sensitivity, the camera will be more easily alarmed. Select one motion sensitivity.

**Step 3: Trigger interval**--- The interval time between two motion detection.

**Step 4: There are some alarm indicators:**

#### A Camera Sound and PC Sound

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

#### B Send E-mail

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

#### C Take Snapshot

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

---

**Time interval:** The interval time between two pictures.

#### D Recording

If you select this checkbox, when the motion has been detected, the camera will 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.

#### E Push message to the phone

If you select this checkbox, when the motion has been detected, the camera will push the message to the phone which has been connected the camera.

#### Step 7: Set detection 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.

#### Step 8: 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.



② Specify an alarm schedule

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

		Set Detection Area																							
		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																									

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

		Set Detection Area																							
		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																									

#### Step 9: 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.

### 4.6.3 Sound alarm

The C1 does not support this feature.

When the ambient sound over a certain decibel ,the sound alarm will be triggered.



## Sound Detection

Save
Refresh

Enable ☒

Sensitivity	Low
Triggered Interval	15s
Action	<div style="display: flex; justify-content: space-between;"> <span>Camera Sound <input type="checkbox"/></span> <span>PC Sound <input type="checkbox"/></span> </div>
	Send E-mail <input checked="" type="checkbox"/>
	<div style="display: flex; justify-content: space-between;"> <span>Take Snapshot <input checked="" type="checkbox"/></span> <span>Time Interval 2s</span> </div>
	Please set the capture storage location in advance.(Video -> Snapshot Settings)
	Recording <input checked="" type="checkbox"/>
	Please set the video storage location in advance.(Record -> Storage Location)
Push message to the phone <input checked="" type="checkbox"/>	

🕒 Schedule

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																								

If the Sensitivity is set to “High”, the camera will detect the sound whose more than 55db.  
 If the Sensitivity is set to “Medium”, the camera will detect the sound whose more than 65db.  
 If the Sensitivity is set to “Low”, the camera will detect the sound whose more than 75db.  
 If the Sensitivity is set to “Lower”, the camera will detect the sound whose more than 85db.  
 If the Sensitivity is set to “Lowest”, the camera will detect the sound whose more than 95db.



## 4.7 Record

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

### 4.7.1 Storage Location

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

### Storage Location

 Save
  Refresh

Recording Location	None ▼	
Local Recording Location	c:\IPCamRecord	<input type="button" value="Browse"/> <input type="button" value="Enter the local folder"/>

Recording Location is used for alarm recordings and schedule recordings.

The local recording must be stored in local storage. The default Windows storage location is "c:\IPCamRecord". The default Mac OS storage location is "/IPCamRecord". If you modify the path on other cameras, this default storage location will be modified accordingly.

**Recording Location** : SD card or FTP. **Make sure the SD card has been inserted into the camera.** On this page, you can see the available space of the SD card.

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

**Enter the local folder:** Click here, You can enter the local storage folder.

## 4.7.2 Alarm Recording

### Alarm Recording

 Save
  Refresh

Enable Pre-Record ☒

Pre-recorded Time	2s ▼
Alarm Recording Time	30s ▼

## 4.7.3 Local Alarm Recording

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

### Local Alarm Recording

 Save
  Refresh

Enable Local Alarm Recording ☒

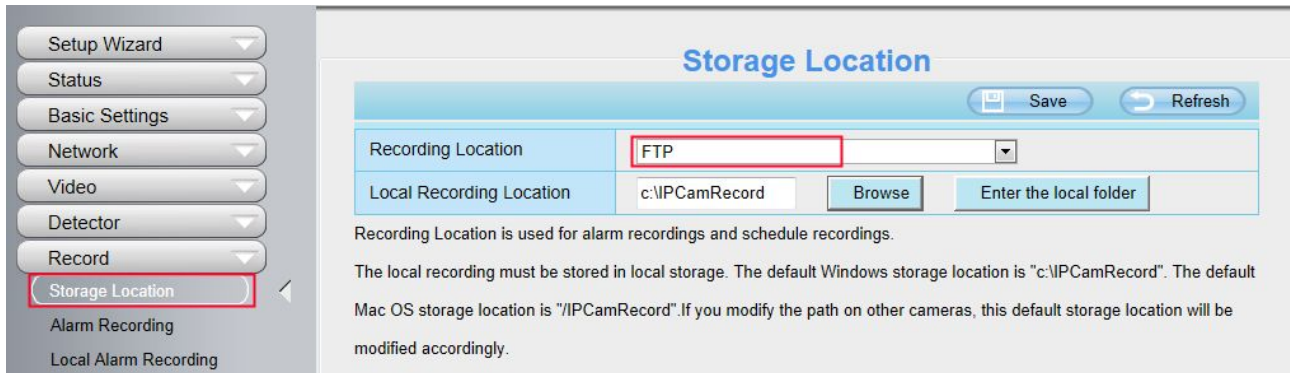
Local Alarm Recording Time	30s ▼
----------------------------	-------



## 4.7.4 Schedule Recording

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

When the parameter **Recording Location** is set **SD Card** on the **Storage Location** page, you can configure parameters as shown in follow figure.



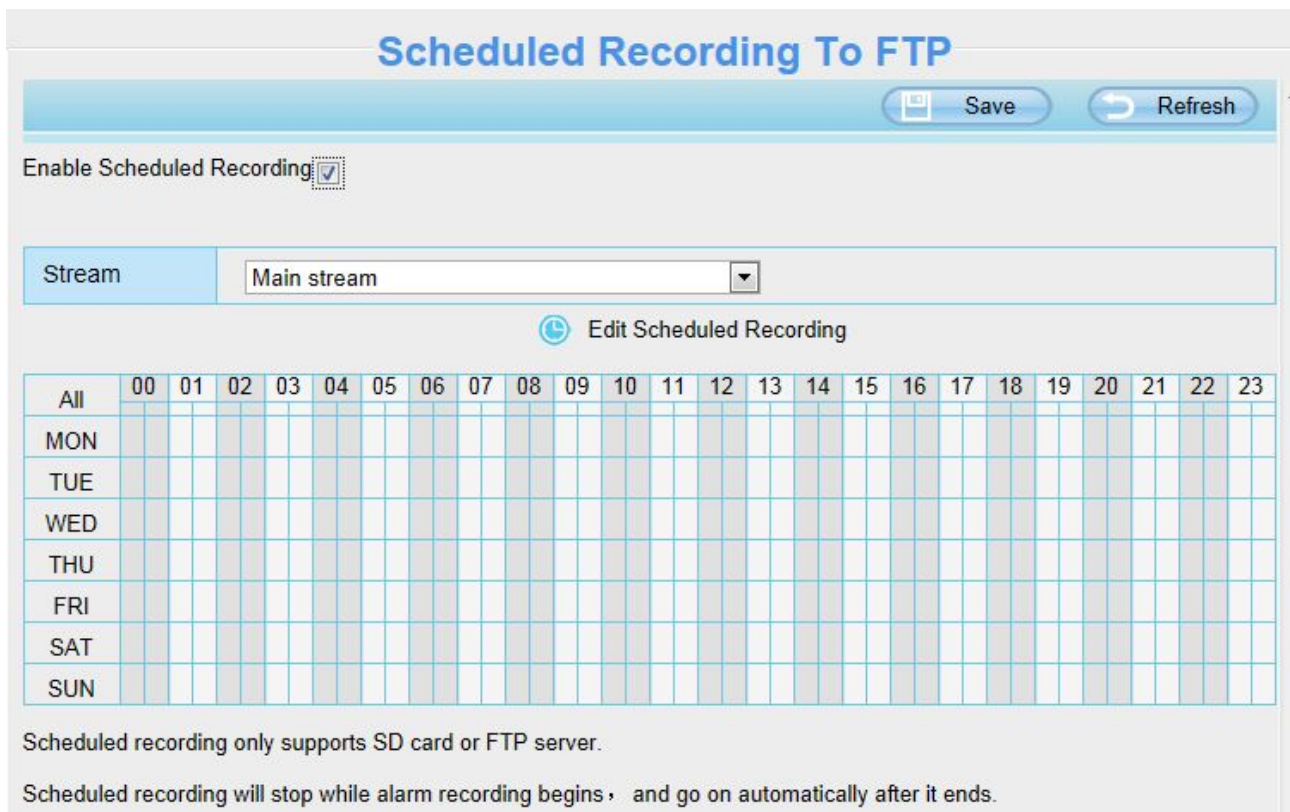
**Storage Location**

Recording Location: FTP

Local Recording Location: c:\IPCamRecord

Recording Location is used for alarm recordings and schedule recordings.

The local recording must be stored in local storage. The default Windows storage location is "c:\IPCamRecord". The default Mac OS storage location is "/IPCamRecord". If you modify the path on other cameras, this default storage location will be modified accordingly.



**Scheduled Recording To FTP**

Enable Scheduled Recording: ☒

Stream: Main stream

Edit Scheduled Recording

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

Scheduled recording only supports SD card or FTP server.

Scheduled recording will stop while alarm recording begins, and go on automatically after it ends.

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

When the parameter **Recording Location** is set **SD Card** on the **Storage Location** page, you can configure parameters as shown in follow figure.

Setup Wizard

Status

Basic Settings

Network

Video

Detector

Record

Storage Location

Alarm Recording

Local Alarm Recording

Scheduled Recording

## Storage Location

Save

Refresh

Recording Location	SD card	788.3 MB / 7.4 GB
Local Recording Location	c:\IPCamRecord	<div>Browse</div> <div>Enter the local folder</div>

Recording Location is used for alarm recordings and schedule recordings.

The local recording must be stored in local storage. The default Windows storage location is "c:\IPCamRecord". The default Mac OS storage location is "/IPCamRecord". If you modify the path on other cameras, this default storage location will be modified accordingly.

## Scheduled Recording To SD Card

Save

Refresh

Enable Scheduled Recording ☒

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																								
SAT																								
SUN																								

Scheduled recording only supports SD card or FTP server.

**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.
- 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 "Alarm" about editing the time of recording Schedule.

## 4.7.5 SD Card Management

This camera supports SD Card. 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.

SD Card Management	
SD Card Status	SD card
SD Card Free Space	1.1GB
SD Card Total Space	7.4GB

Note: SD card management is only effective when access the IPC in LAN

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.

**SD Card Management:** After click the button, you should enter the username and password of the camera. Then you can manage the recording files of the camera in the SD card. The SD card management is only effective when access the camera in LAN.

**Format(except C1):** Click the button, you can format the SD card. Note that this will delete all files on the SD card.

## 4.8 PTZ(Only R2)

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

### 4.8.1 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.

There are three zoom speed types: fast, normal, slow.

**Pan & Tilt Speed**

Pan & Tilt Speed	Normal
Zoom speed	Fast

Save Refresh

## 4.8.2 Cruise Settings

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

Cruise Settings	
Cruise Mode	Cruise time
Cruise time	15 Minute
Save	
Cruise Tracks	Vertical
Add Delete Save	
<b>Preset point</b>	<b>Cruise track</b>
TopMost	Preset point Dwell time
BottomMost	TopMost 0 Sec
LeftMost	BottomMost 0 Sec
RightMost	
Add Delete Up Down	

### Setting the Cruise Mode

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

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

**Cruise Loops:** Select **Cruise Loops** from **Cruise Mode** drop-down, you can set the **Cruise Loops** of the camera.

Click **Save** to take effect.

Cruise Mode	Cruise time
Cruise time	15 Minute
Save	

Cruise Mode	Cruise Loops
Cruise Loops	loops
Save	

### 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.

The screenshot shows the 'Cruise Settings' window. At the top, there's a 'Refresh' button. Below it, a table for 'Cruise Mode' and 'Cruise time' (set to 15 Minute) with a 'Save' button. The 'Cruise Tracks' section has a text input field containing 'test', with 'OK' and 'Cancel' buttons. A note below states: 'The maximum length of name is 20, supports English, numbers, letters and symbols \_ -'. Below this, there are two panels. The left panel, 'Preset point', lists 'TopMost', 'BottomMost', 'LeftMost' (highlighted in green), and 'RightMost'. A red box around 'LeftMost' has an arrow pointing to it with the text '1 Select one preset point.' The right panel, 'Cruise track', shows a table with 'Preset point' and 'Dwell time'. It contains 'BottomMost' with '1 Sec' and 'LeftMost' with '2 Sec' (highlighted in green). A red box around the 'LeftMost' row has an arrow pointing to it with the text 'Here you can see the preset point has been added to one track. And you can set the stay time.' Between the panels, there are 'Add', 'Delete', and 'Down' buttons. A red box around the 'Add' button has an arrow pointing to it with the text '2 Click Add button.' A red box around the 'test' input field has an arrow pointing to it with the text 'The new added track name.'

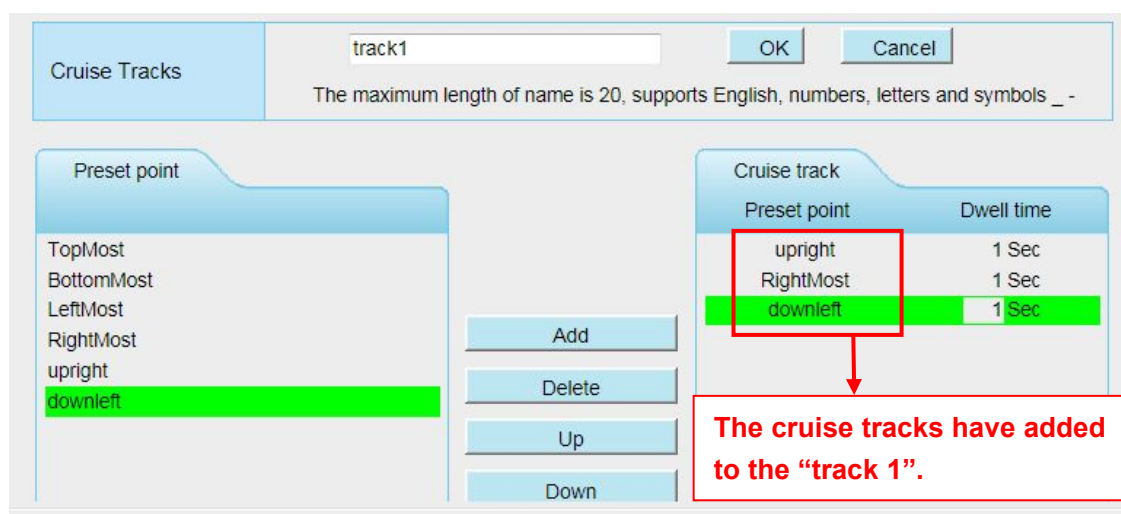
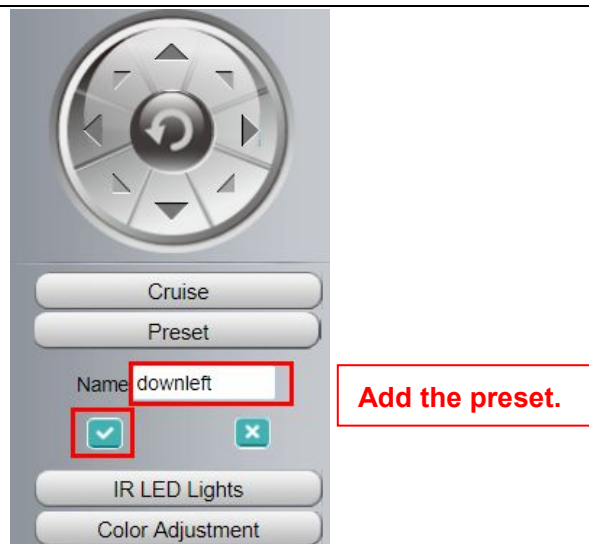
**Thirdly:** Click **OK** button and the cruise track will take effect.

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 down left.

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

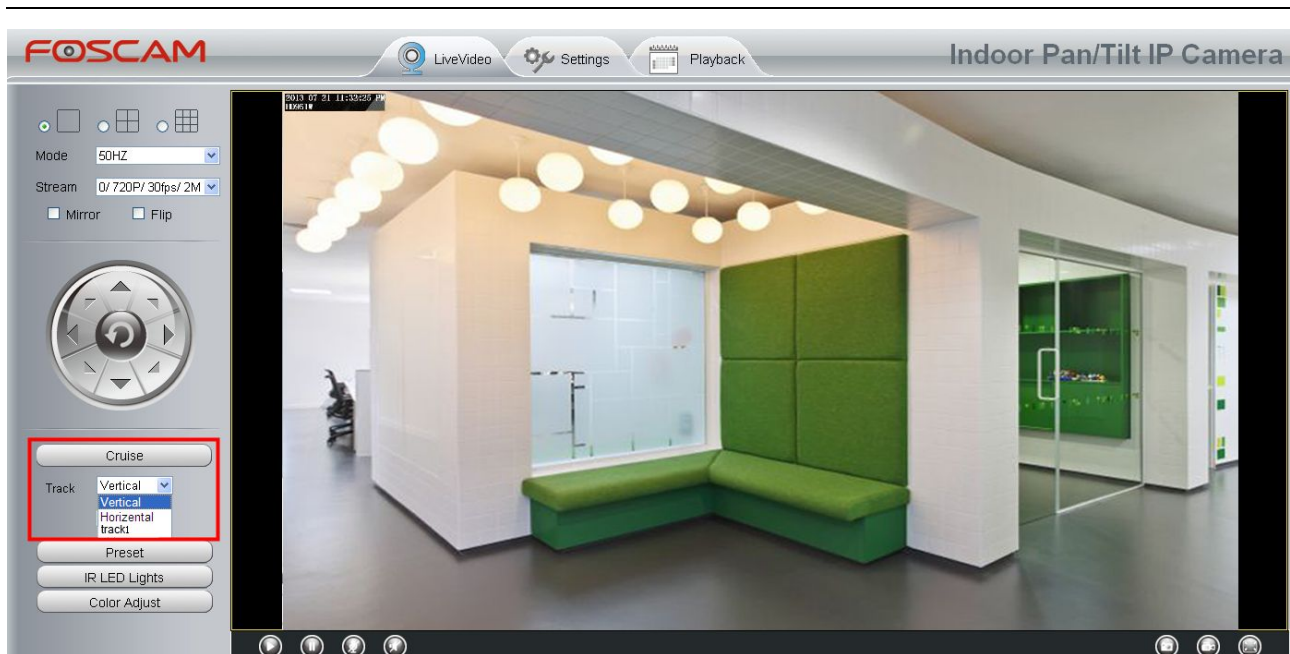




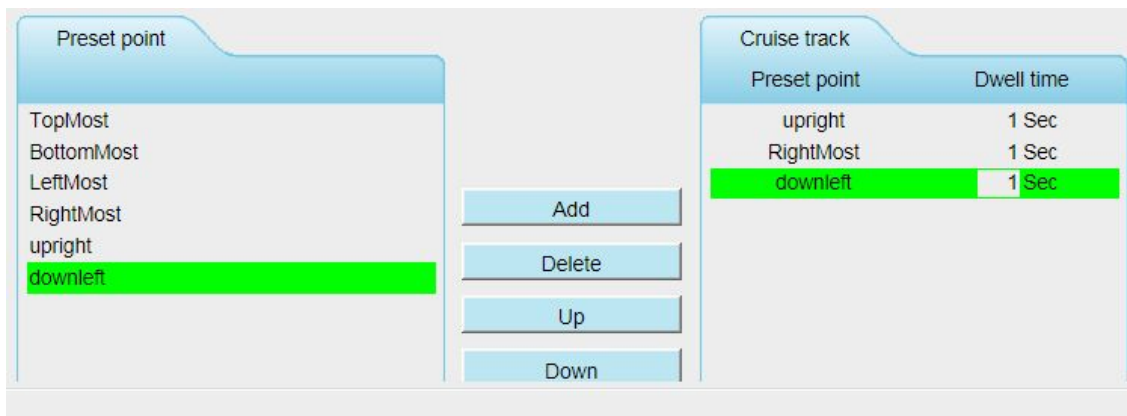
After add the cruise track, back to the surveillance window, click Cruise, her you can see all cruise tracks you have added.

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





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.



**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.

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

**Go to 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.

## Start-Up Options

Save
Refresh

Start-Up Option	<div style="border: 1px solid #ccc; padding: 2px;">Go To Home Position</div> <div style="text-align: right; border: 1px solid #ccc; width: 20px; height: 20px; margin-top: -1px; border-radius: 50%;"></div>
-----------------	--

Note: The cruise and preset function will be not available in case starts without self-test

## 4.9 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**.

Save
Refresh

Enable Firewall ☒

IP Filtering	<div style="border: 1px solid #ccc; padding: 2px;">Block access from these IP addresses</div> <div style="border: 1px solid #ccc; padding: 2px; margin-top: -1px;"> Block access from these IP addresses  Only allow access from these IP addresses </div>
--------------	--

IP Address #1	
IP Address #2	
IP Address #3	
IP Address #4	
IP Address #5	
IP Address #6	
IP Address #7	
IP Address #8	

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.

## 4.10 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.

### 4.10.1 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.

Settings can be restored by uploading the backup file.

Path:

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.

## 4.10.2 System Upgrade

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

**System Upgrade**

Current Firmware Version: 2.52.1.29

Result

Your camera will reboot during the firmware upgrade.

Do you want to open or save C1.zip (6.88 MB) from www.foscam.com?    x

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

Click **Browse**, choose the correct bin file and then click **System upgrade**.

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

System Upgrade

Download the latest firmware

Browse...

Current Firmware Version: 2.52.1.29

Result

System Upgrade

Your camera will reboot during the firmware upgrade.

## 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.

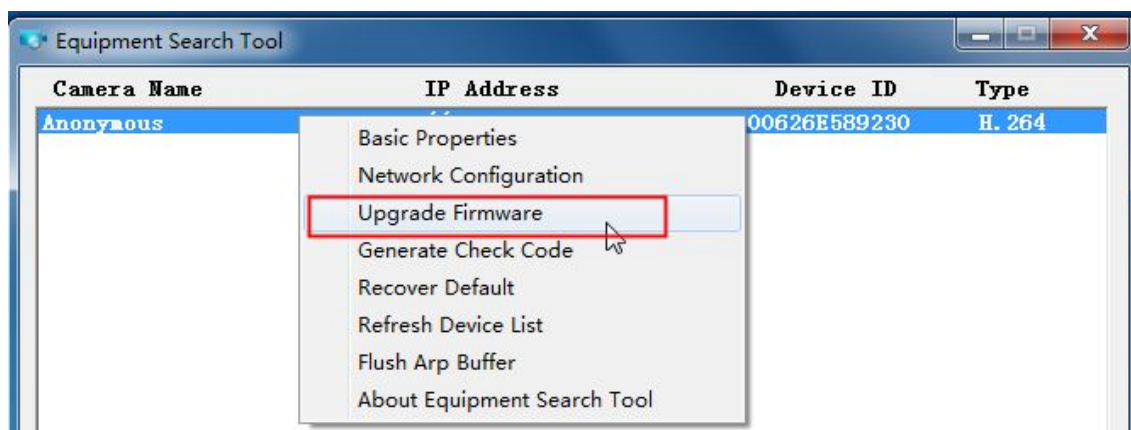
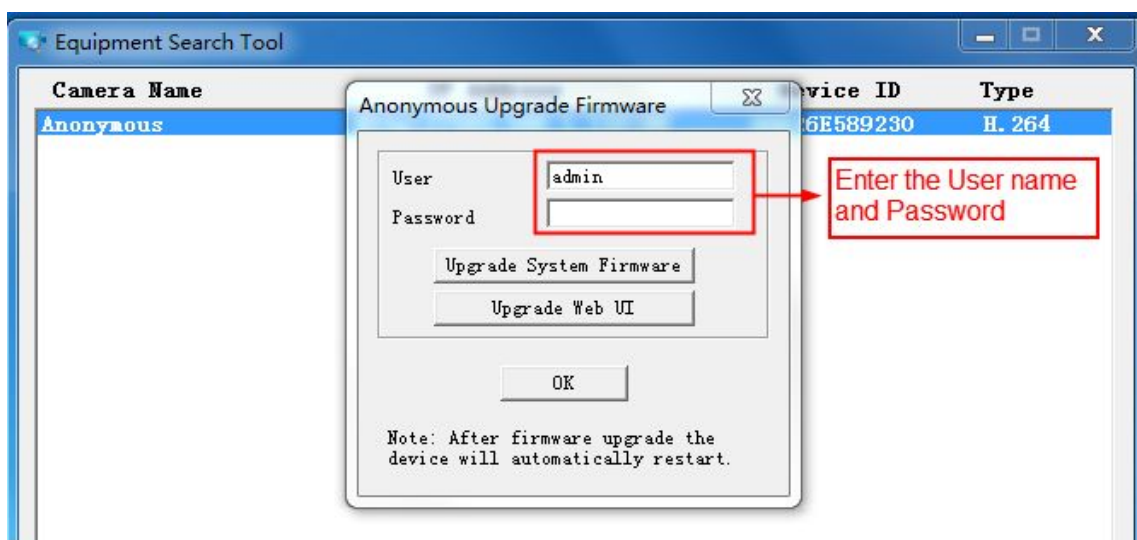


Figure 4.3



**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.

## NOTES:

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

### 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.

The screenshot shows a web interface titled "Patch Installation". It contains a text input field with a "Browse..." button next to it, and an "Install Patch" button. Below these is an "Uninstall Patch" button. A "Result" label is followed by an empty text box. At the bottom, a message states: "Your camera will reboot when you install/uninstall patch."

### 4.10.4 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.

The screenshot shows a web interface titled "Factory Reset". It features a "Factory Reset" button and a text box containing the instruction: "Click this button to reset the camera to factory default."

### 4.10.5 Reboot

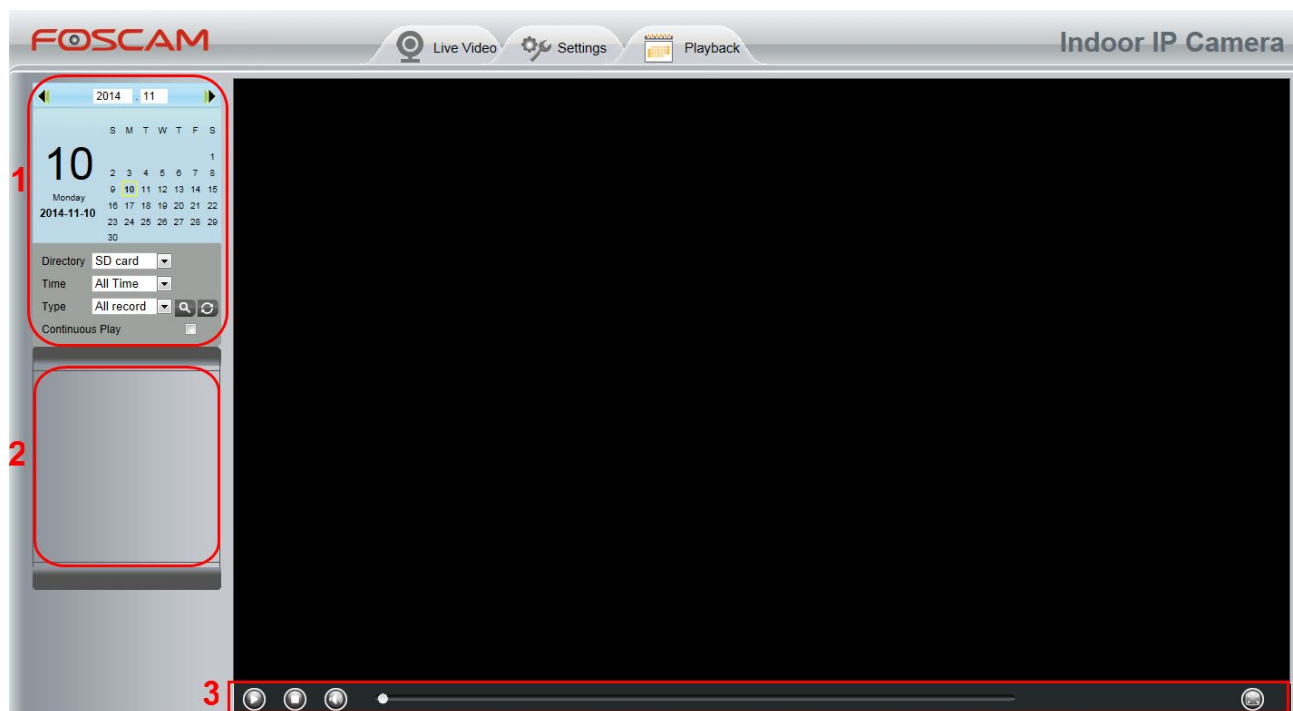
Click Reboot System to reboot the camera. This is similar to unplugging the power to the camera.

The screenshot shows a web interface titled "Reboot". It includes a "Reboot" button and a text box that says: "Click this button to reboot your camera." Below this, there is a section for "Enable Periodic Maintenance" with a checked checkbox. To the right are "Save" and "Refresh" buttons. At the bottom, there is a "Period" label and a dropdown menu currently set to "A Week".

Enable Periodic Maintenance(except for C1):You can choose the reboot period of the camera.

# 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.

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

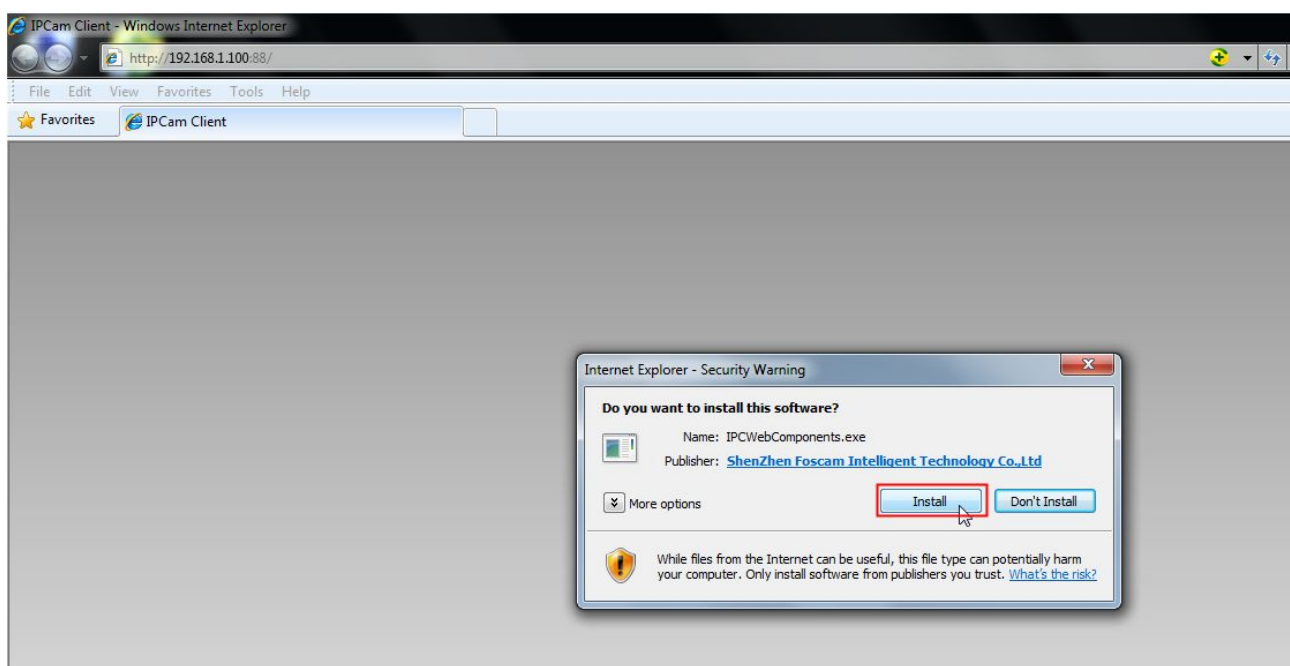


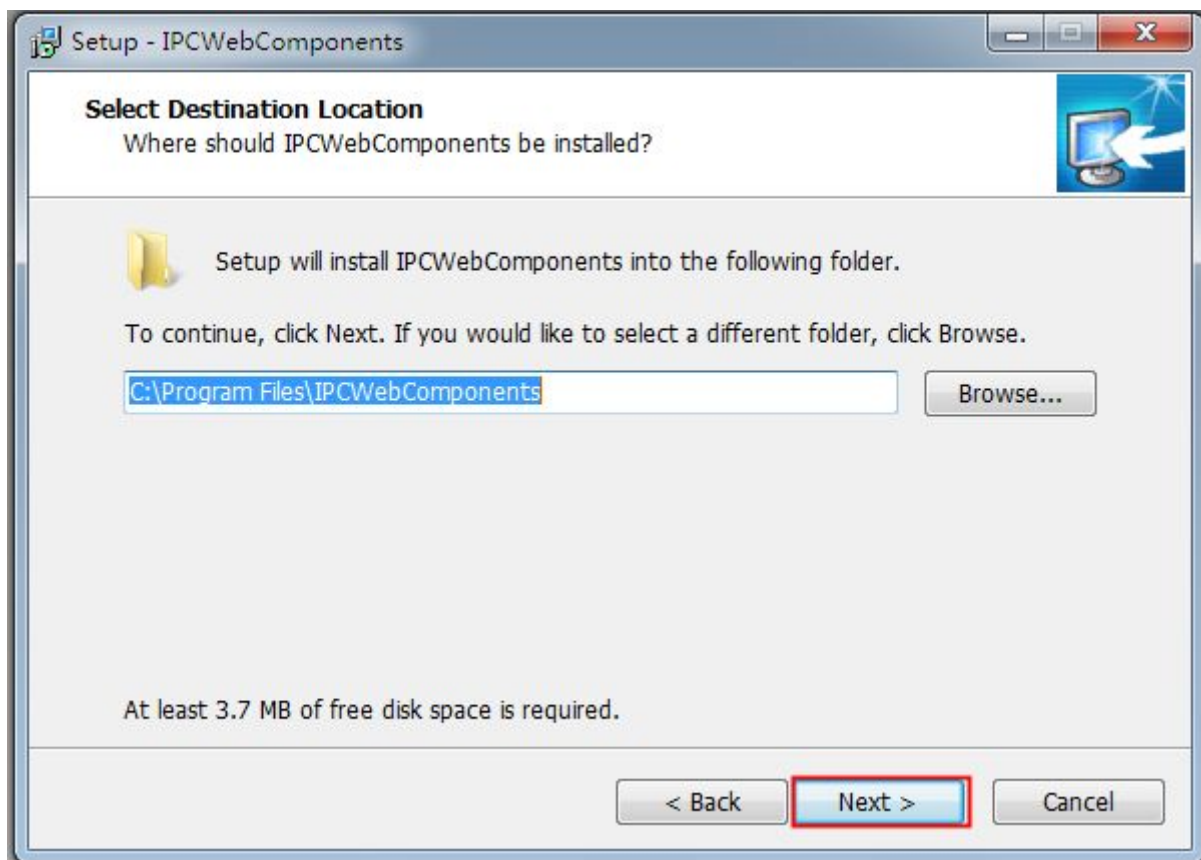
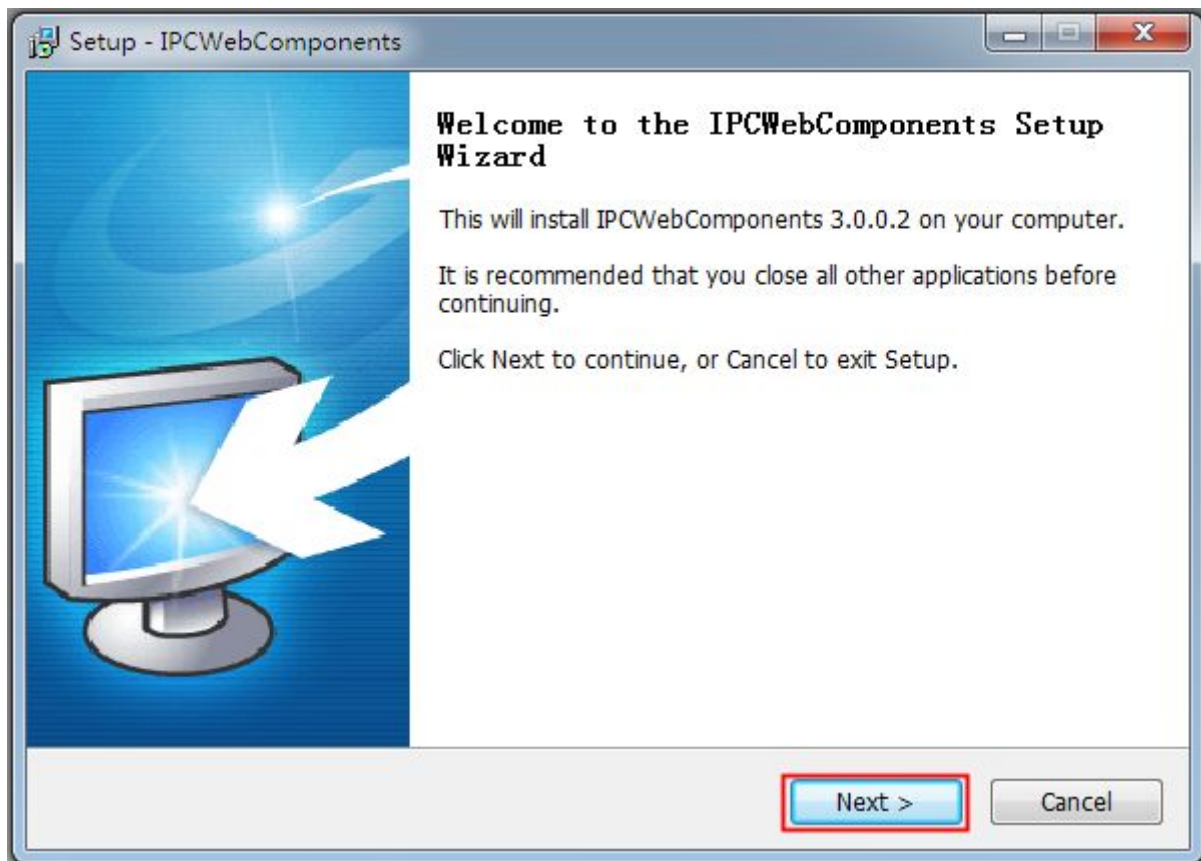
Click this button to make full screen, and double click left mouse to exit full screen.

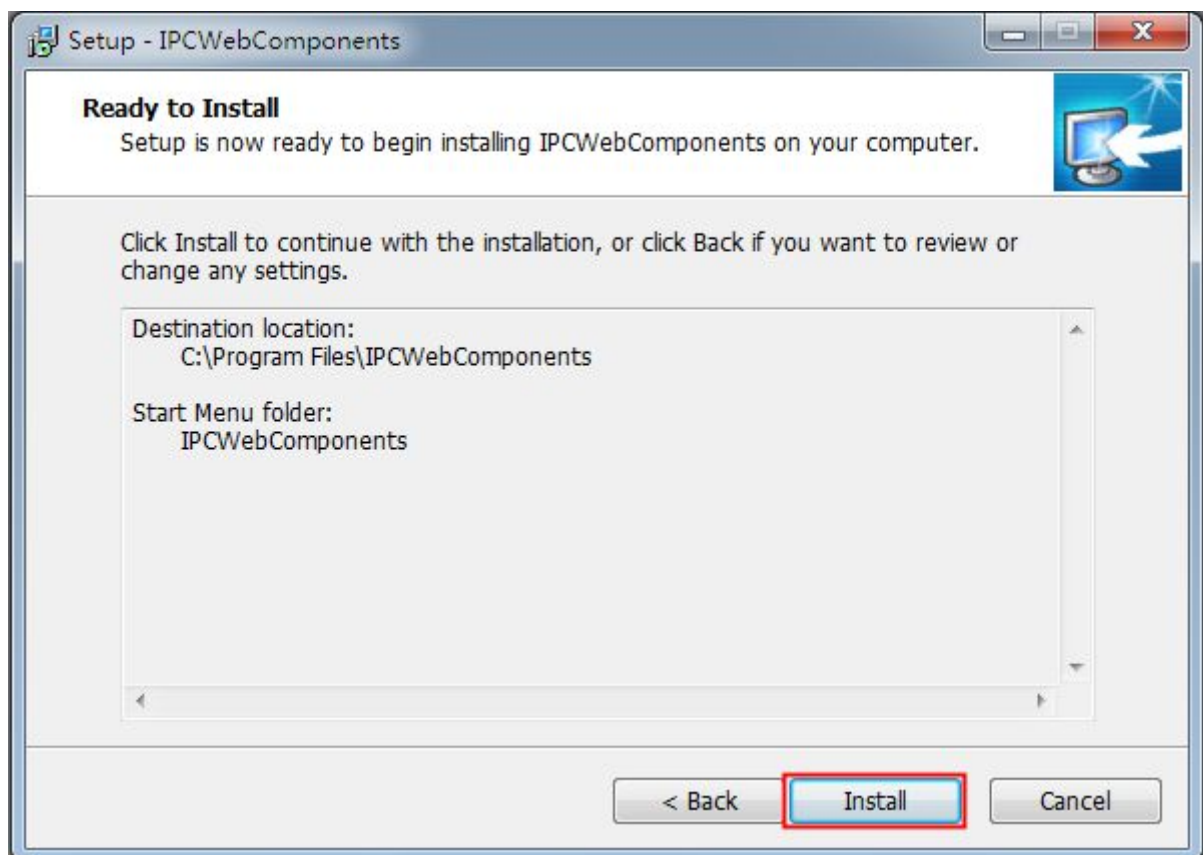
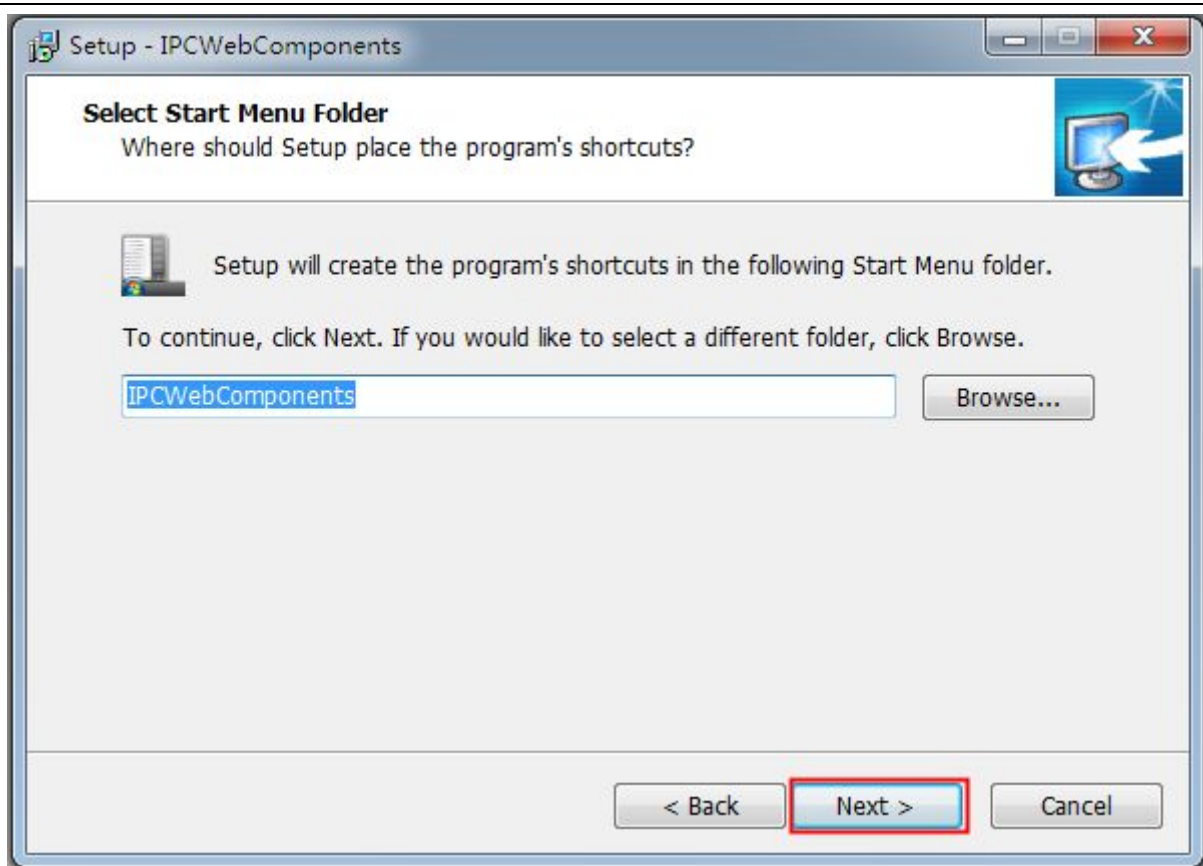
# 6 Appendix

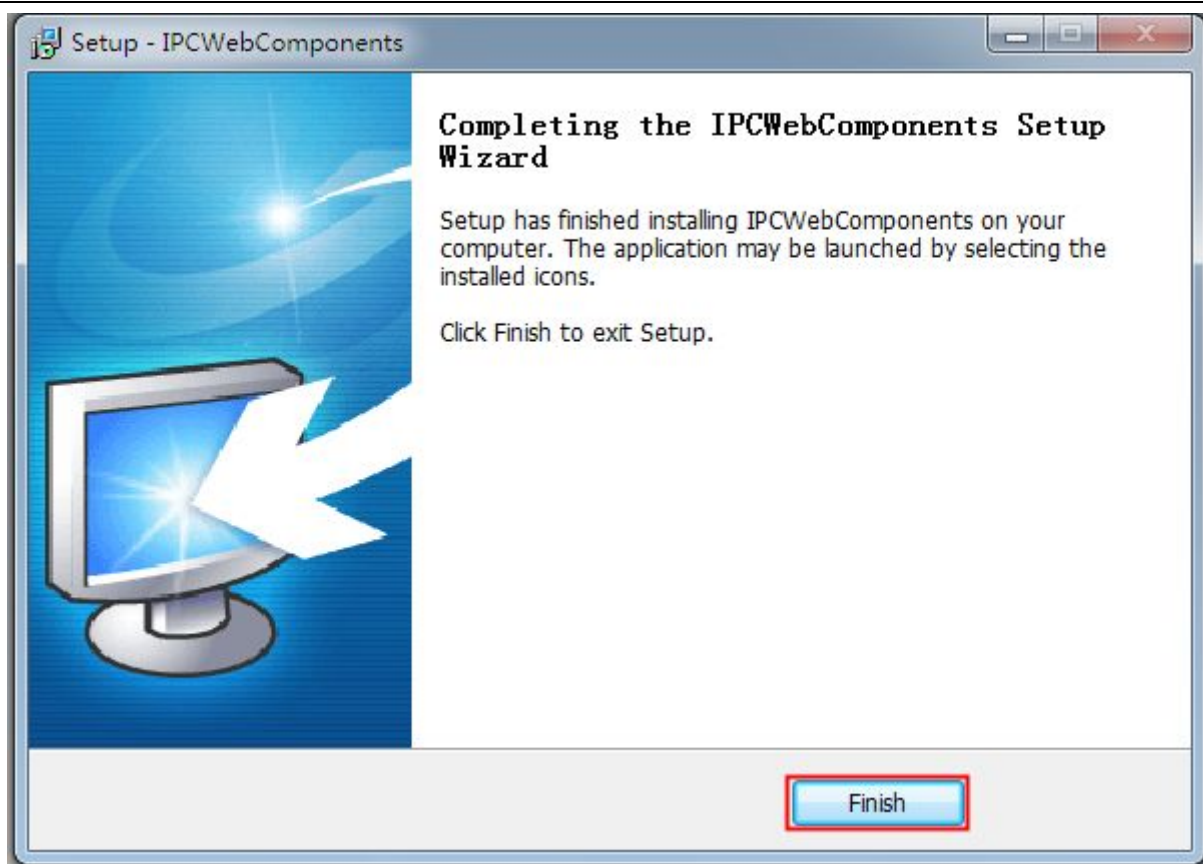
## 6.1 Frequently Asked Questions

### 6.1.1 Install the add-on of Firefox browser, Google Chrome and IE Chrome.

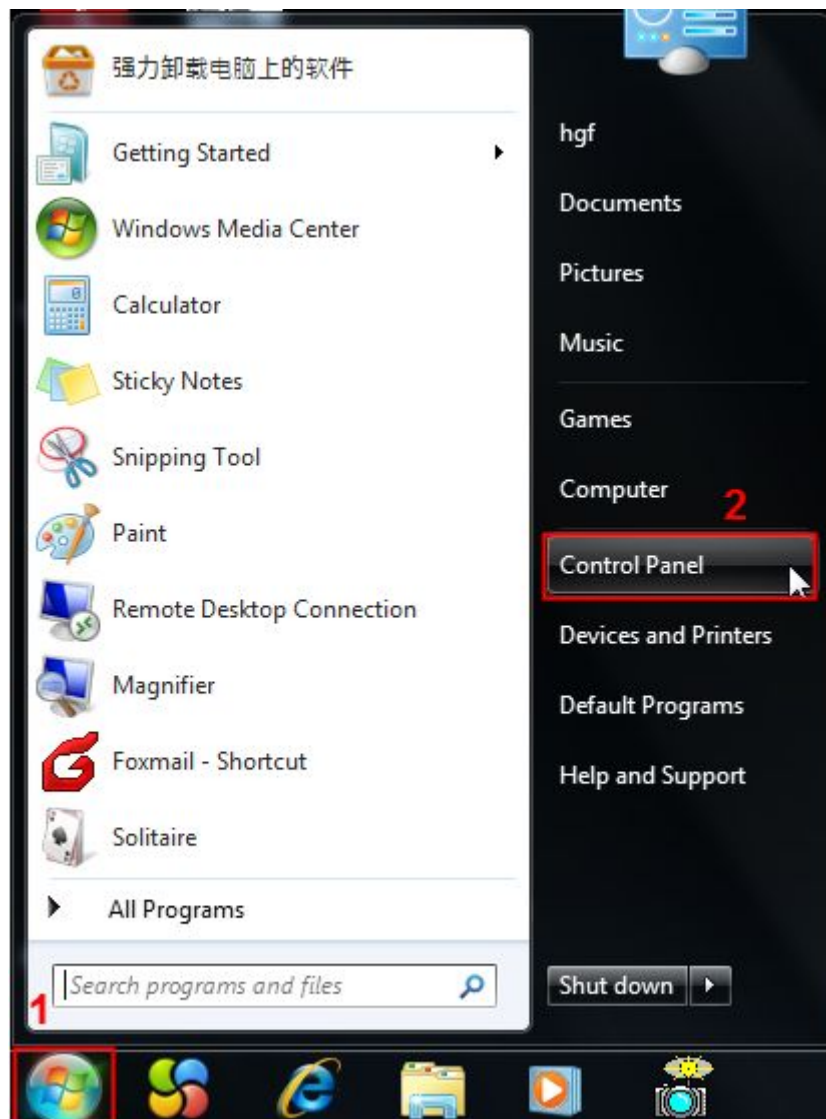




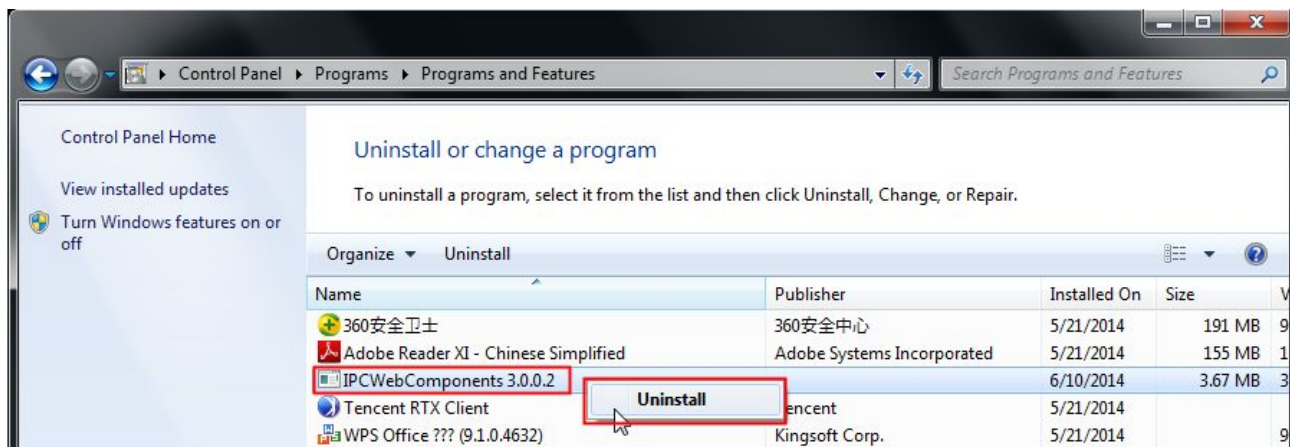




### 6.1.2 Uninstall the add-on of Firefox browser, Google Chrome and IE Chrome.







### 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 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**→**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.

### 6.1.6 No Pictures Problems

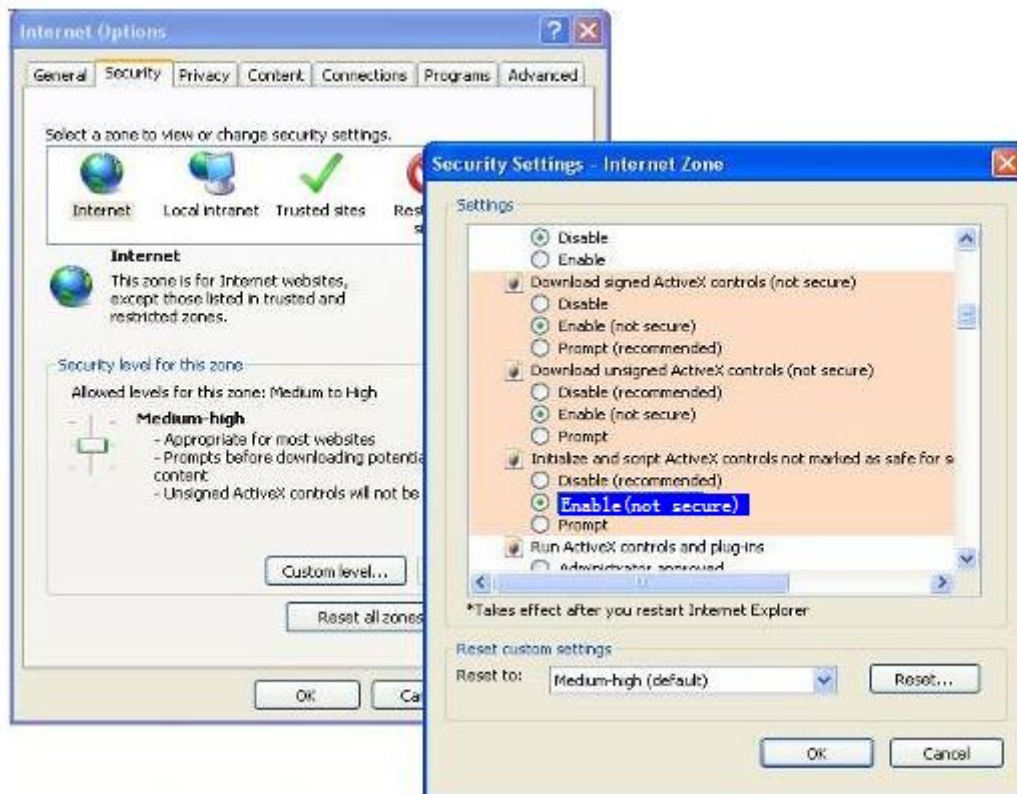
The video streaming is transmitted by the ActiveX controller. If ActiveX controller isn't installed correctly you will see no video image. You can resolve this problem by this way:

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**



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.

Port	
HTTP Port	88
HTTPS Port	443
ONVIF Port	888
RTSP port	554

**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.

### 6.1.10 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		C1
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1280 x 720 (1Megapixels)
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:2.8mm
	Aperture	F2.4
	Diagonal angle of view	115°
	Horizontal view angle	100°
Video	Image Compression	H.264
	Image Frame Rate	25fps (VGA) , 23fps (720P) , 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
	manual Pan/Tilt Angle	Horizontal:350° & Vertical: 180°
	Night visibility	11pcs IR-LEDs, night vision range up to 8 metres
Audio	Input/Output	Supports two-way audio Built-in Mic & Speaker
	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
	WPS	Supports EZLink wireless setup

	Network Protocol	IP、TCP、UDP、HTTP、HTTPS、SMTP、FTP、DHCP、DDNS、UPnP、RTSP、WPS
	Remote Access	P2P, DDNS
<b>System Requirements</b>	Operating System	Microsoft Windows XP, Vista, 7, 8; Mac OS iOS、Android
	Browser	Microsoft IE8 and above version or compatible browser; Mozilla Firefox; Google Chrome; Apple Safari.
<b>Other Features</b>	Motion Detection	Alarm via E-Mail, upload alarm snapshot to FTP
	PIR	Infrared human body sensor
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Storage	32G Micro SD card, local and FTP storage
	Reset	Reset button is available
<b>Power</b>	Power Supply	DC 5V/1.0A
	Power Consumption	4.5W (Max)
<b>Physical</b>	Dimension(LxWxH)	70*70*120mm
	Net Weight	170g
<b>Environment</b>	Operating Temperature	-10°C ~ 50° (14°F ~ 122°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temperature	-20°C ~ 60° (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
<b>Certification</b>	CE, FCC, RoHS	
<b>Warranty</b>	Limited 2-year warranty	

ITEMS		R2
<b>Image Sensor</b>	Sensor Type	1/3" CMOS
	Display Resolution	1920 x 1080 (2.0 Megapixels)
	Frame Rate	30fps
	Min. Illumination	0 Lux (With IR Illuminator)
<b>Lens</b>	Lens Type	f:2.8mm,F:2.6
	Angle of View	Horizontal:90° Diagonal :110°
	Night Vision	13pcs IR-LEDs, night vision range up to 8 metres
<b>Video</b>	Image Compression	H.264
	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
	manual Pan/Tilt Angle	Horizontal:300° & Vertical: 100°
	Night visibility	13pcs IR-LEDs, night vision range up to 8 metres
<b>Audio</b>	Input/Output	Supports two-way audio Built-in Mic & Speaker
	Audio Compression	PCM/G.726
<b>Network</b>	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
	Wireless Setup	Supports EZLink wireless setup
	Network Protocol	IP、TCP、UDP、HTTP、HTTPS、SMTP、FTP、DHCP、DDNS、UPnP、RTSP、WPS、ONVIF
	Remote Access	P2P, DDNS
<b>System Requirements</b>	Operating System	Microsoft Windows XP, 7, 8;Mac OS;iOS、Android
	Browser	IE8 and above version;Firefox;Chrome;Safari.
<b>Other Features</b>	Motion Detection	Alarm via E-Mail, upload alarm snapshot to FTP
	HDR	Improve image clarity in complex scenario
	Magic Zoom	Picture zoom function
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Storage	64G Micro SD card, local and FTP storage
	Reset	Reset button is available
<b>Power</b>	Power Supply	DC 5V/2.0A
	Power Consumption	<6W
<b>Physical</b>	Dimension(mm)	74(L)×74(W)×119(H)
	Net Weight	290g
<b>Environment</b>	Operating Temperature	-10°C ~ 50° (14°F ~ 122°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temperature	-20°C ~ 60° (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
<b>Certification</b>	CE, FCC, RoHS	
<b>Warranty</b>	Limited 2-year warranty	

ITEMS		C2
Image Sensor	Sensor Type	1/3" CMOS
	Display Resolution	1920 x 1080 (2.0 Megapixels)
	Frame Rate	30fps
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	f:2.8mm,F:2.6
	Angle of View	Horizontal:110° Diagonal :120°
Video	Image Compression	H.264
	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
	Manual Pan/Tilt Angle	Horizontal:360° & Vertical: 180°
	Night visibility	High performance IR-LEDs, night vision range up to 8 metres
Audio	Input/Output	Supports two-way audio Built-in Mic & Speaker
	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
	Wireless Setup	Supports EZLink wireless setup
	Network Protocol	IP、TCP、UDP、HTTP、HTTPS、SMTP、FTP、DHCP、DDNS、UPnP、RTSP、WPS、ONVIF
	Remote Access	P2P, DDNS
System Requirements	Operating System	Microsoft Windows XP, 7, 8;Mac OS;iOS、Android
	Browser	IE8 and above version;Firefox;Chrome;Safari.
Other Features	Motion Detection	Alarm via E-Mail, upload alarm snapshot to FTP
	HDR	Improve image clarity in complex scenario
	Magic Zoom	a Magic digital zoom rivaled Optical zoom
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering



	Storage	64G Micro SD card, local and FTP storage
	Reset	Reset button is available
<b>Power</b>	Power Supply	DC 5V/1.0A
	Power Consumption	4.8W (Max)
<b>Physical</b>	Dimension(mm)	70*70*120mm
	Net Weight	160g
<b>Environment</b>	Operating Temperature	-10°C ~ 50° (14°F ~ 122°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temperature	-20°C ~ 60° (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
<b>Certification</b>	CE, FCC, RoHS	
<b>Warranty</b>	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



**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.

This equipment has been tested and found to comply with the limits for a Class B 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 installation manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is like 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.

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

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

#### CE Mark Warning



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

## 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)

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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, source, 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**

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- 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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## **6.6 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.

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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.

## 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](mailto:tech@foscam.com)



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