

# ***User Manual***

## **Your Home is More Secure, Now**

VD1 · Foscam 4MP Video Doorbell **NEW**

2K Resolution / Face Detection / Two-way Audio  
Dual-Band Wi-Fi / Wide Viewing Angle 170°

Free 7-Day Foscam Cloud for 3 months

Compatible with the existing mechanical chime  
and digital chime



## **Light up Your Home**

FC1 · Foscam 4MP Floodlight Camera **NEW**

4MP Resolution / Dual-Band Wi-Fi / IP65 Waterproof

Human Detection / Floodlight brightness  
& PIR Detection up to 2600lum



## **Light Where You Need It**

S41 · Foscam 4MP Spotlight Camera **NEW**

4MP Resolution / Color Night Vision / Dual-Band Wi-Fi

Human Detection / IP66 Waterproof  
& PIR Detection



**FOSCAM**<sup>®</sup>  
home security

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# 1 Security Warning

1. Please change the password of your camera regularly, using a combination of numbers, letters and special characters.
2. We recommend that you regularly update your camera to the latest available software and firmware versions to help ensure the best experience for your camera.

## 2 Overview

FOSCAM IP Camera is an integrated wireless IP Camera with a color CMOS sensor which enable to view in Full 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, 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 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.

FOSCAM offers the most comprehensive central management software video management system, it is a new tool for PC. It does not require plug-ins and is compatible with Windows & Mac, it supports all Foscam HD cameras and up to 36 cameras at the same time, as well as recording, playback, and alarm management with efficient control.

### 2.1 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 Setup Guide to avoid damage due to faulty assembly and installation. It also ensures the product is used properly as intended.

### 2.2 Micro-SD Card

This camera supports Micro SD Card.

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

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

# 3 Access the IP Camera in Foscam App

## 3.1 Download and install the Foscam APP

Scan the QR code below to download and install the Foscam APP



To ensure a smoother video experience on your smart phone, it is recommended that your smart phone meet the following specifications:

iOS: version 11 or higher.

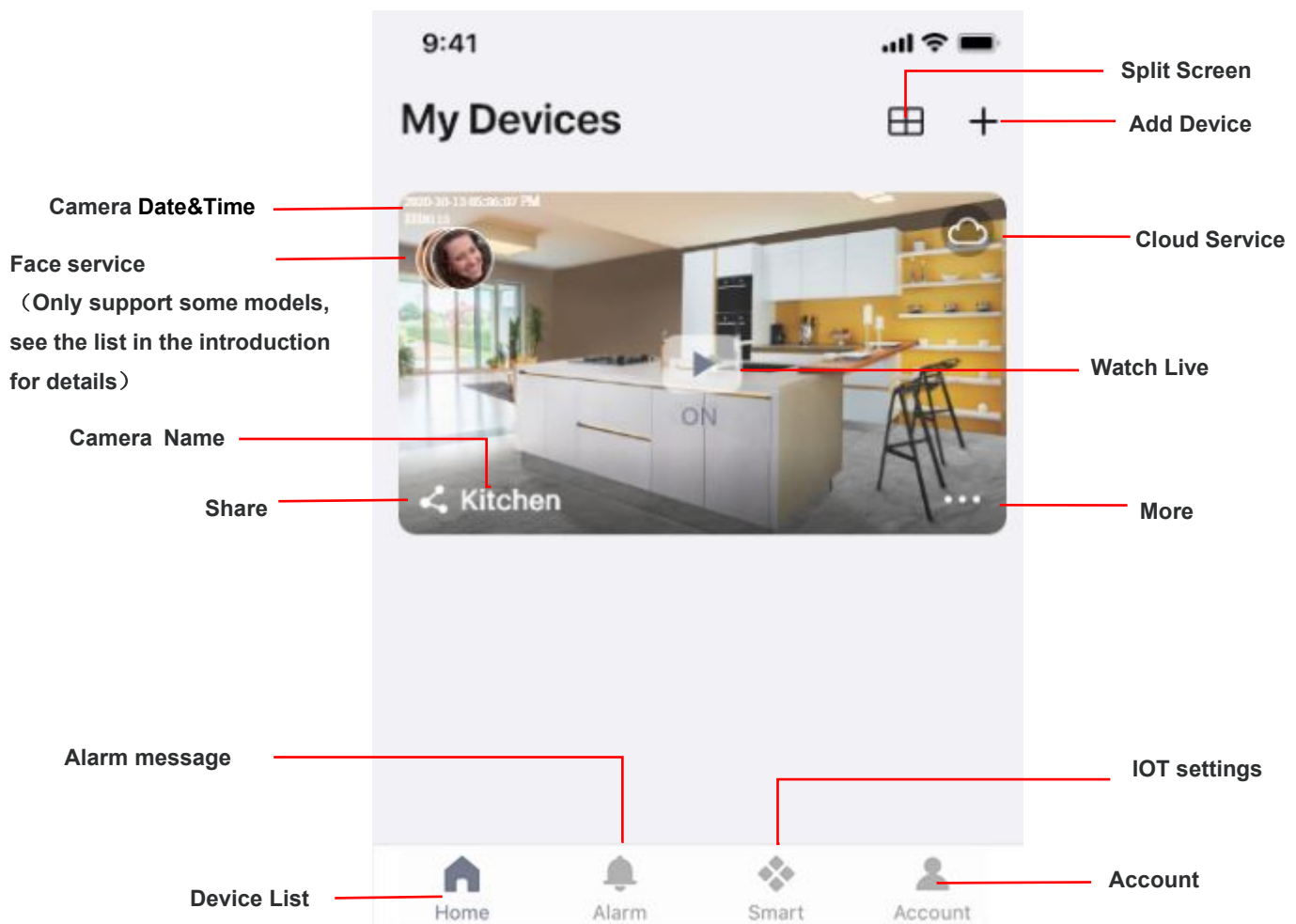
Android: 4.1 or higher, using a device with a Graphics Processing Unit (GPU).

**Note:** For the best experience, please update the APP to the latest version!

**Camera Setup Steps:** Please refer to the Quick Setup Guide.

## 3.2 Foscam APP Surveillance Window

When you launch the Foscam App, the devices page displays.





**Camera Name:** A camera name which is displayed in the Foscam Cloud Service.



You can rename your camera's name by tap Live  > Camera Settings  > Camera Info .

**OSD:** Including camera name and camera time, camera name can not be renamed but camera time can be in synchronized with the phone.

**Sync Time:** Tap Live  > Camera Settings  > Sync Time .

**Camera Date&Time:** You can Sync Time, tap Live  > Camera Settings  > Advanced Settings > Sync Time.

**Face service (Only supports U.S. region) :** face service is the intelligent classification of the face captured by your camera alarm detection through AI algorithm. (Applicable models: R2C, R2M, R4M, R4S, R2, R4, VD1, DBW5, X2, C2, C2, FI9901EP, FI9926P, P2, P4)

**Share:** You can share the camera with your family or other users to watch, tap Live  > Camera Settings  > Share Camera > Family or Invite.

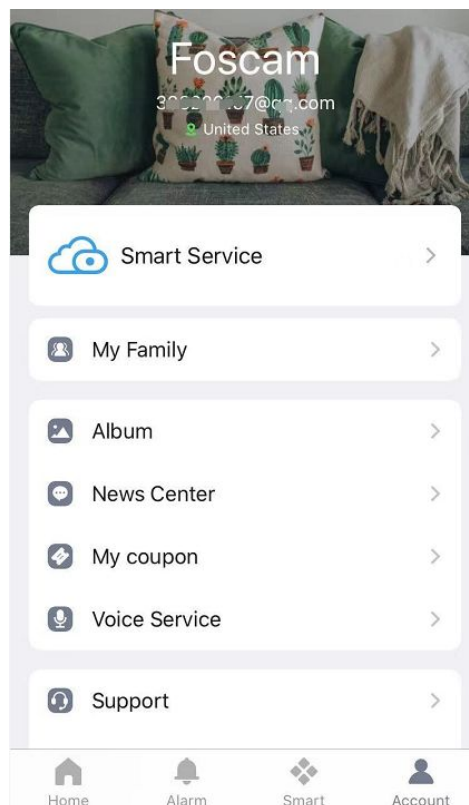
**Cloud Service:** Foscam Cloud can save every alarm detection videos in the cloud, and you can review every event anywhere, any time.


**Alarm message:** You can find the alarm message from here

**Device List:** You can find out how many devices have been added to the current account from here.


**IOT settings:** Set smart rules for IOT here

**Account:** you can set and view account-related information.




**More:** Click  the button to enter the more options page of the camera, Album, Alarm Settings, Playback, Notification, Sleep Mode, Settings.

**Add Device:** Please refer to the **Quick Setup Guide**.

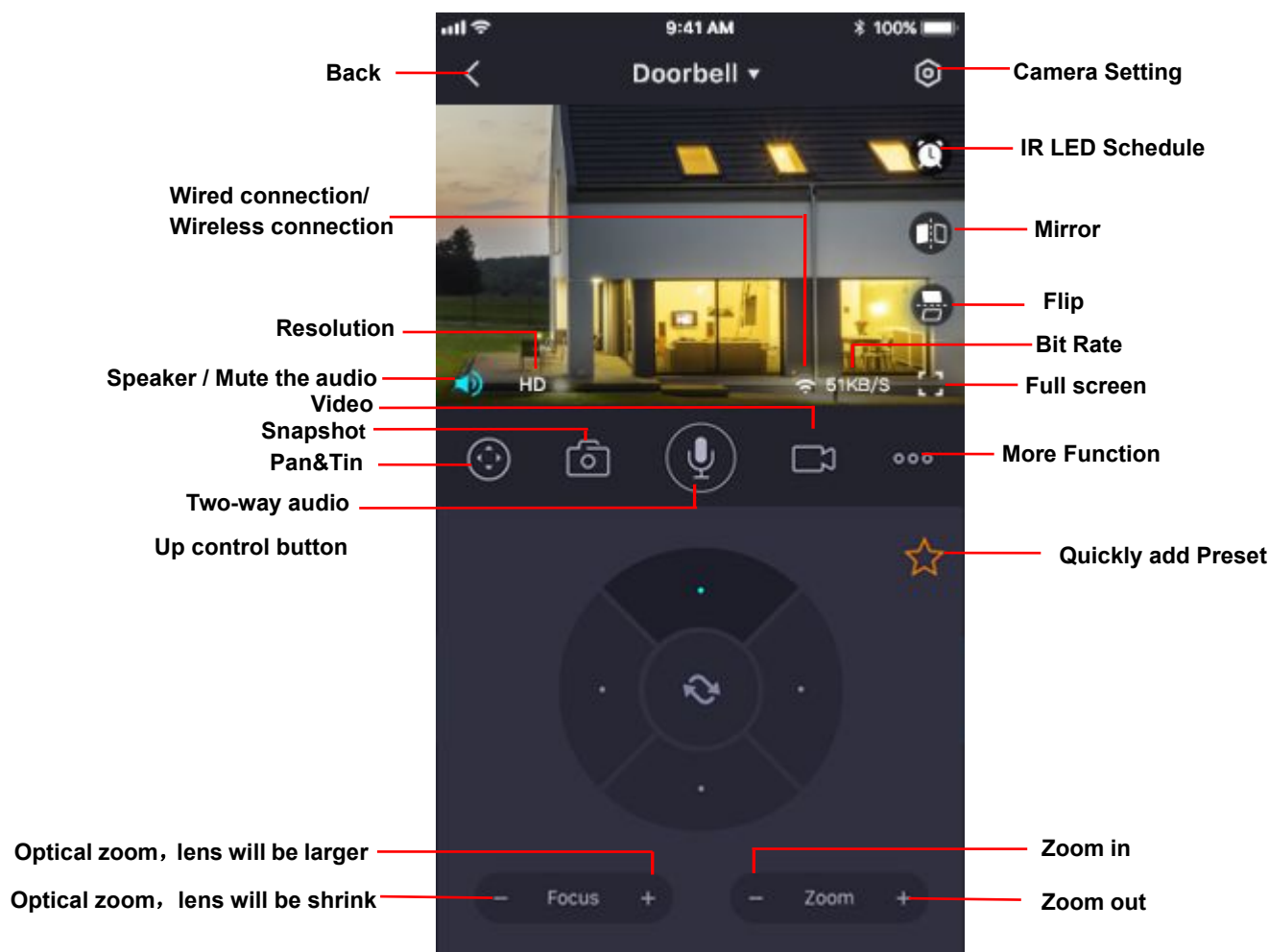
**Split Screen:** Click  button, you can watch the live interface of 4 devices.



## 3.2 Watch Live

Tap **Live**  to view and listen to a live video





**Back:** To stop viewing and listening to the live feed, tap the **Back**.

**Resolution:** There are three types to identify different streams you have set. If select the QHD Mode, the clearer video will become, and it will take up more bandwidth; If select the HD Mode, the video will not be as clear as QHD Mode, and it will take up less bandwidth. The FHD Model is a value between FHD Mode and SD Mode.

**Resolution:** 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.

On this screen, you can listen to a live stream, record clips, take a snapshot, activate two-way talk or full screen.

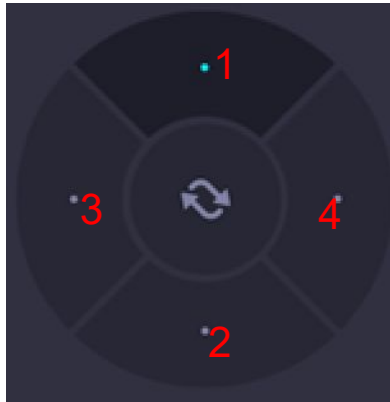
If you want to catch the smaller details, pinch and drag any image as you do with photos on your smart phone.

**Speaker / Mute the audio:** Here you can see if there is a Speaker or muted.

**Video:** Click this button to start the recording function.

**Snapshot:** Click this button to Snapshot the image.

**Pan&Tin:** Click this button to PT control (Only those with PT have this function, such as: R2M, R2C, R4M, R4S, FI9926P, X2, D4Z, SD2, SD2X, HT2, VZ4, R3 waiting for PT function)



1----- Up control button,  
3-----Left control button,

2-----Down control button,  
4-----Right control button

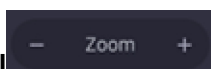




Click this button and go to center



Quickly add Preset, Click this button to quickly add to favorite presets.

#### Zoom Control



Device Support 4x zoom feature, 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.

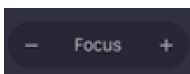




Zoom in the camera's lens.



Zoom out the camera' lens.

#### Focus Control (Only supported by FI9928P D4Z VZ4 SD2 SD4 HT2 SD2X)



If the device support Auto Focus feature, 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.

**Two-way audio:** Press and hold this button to enable microphone intercom.

**Date:** Show date, Display the date, you can select the date through “<” or “>”button.

**Timeline:** If you have purchased cloud service, you can click the timeline to watch the storage video at the corresponding time on the cloud.



**Camera Setting:** Click this button to set more.

**IR LED Schedule:** On this page, you can enable/disable the IR LED, and set the IR auto switch or you can schedule it.

Auto: As default, the IR-Cut auto switch is ON, it means that the IR LED will be OFF during 9:00~18:00, and the IR LED will be ON at the other time.

Day: it means that the IR LED will be OFF all the time.

Night: it means that the IR LED will be ON all the time.

Schedule: You can schedule the time to turn the IR LED OFF/ON.

**Mirror:** You can flip the image horizontally with this button.

**Flip:** You can flip the image vertical with this button (Except for doorbell).

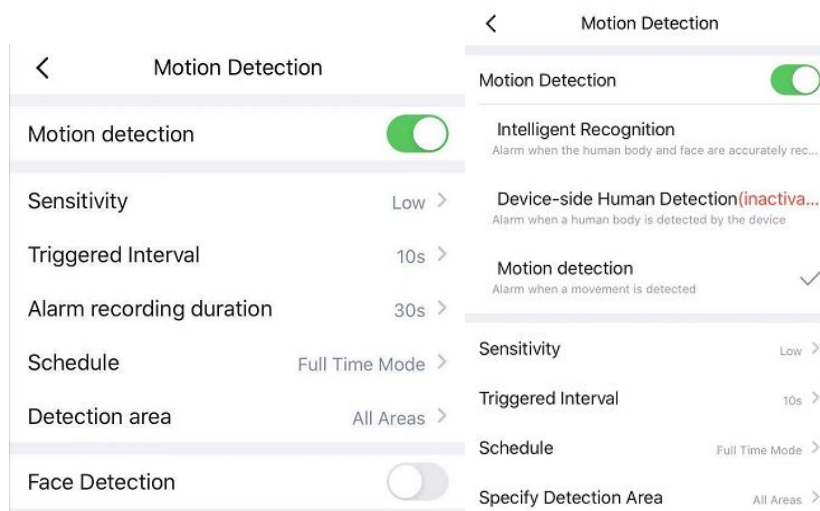
**Wired connection / Wireless connection:** You can use this to see whether the current camera is in a wired or wireless connection.(The pure wireless model does not have a wired connection, E.g. R3 X1 X2 X4)

**Bit Rate:** You can see the current connection bit rate.

**Full screen:** Click this full screen button, you can live in full screen.

**More Function:** Here you can set Motion Detection and Sound Detection.

**Note:** Motion Detection and Human Detection (The doorbell is face Detection) cannot be turned on at the same time.Human detection requires manual activation, this feature is free.

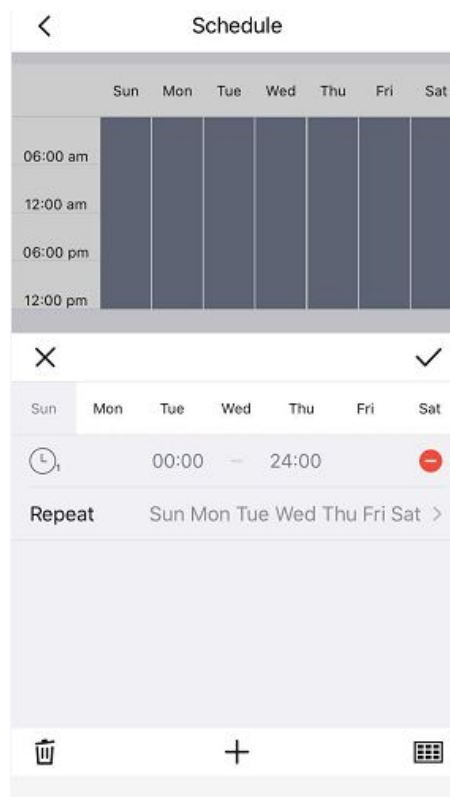


**Motion Detection:**To enable motion detection, follow the steps below:

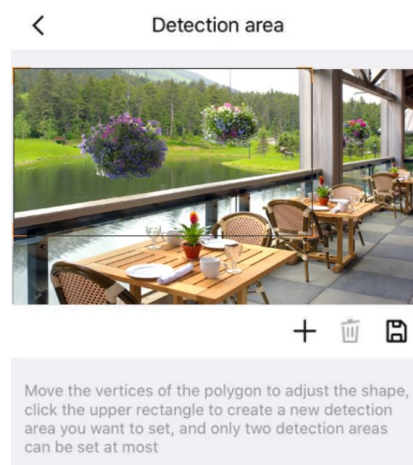
- 1 Enable Motion Detection button
- 2 Sensitivity---- It supports three modes: Low, Middle and High. The higher the sensitivity, the camera will be more easily alarmed. Select one motion sensitivity.
- 3 Triggered Interval----The interval time between two motion detection. Here supports 5s/6s/7s/8s/9s/10s/11s/12s/13s/14s/15s. Select one interval time.
- 4 Alarm recording duration---- The recording time of the alarm. Here supports 10s/30s/60s/120s.

Select a recording time.

- 5 Schedule: Click the rectangle in the day of the week, and the corresponding time setting will be selected. For example, click "Sun", the time "00:00~24:00" will be set in "Sun", which means that when there is an object moving in the detection area, the APP will receive the camera's Motion alarm Push messages.



- 6 Detection area: Drag the selection box to select the alarm area, click back to pop up Save or Cancel, select save.

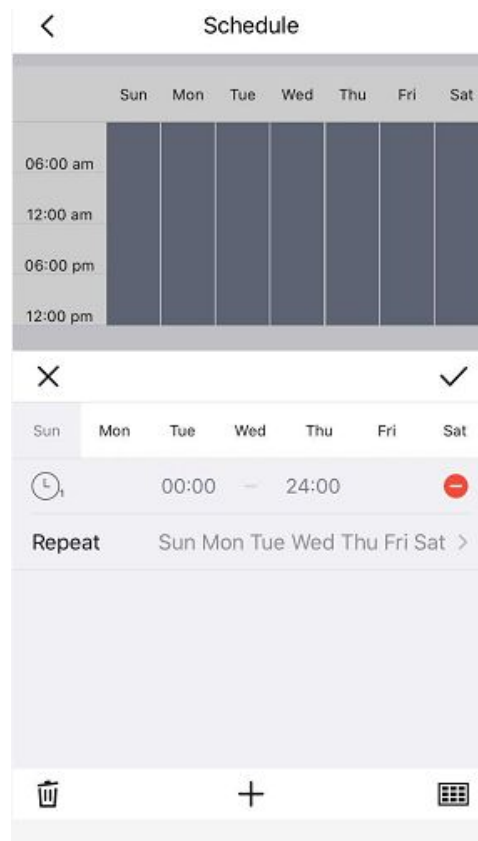


**NOTE:** You must set the detection area and detection schedule, or else there is no alarm anywhere and anytime.


**face Detection:** Turn on the face detection, if you turned on the Motion Detection before, it will automatically turn off the Motion Detection after turning it on. After opening, if a face is detected, the APP will receive an alarm push message from the camera.

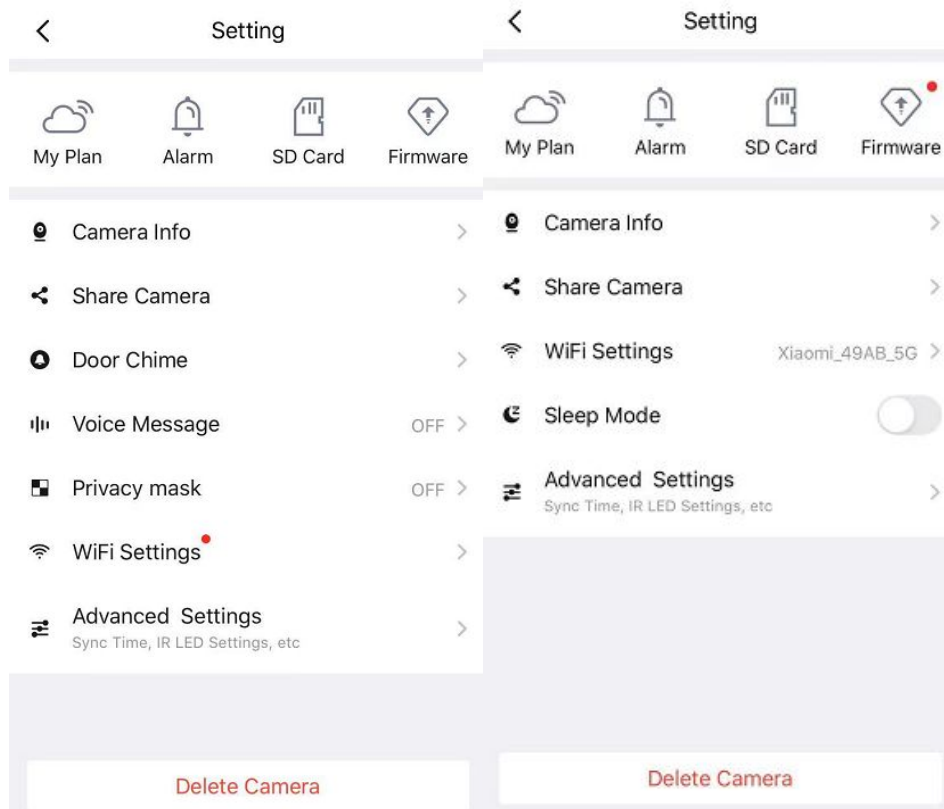
**Sound Detection:** To enable Sound detection, follow the steps below:

- 1 Enable Sound Detection button
- 2 Sensitivity---- It supports three modes: Low, Middle and High. The higher the sensitivity, the camera will be more easily alarmed. Select a Sound sensitivity.
- 3 Schedule: Click the rectangle in the day of the week, and the corresponding time setting will be selected. For example, click "Sun", the time "00:00~24:00" will be set in "Sun", which means that when there is an object moving in the detection area, the APP will receive the camera's Face alarm Push messages.



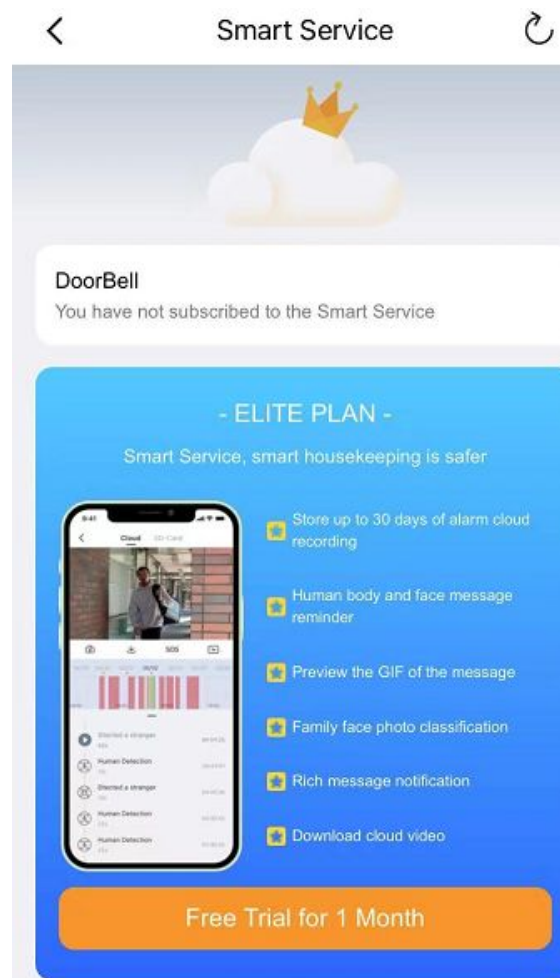
## 3.3 Camera Setting

Tap  the button, goes to Device Settings to make advanced camera settings. (There are certain differences in the interface display of each model)



### 3.3.1 My Plan

Here you can choose a 7-day free cloud service experience, and you can also purchase related cloud packages according to your needs. After successful activation, you can enjoy storing videos on the cloud anytime, anywhere.



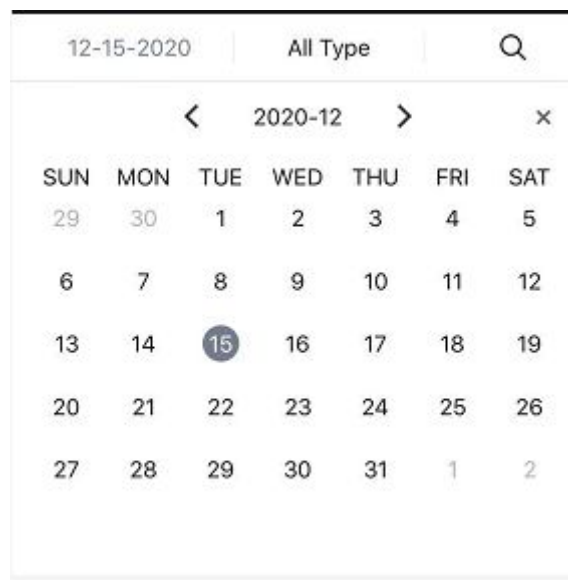
### 3.3.2 Alarm

Click this button, and then you can refer to More Function in **2.2**




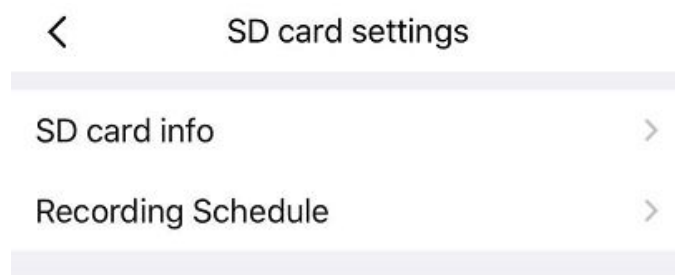
### 3.3.3 SD Card

If you have an SD card on your device, click this button to enter the SD-Card Video Playback. You can filter the corresponding videos according to the time and type.




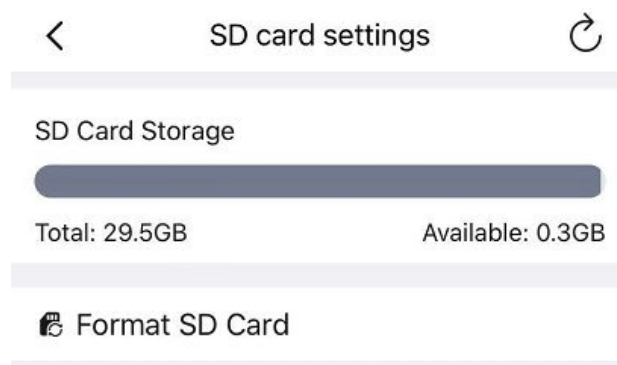
## Settings

Click  the button enter to SD Card settings, you can set SD card info and Recording Schedule.




## SD card info

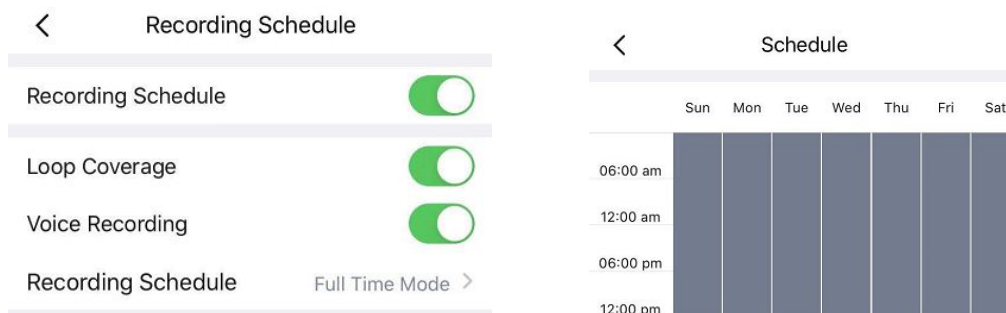
Click the  button enter to SD Card settings, you can view the SD card storage information from this page, and you can also format the SD card.



## Recording Schedule

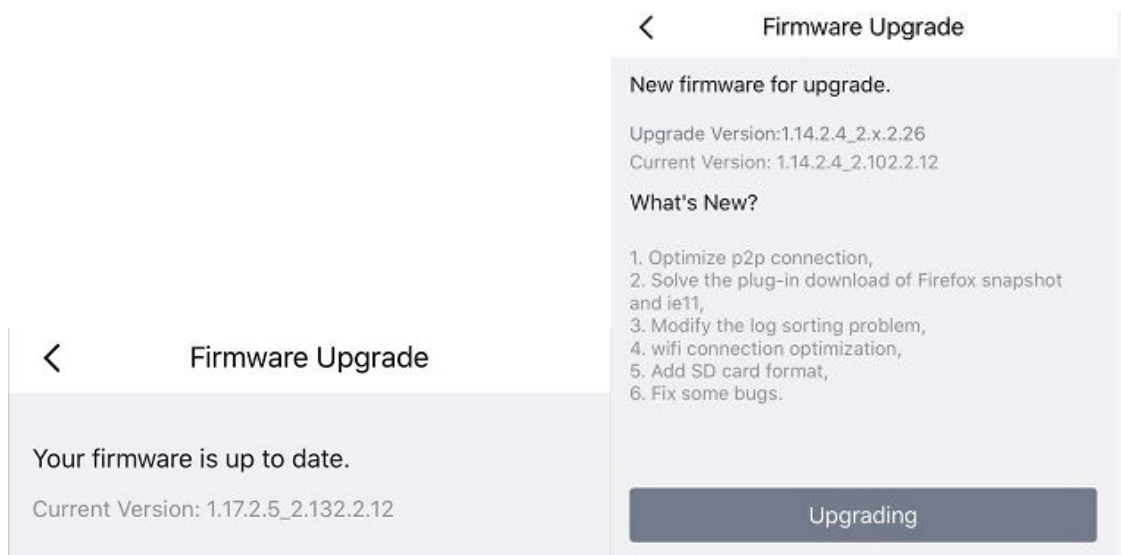
Click the  button enter to Recording Schedule setting, you can setting Loop Coverage, Voice Recording and Recording Schedule. Click Recording Schedule set and then click the rectangle in the

day of the week, and the corresponding time setting will be selected. For example, click "Sun", the time "00:00~24:00" will be set in "Sun", which means that during this time period, the camera will automatically record to the SD card.



### 3.3.4 Firmware

You can see the current camera's firmware version and whether there is new software that needs to be upgraded. If there is new firmware, you can click the "Upgrade" button to upgrade.



### 3.3.5 Camera Info

You can see the basic information of the camera through this, such as Camera name, UID, MAC ID and firmware version information.



< Camera Info ✓

Camera Name:

Garden ×

To better distinguish the device message reminder, please set the device name to a combination of English letters, numbers or -\_

UID:  
AAAABBBBCCCCDDDD00857Y8M

MAC ID:  
A0EB52011C04

Firmware Version:  
1.17.2.5\_2.132.2.12

### 3.3.6 Share Camera

If you set up family members in my family, you can share the camera with your family here. Or you can invite other users to watch the live broadcast in the form of username and account information.

< Invite

Invited Account

Nickname

Account

Share Time

☒ 3 Days ☐ 7 Days ☐ 30 Days

☐ 90 Days ☐ 180 Days ☐ Permanent

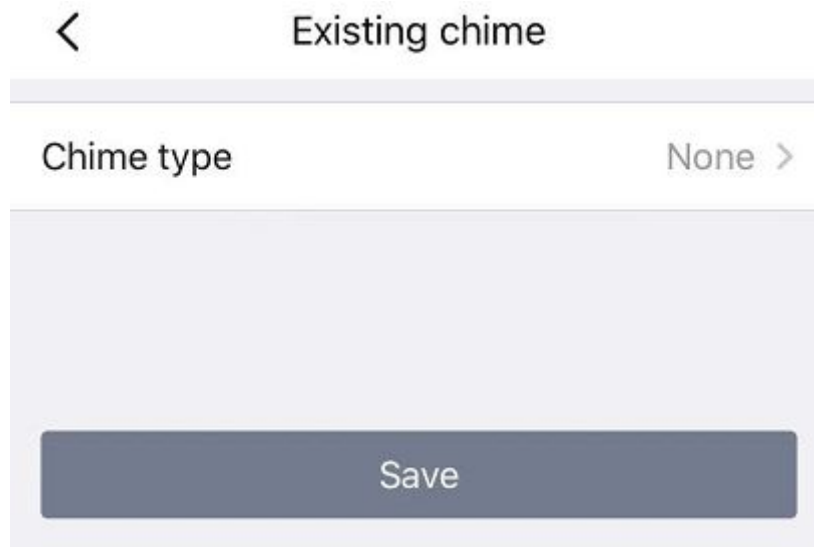
Sharing Permissions

Live Video

Share

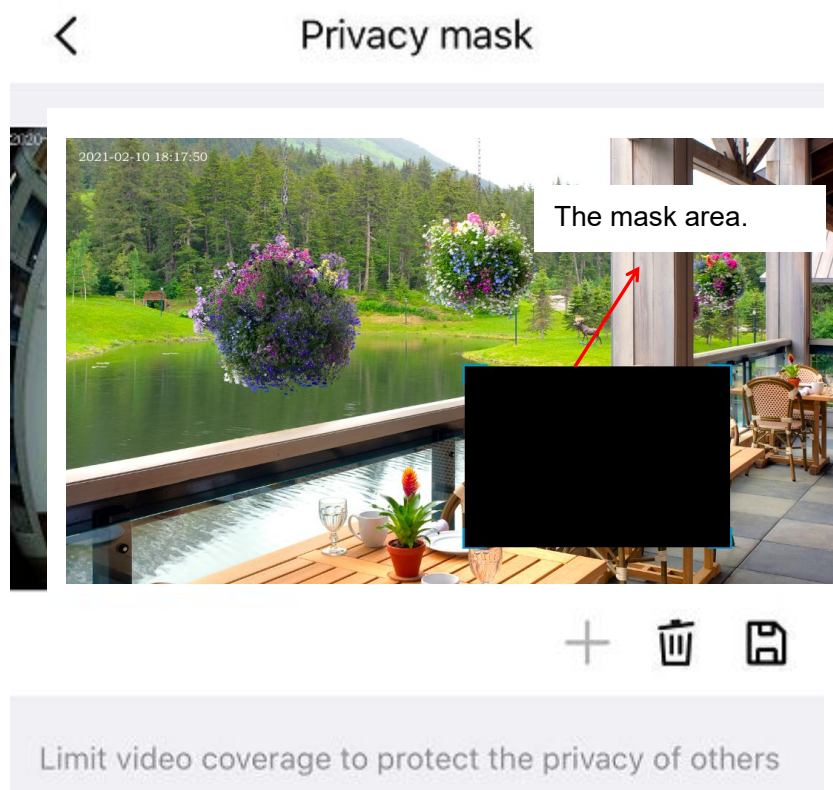
### 3.3.7 Door Chime (Only doorbell support)

You can choose the corresponding Chime type according to the Chime method in your home.



### 3.3.8 Privacy mask (Some models have this function, if it is not displayed, it is not supported)

This can be used to set certain masks as private areas on the video. Click + draw a mask area on the video , the mask area will be black on the video .Click the back button, the save page appears, click save, click Save to take effect.



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



### 3.3.9 WiFi Settings (POE models do not support, such as G2EP QJ2 G4EP QJ4 D2EP, etc.)

If you selected Wired Connection via the Foscam, Tap the “WiFi Settings” button > select your WiFi network and enter your WiFi’s password. After setting up successfully, you can view live video without the Ethernet cable.



### 3.3.10 Sleep Mode

Most settings options are not available while camera is in sleep mode. If you want to enable settings and keep camera running, please turn off this mode.

### 3.3.11 Advanced Settings

Click on advanced settings to enter the advanced settings page, where you can set Security Settings, Ringtone, Light Settings, Power Frequency, Power Status, Smart Control, Wi-Fi Detection, Sync Time, Reset Device, NVR Connection, Video Settings, Prompt Settings, Screen Flip and Camera Speaker Volume settings.

## Security Settings

You can modify the username and password of the camera here.

## Ringtone(Only support doorbell)

Here you can set the call ringtone and Push notification Ring



## Light Settings

On this page you can set the IR LED Settings and White Light.(White light off is only supported by some models, such as S41, F41, SPC, FLC)



## IR LED Settings

On this page you can set the IR LED Settings.



## Power Frequency

You can see the battery status and power supply type from here.

**Note:** When DC power is used on the Type-C connector a mechanical chime and digital chime are not supported.

## Smart Control

On this page you can set Device Name and Region.

**Note:** Please select the corresponding to the area where you third-party smart speaker account is registered.

If the connection is abnormal, you can try to change the area or contact Foscam customer service or contact third-party customer service to change the area registered by Alexa app.

### Wi-Fi Detection

Click Wi-Fi Detection to enter the Wi-Fi Detection page, tap Start Test, it will jump to the third party to check your current bandwidth speed.

### Sync Time

On this page, you can set the camera time, which can be synchronized with the phone time or NTP auto Sync and you can also select the time zone.

### Reset Device

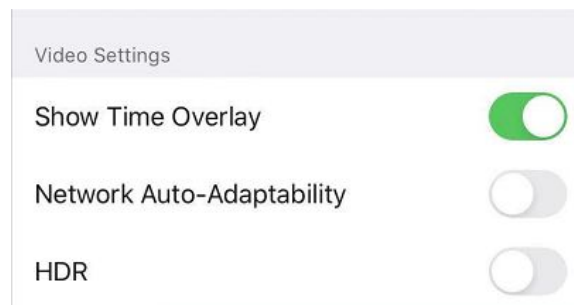
You can reset your camera from here.

### NVR Connection(Only support H265 have this function, for example: VD1 DBW5 S41 SPC F41 FLC X4)

If your device has been added to one of FN7108HE / FN3109H / FN3104H, please be sure to turn on this switch, otherwise the recording will be unsuccessful, and your live broadcast screen will switch to 720p. If it is not added under NVR, please close it.

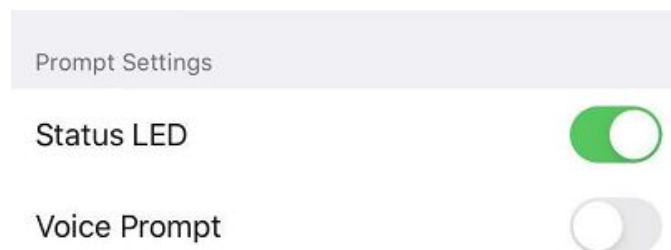
### Video Settings (Only support doorbell)

On this page you can set show time Overlay, Network Auto-Adaptability, HDR(Only support VD1 DBW5 S41 SPC F41 FLC) or WDR and Prompt Settings.



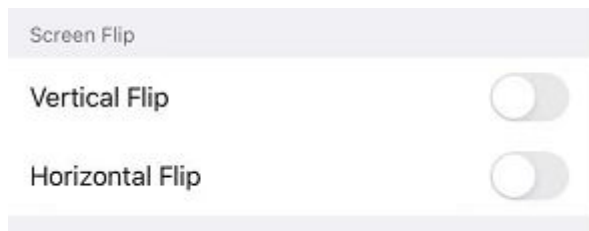
### Prompt Settings

On this page you can set Status LED and Voice Prompt



### Screen Flip

On this page you can set Screen Flip (Doorbell only supports Horizontal Flip,not support Vertical Flip)



### Camera Speaker Volume

On this page you can set Camera Speaker Volume, you can adjust the volume by dragging.

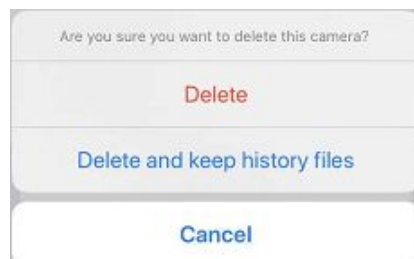


### 2.3.12 Reboot Camera

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

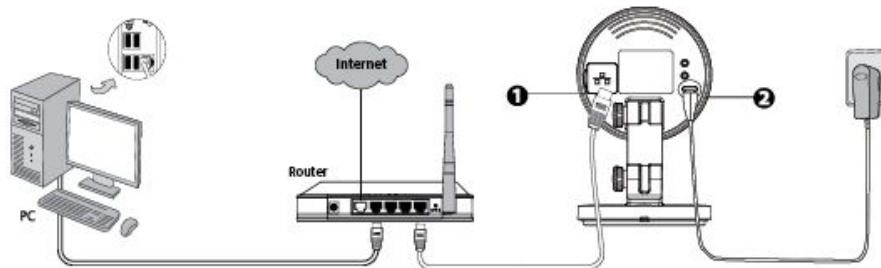
### 2.3.13 Delete camera

You can click the delete Camera button to delete the camera from the app, or delete and keep history files from the app.



# 4 Surveillance Software Foscam VMS

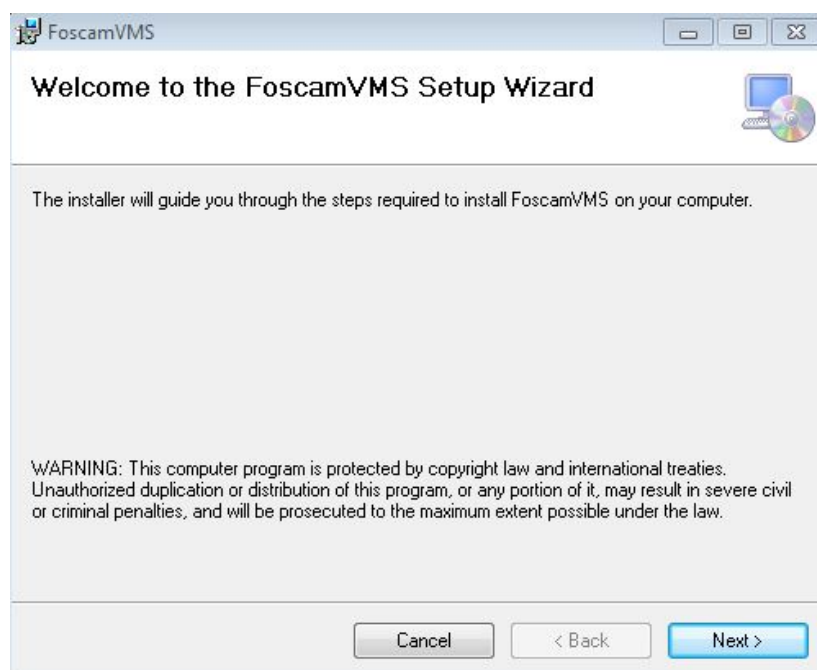
## 4.1 Hardware Connection & Software Installation



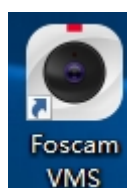
1. Connect the camera to the LAN network (Router or Switch) via network cable.
2. Visit Foscam official website [foscam.com/vms](http://foscam.com/vms) , then you can find the “FoscamVMS”, Please download it

## 4.2 Software Installation

- 1) Double click the software and follow the setup wizard to install the program.



- 2) The FoscamVMS icon will appear on the desktop automatically after a successful installation.



### Note:

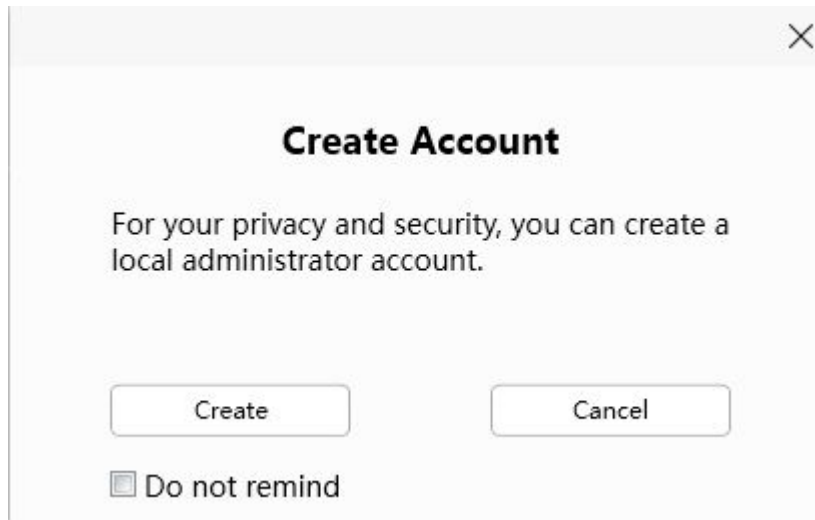
Sometimes the program will be treated as virus, so before installing, please add the software as trusted program on your computer.



## 4.3 Create Account

You can create a local administrator account.

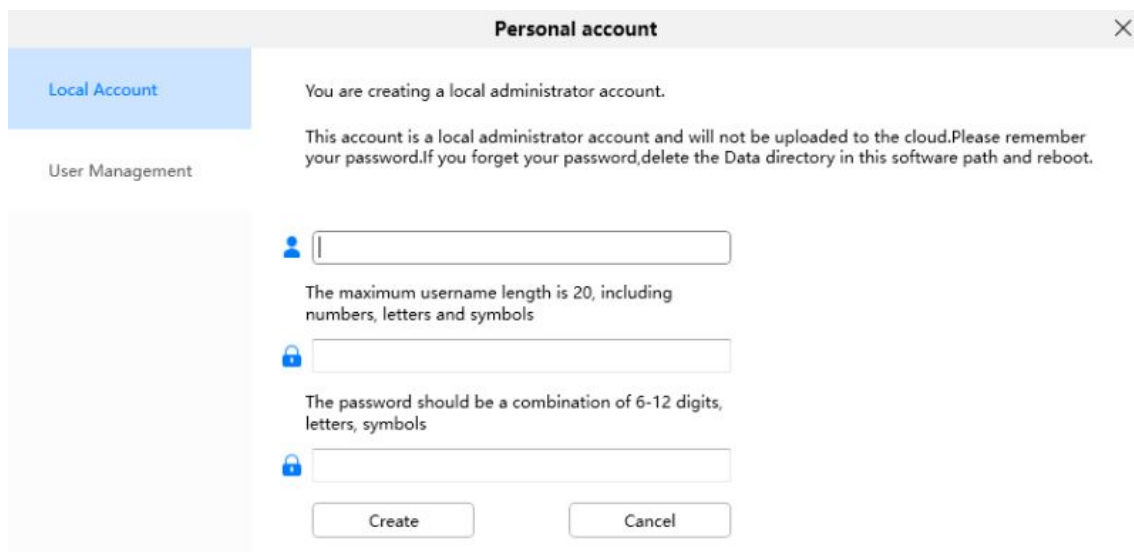
For security, it is strongly recommended to create local accounts and password management, which prevents the entry of intruders.



you haven't created a local administrator account, please click Create Account to create.

After creating a local administrator account, you can:

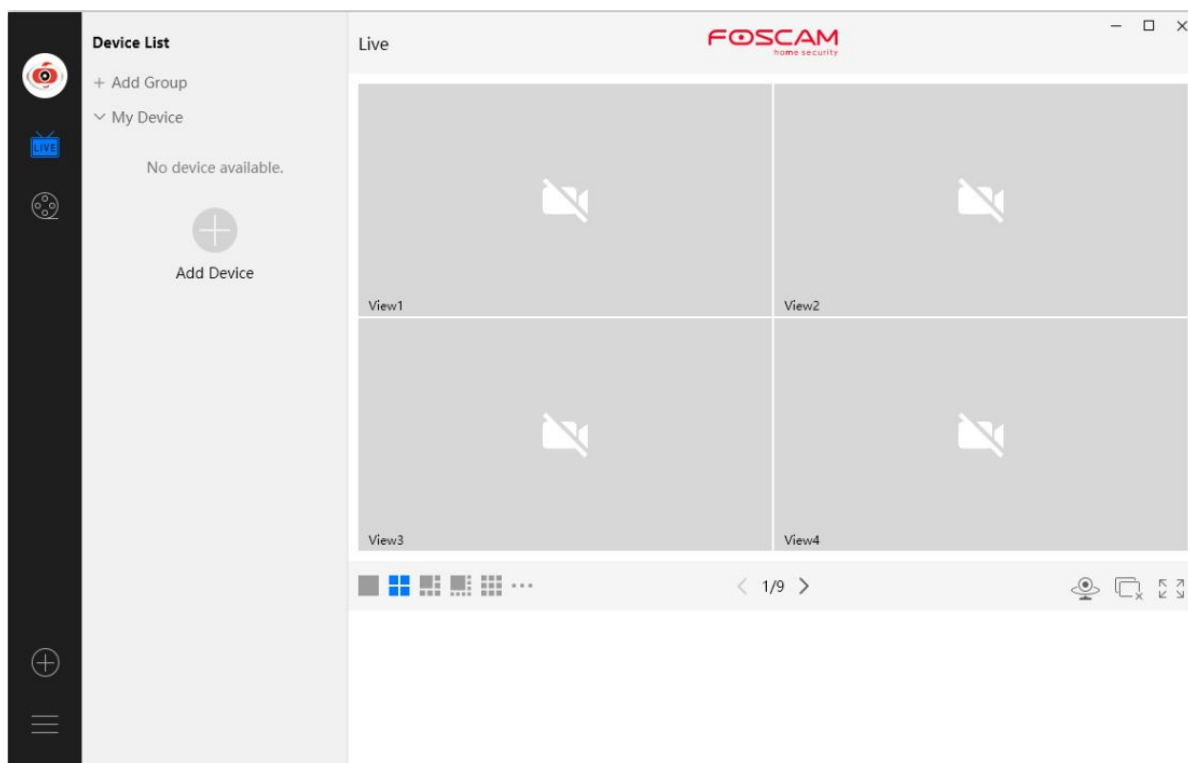
1. Use the account to log in to the client to ensure information security.
2. Create sub-accounts and assign different permissions for management.



## 4.4 Add Device

### 4.4.1 LAN Add

If your doorbell is wired connect, you can choose the following method to add to FoscamVMS.



Click **Add Device**  button, then follow below steps:

**Step1** Select “ALL” from the device types.

**Step2** Click the IP address of the camera on the list, then the name of the camera and the IP information will be entered automatically.

**Step 3** Click Add.

Add Device

Device type :

☒ All
 ☐ IPC
 ☐ NVR

Refresh

Name	Device type	IP	Port	MAC
Foscam_Camera	IPC	192.168.1.246	88	A0EE6F154E85

+ Connect the camera to WIFI

1 device(s)

Add

Cancel

Manual add

**Step 4** Enter the username and password of the camera.

Device account

×

Please enter the device account and password for your device.

Device account :

Password :

Add

Cancel

**Please Note:** Make sure the camera and PC are both in the same Local Area Network (LAN).

#### 4.4.2 Manual add via IP

You can add the camera use manual add via IP also. Click the Manual add first, then follow below steps:

Add Device

×

Device type : ☒ All ☐ IPC ☐ NVR [Refresh](#)

Name	Device type	IP	Port	MAC
Foscam_Camera	IPC	192.168.1.246	88	A0EE6F154E85

+ Connect the camera to WIFI

?

1 device(s)

Add

Cancel

Manual add

**Step 1** Select the IP address from Connection Mode

**Step 2** Enter the IP and Port of the camera.

**Step 3** Select "IPC" or "NVR" from the Device types.

**Step 4** Click Add

Add Device

Connection mode :

☐ UID

☐ DDNS

Port :

☒ IP address

Port :

88

Device type :

☒ IPC

☐ NVR

Add

Cancel

LAN add

**Step 6** Enter the username and password of the camera.

Device account

Please enter the device account and password for your device.

Device account :

1

Password :

\*\*\*\*\*

Add

Cancel

### 4.4.3 Manual add via UID

You can add the camera use manual add via UID also. Click the Manual add first, then follow below steps:

Add Device

Device type :

All

IPC

NVR

Refresh

Name	Device type	IP	Port	MAC
Foscam_Camera	IPC	192.168.1.246	88	A0EE6F154E85

+ Connect the camera to WIFI

1 device(s)

Add

Cancel

Manual add

**Step 1** Select the UID from Connection mode

**Step 2** Enter the UID of the device.

**Step 3** Click Add

Add Device

Connection mode :

UID

DDNS

Port :

IP address

Port :

Add

Cancel

LAN add

**Step 4** Enter the username and password of the camera.

Device account

×

Please enter the device account and password for your device.

Device account :

Password :

Add

Cancel

#### 4.4.4 Connect the camera to WiFi

You can add the camera via Connect the camera to WiFi also. Click Connect the camera to Wi-Fi or the **+** button first, then follow below steps:

Add Device

×

Device type : ☒ All ☐ IPC ☐ NVR Refresh

Name		Device type	IP	Port	MAC
Foscam_Camera	✓	IPC	192.168.1.246	88	A0EE6F154E85

+

Connect the camera to WIFI

?

1 device(s)

Add

Cancel

Manual add

**Step 1** Enter the **WiFi Name** and **WiFi Password**, then click **Next**

**Note:** Please reset your camera.

Connect wireless camera to WiFi



Please reset your camera and input the WiFi informations

WiFi Name : FOSCAM

WiFi Password : \*\*\*\*\*

Next

**Step 2** Please scan the QR code above with the camera you want to add. After the scan is successful, click confirm.

Connect wireless camera to WiFi



Please scan the QR code above with the camera you want to add. After the scan is successful, return to the device list to connect the device.

Back

Confirm

**Step 3** Return to the device list to connect the device, refer to the **LAN add steps**

#### 4.4.5 Manually Add via DDNS

You can add the camera use manual add via DDNS also. Click the Manual add first, then follow below steps:



Add Device

Device type :

☒ All
☐ IPC
☐ NVR

Refresh

Name	Device type	IP	Port	MAC
Foscam_Camera	IPC	192.168.1.246	88	A0EE6F154E85

+ Connect the camera to WIFI

1 device(s)

Add

Cancel

Manual add

**Step 1** Select the DDNS from the Connection Mode

**Step 2** Enter the DDNS and Port of the camera.

**Step 3** Select "IPC" or "NVR" from the Device types.

**Step 4** Click Add

Add Device

Connection mode :

☐ UID

☒ DDNS

Port :

☐ IP address

Port :

Device type :

☒ IPC
☐ NVR

Add

Cancel

LAN add

**Step 5** Enter the username and password of the camera.

Device account

×

Please enter the device account and password for your device.

Device account :

1

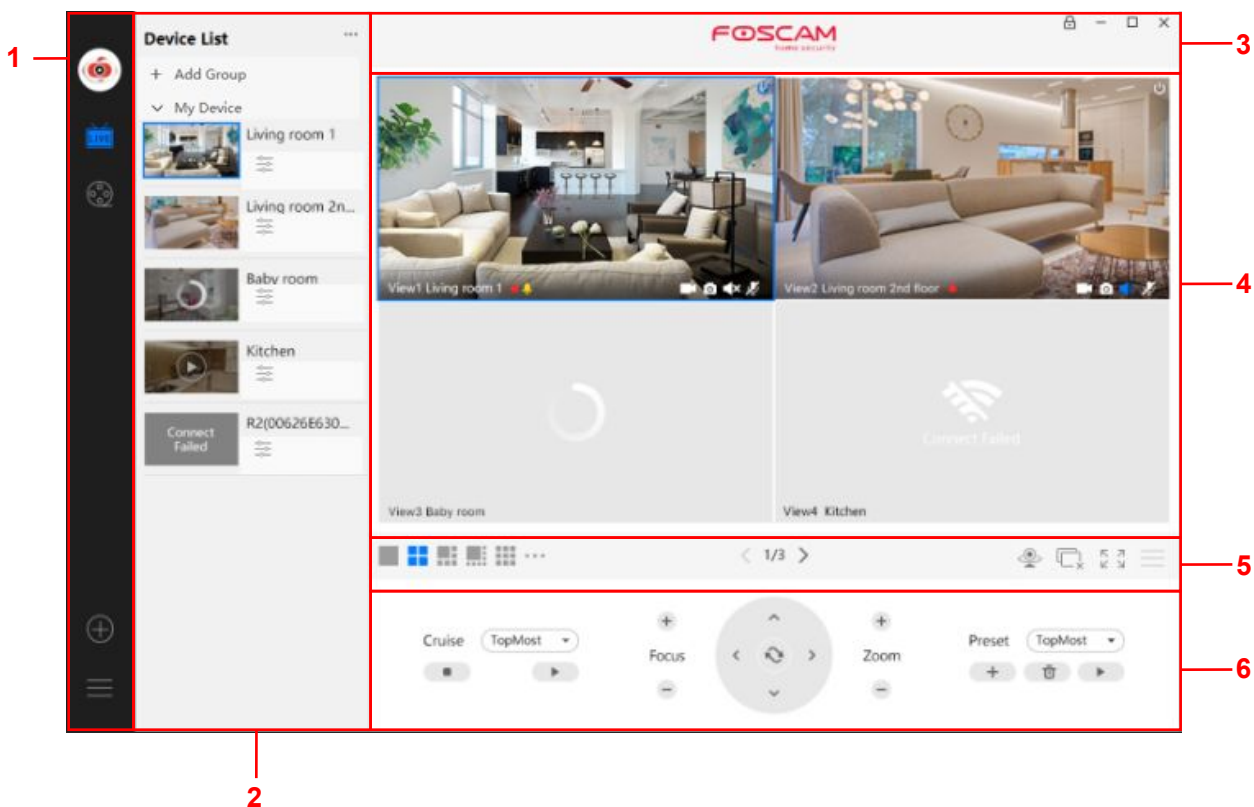
Password :

\*\*\*\*\*

Add

Cancel

## 4.4 Surveillance Software GUI



First time you login the software, the whole video window is gray, you need to connect the cameras and add cameras to it.

## Section1 Menu Bar



Path to surveillance window. Click this button enter to Device List and back to the surveillance window.



Playback the video recording, you can choose playback type and play video on local or SD card.



Add Device, please refer chapter 3.4 for the detail setting.

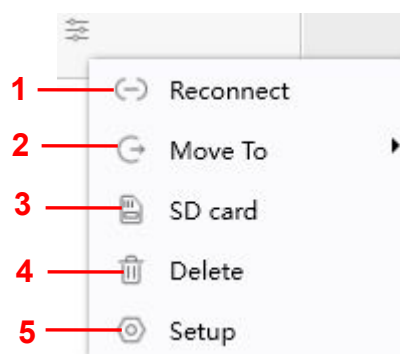


More, You can Setting Personal Account, Preference, Left Bar and Switch Account.

## Section2 Left Bar

Add Group: Click the **+ Add Group** button, you can group the device list according to your needs.

**Left Bar of Live:** You can view the list of connected cameras

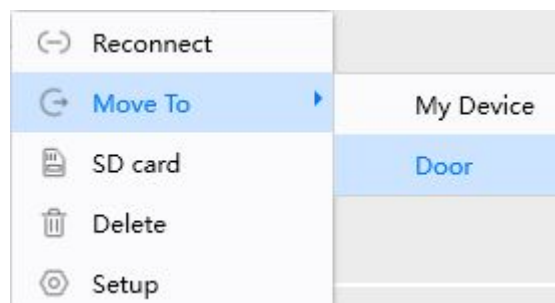


### 1-----Reconnect

Click the settings button and the device will reconnect.

### 2----- Move To

Click this button, you can move the device to your group list.



### 3-----SD Card

If you have an SD card on your device, click this button to enter the SD directory.

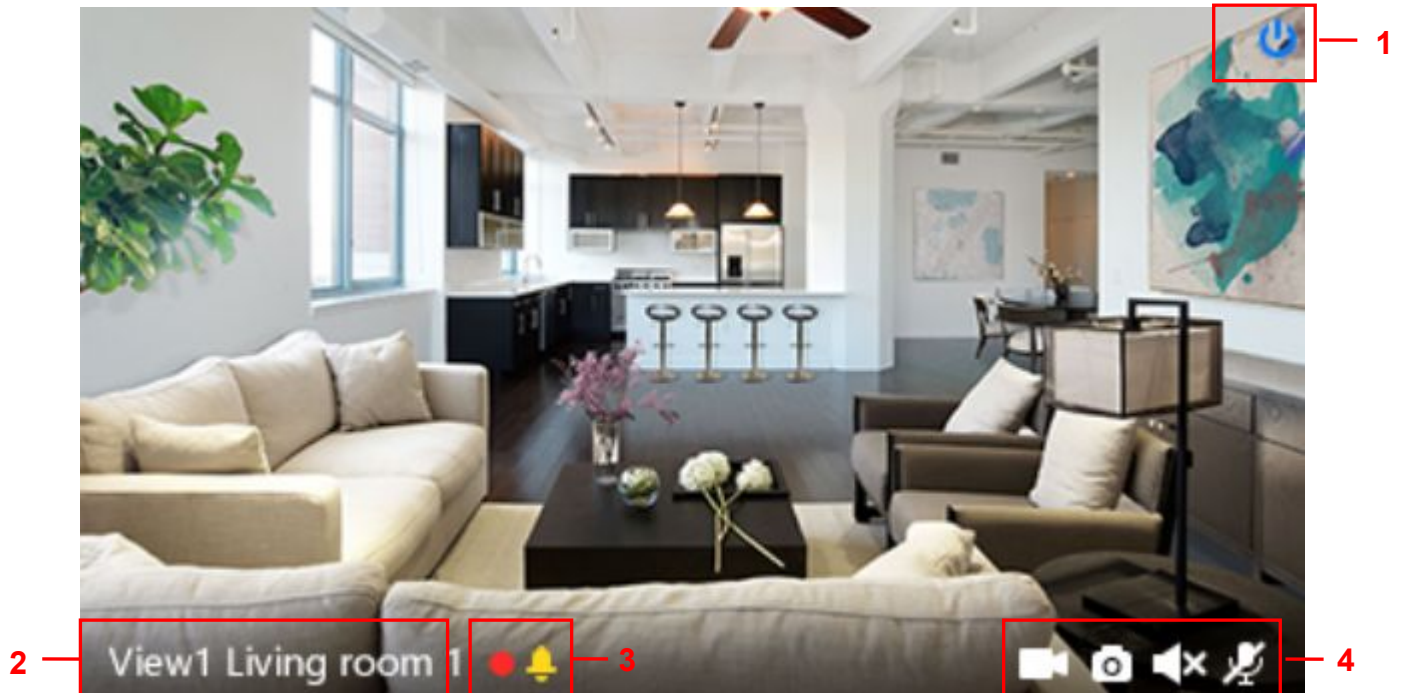
#### 4-----Delete

Click the button, Delete the device.

#### 5----- Setup

Click the button Settings, goes to **Device Settings** Control Panel to make advanced camera settings.

### Section3 Live Window



#### 1-----Close

Click the icon to close this channel live window

#### 2-----Device Name

Show view channel and camera name.

#### 3-----Recording and Alarm status

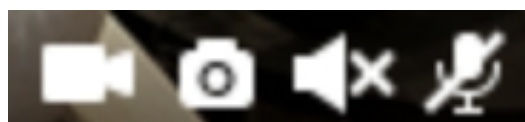


This icon will turn to red, it indicates that the camera is recording



This icon will turn to yellow, the motion is detected during the detection time in the detection area, the camera alarm and adopt the corresponding alarm indicators

#### 4----- Record / Snap Shot / Sound / Talk button



Record   Snap Shot   Sound   Talk

**Record** ----- Click it and do manually recording. When recording, icon 1 will turn to blue. Click it again and stop recording. The recording files will be stored to C disk automatically

**Snap Shot** ----- Click it to make snapshot. After snapshot, the button banner will prompt **Captured Successfully**. And you can find the picture on default path C:\VMS\_CAPTURE



**Sound** ----- Click the icon then you will hear sound captured by the camera's built-in microphone. You may need to plug in earphones or enable the computer speakers to hear from the camera's microphone. Make sure the camera supports audio. Click again and stop audio.

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

## Section4 The number of split-screen


Click this button to select the number of split-screen on one page.



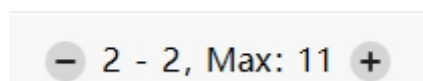
The client can monitor many cameras at one page, here you can choose the display number. The maximum number is 16.

## Section5 Live Cruise / Close All / Full Screen / Hide Bar



**Live Cruise** ----- Click this button to Live Cruise, you can click  button to add a loop page for live

Cruise or click  button to reduce the loop page for live Cruise.



**Close All** ----- Click this button to close all the cameras



**Full Screen** ----- Click this button to enter full screen, Click this button to enter full screen, then click to exit full screen.



**Hide Bar** ----- Click this button, Hide and show Pan / Tilt control Bar

## Section6 Display / Night Vision

**Display:** You can set HDR(or WDR, Only support VD1 DBW5 S41 SPC F41 FLC), Mirror and Flip.

Display :

☐ WDR

☐ Mirror

☐ Flip

**Night Vision:** You can set Night Vision.

Night Vision :

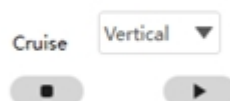
- ☒ Auto
- ☐ On
- ☐ Off
- ☐ Schedule

## Section6 Cruise / Focus buttons / Pan / Tilt control / Zoom buttons/ Preset

If your device has a PT function, you can display the PTZ selection, if it does not support it, it will not display



### ● Cruise Settings



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

Vertical: The camera will rotate from up to down.

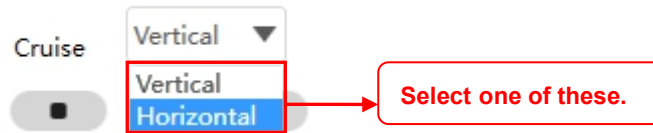
Horizontal: The camera will rotate from left to right.

 :Start cruise.  : Stop cruise.

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

## How to do cruise?



**Firstly:** Select one track in the track dropdown list.



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

**Thirdly:** Click stop button and finish cruising.

- **Zoom in” or ”Zoom out”**

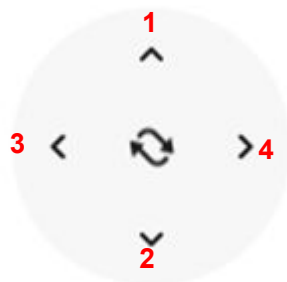
Click  or , The focal length of the camera lens will be larger or shrink, you can adjust the focus distance to the target object size, access to high-definition screen.

Focus: Optical zoom(Only supported by some models, FI9928P D4Z SD2 SD2X VZ4 HT2)

Zoom: Magic Zoom



- **Pan/Tilt Control**





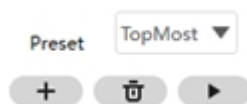
1----- Up control button,  
3-----Left control button,

2-----Down control button,  
4-----Right control button,



Click this button and go to center

## Preset settings



IP Camera 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.

## 4.5 Advanced Camera Settings

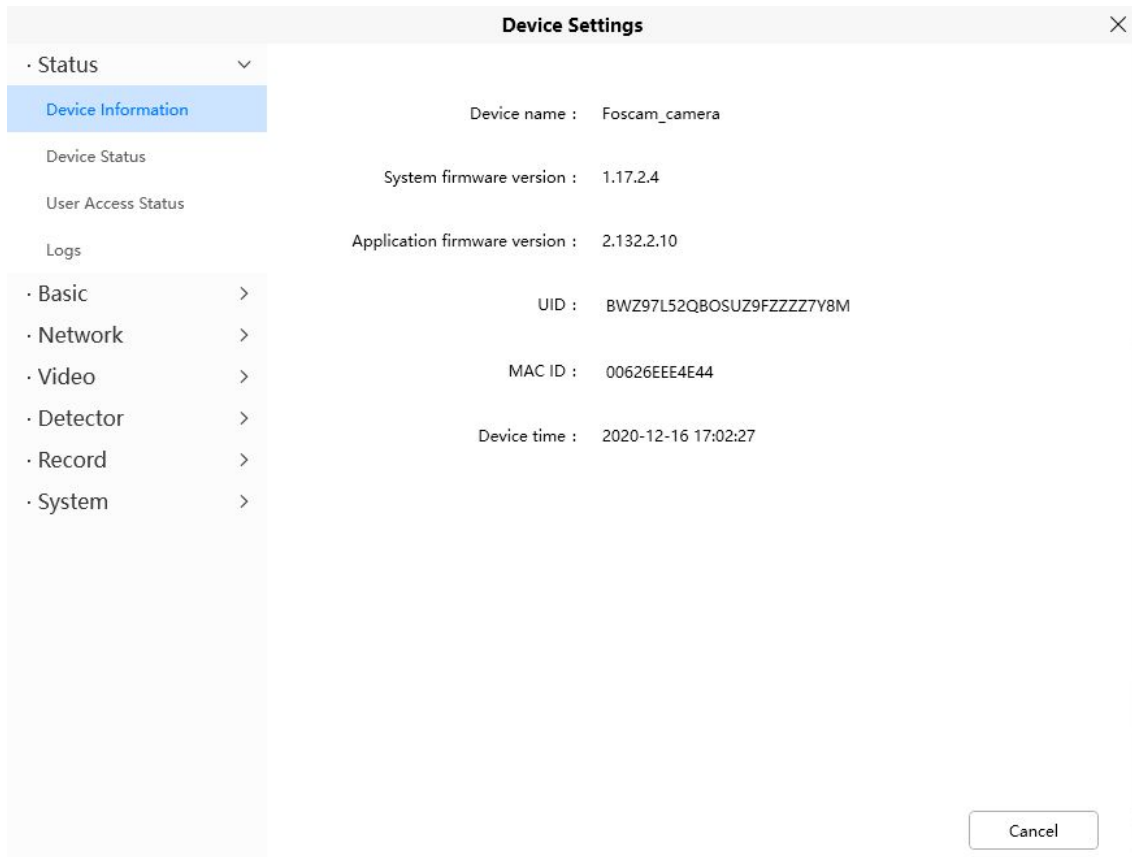


Click  the button, goes to Device Settings to make advanced camera settings.

### 4.5.1 Status

Status contains two columns: Device Information and Logs, it will show you various information about your camera.

### 4.5.1.1 Device Information



The screenshot shows a 'Device Settings' window with a sidebar on the left and a main content area on the right. The sidebar has a dropdown menu with 'Status' selected, and below it, a list of settings categories: 'Device Information' (highlighted in blue), 'Device Status', 'User Access Status', 'Logs', 'Basic', 'Network', 'Video', 'Detector', 'Record', and 'System'. The main content area displays the following information:

Label	Value
Device name	Foscam_camera
System firmware version	1.17.2.4
Application firmware version	2.132.2.10
UID	BWZ97L52QBOSUZ9FZZZ7Y8M
MAC ID	00626EEE4E44
Device time	2020-12-16 17:02:27

A 'Cancel' button is located at the bottom right of the window.

**Device 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 Foscam\_camera.

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

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

**MAC ID:** Display the MAC address of your camera. For example Device ID is 00626EE96E3C, the same MAC ID sticker is found at the bottom of the camera.

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

### 4.5.1.2 Device Status

On this page you can see device status such as Alarm status, NTP status, IR LED Status and so on.

Device Settings

· Status

Device Information

Device Status

User Access Status

Logs

· Basic

· Network

· Video

· Detector

· Record

· System

Motion alarm status : Enable

Sound alarm status : Disable

Pedestrian alarm status : Disable

Recording status : Recording

DDNS status : Disable

NTP status : Enable

SD card status : SD card

SD card free space : 295.94 MB

SD card total space : 29.52 GB

Wi-Fi status : Not connected

IR LED status : Off

### 4.5.1.3 User Access Status

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

Device Settings

· Status

Device Information

Device Status

User Access Status

Logs

· Basic

· Network

· Video

· Detector

· Record

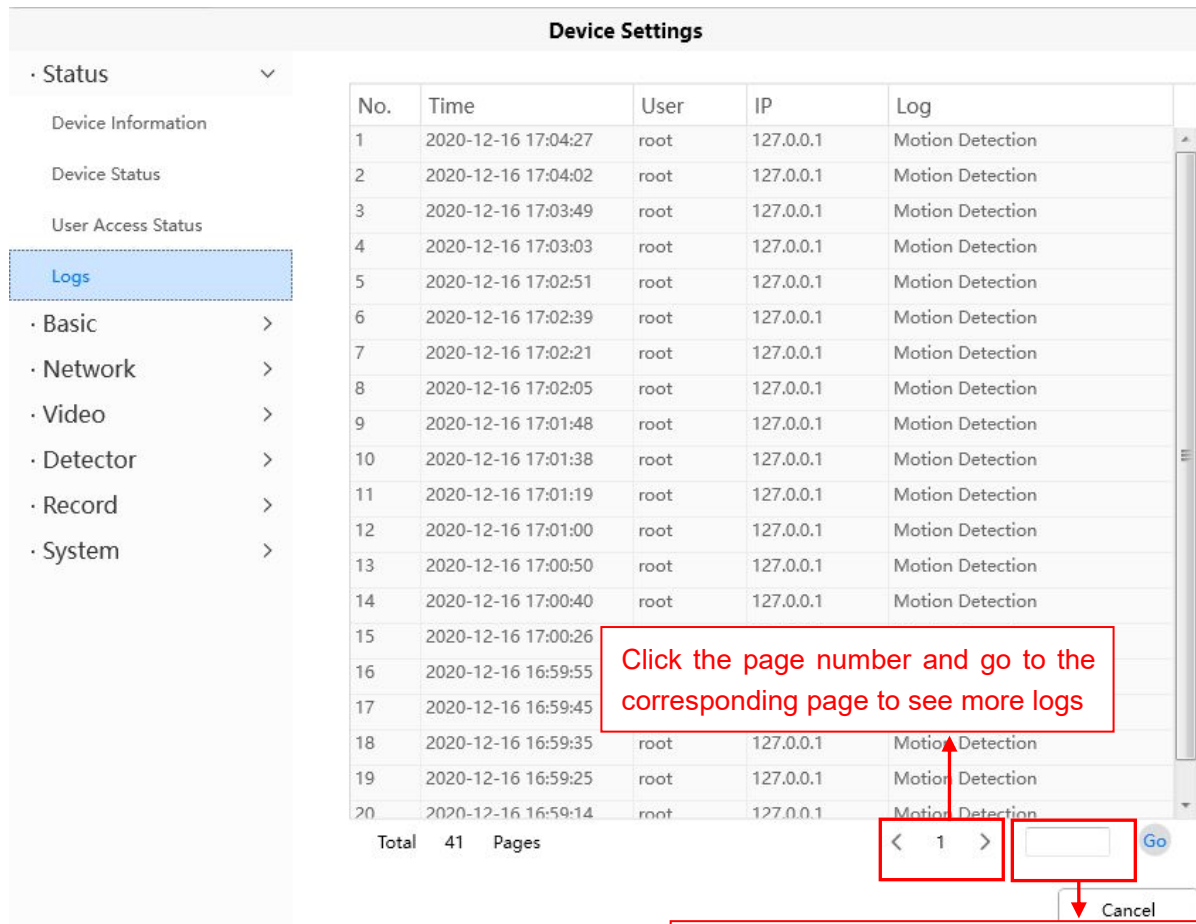
· System

User	IP
1	192.168.1.29
1	192.168.1.123

Cancel

#### 4.5.1.4 Logs

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



No.	Time	User	IP	Log
1	2020-12-16 17:04:27	root	127.0.0.1	Motion Detection
2	2020-12-16 17:04:02	root	127.0.0.1	Motion Detection
3	2020-12-16 17:03:49	root	127.0.0.1	Motion Detection
4	2020-12-16 17:03:03	root	127.0.0.1	Motion Detection
5	2020-12-16 17:02:51	root	127.0.0.1	Motion Detection
6	2020-12-16 17:02:39	root	127.0.0.1	Motion Detection
7	2020-12-16 17:02:21	root	127.0.0.1	Motion Detection
8	2020-12-16 17:02:05	root	127.0.0.1	Motion Detection
9	2020-12-16 17:01:48	root	127.0.0.1	Motion Detection
10	2020-12-16 17:01:38	root	127.0.0.1	Motion Detection
11	2020-12-16 17:01:19	root	127.0.0.1	Motion Detection
12	2020-12-16 17:01:00	root	127.0.0.1	Motion Detection
13	2020-12-16 17:00:50	root	127.0.0.1	Motion Detection
14	2020-12-16 17:00:40	root	127.0.0.1	Motion Detection
15	2020-12-16 17:00:26	root	127.0.0.1	Motion Detection
16	2020-12-16 16:59:55	root	127.0.0.1	Motion Detection
17	2020-12-16 16:59:45	root	127.0.0.1	Motion Detection
18	2020-12-16 16:59:35	root	127.0.0.1	Motion Detection
19	2020-12-16 16:59:25	root	127.0.0.1	Motion Detection
20	2020-12-16 16:59:14	root	127.0.0.1	Motion Detection

Click the page number and go to the corresponding page to see more logs

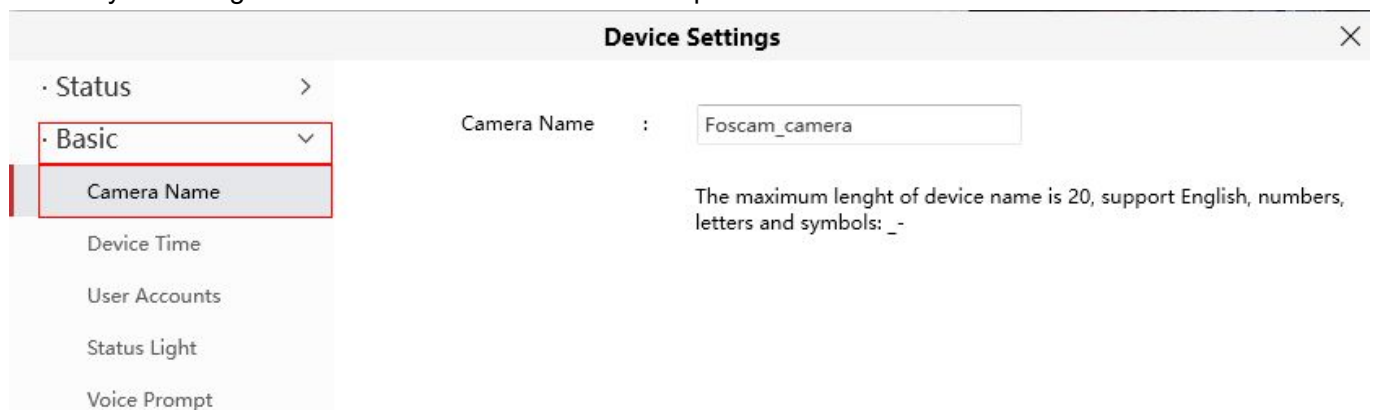
Full in one page number, click go GO button and go to the corresponding page.

#### 4.5.2 Basic

This section allows you to configure your Device Name, Time, User Accounts, Status Light and Voice Prompt.

##### 4.5.2.1 Camera Name

Default alias is Foscam\_camera. 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.



Device Settings

· Status >

· Basic >

Camera Name : Foscam\_camera

The maximum length of device name is 20, support English, numbers, letters and symbols: \_ -

Camera Name

Device Time

User Accounts

Status Light

Voice Prompt

#### 4.5.2.2 Device Time

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

· Status >

· Basic >

Device Name

Device Time

User Accounts

Status Light

Voice Prompt

· Network >

· Video >

· Detector >

· Record >

· System >

Time zone : (GMT +08:00) Beijing, Singapore, Taipei ▼

☒ Sync with NTP server

NTP server : Auto ▼

Time format : ☐ 12H ☒ 24H

Date format : ☒ YYYY-MM-DD ☐ DD/MM/YYYY ☐ MM/DD/YYYY

☒ Use DST

From : April ▼ The first ▼ Saturday ▼ 02 ▼ : 00

To : October ▼ The last ▼ Sunday ▼ 02 ▼ : 00

DST : 0 ▼ Minute(s)

Save

Cancel

**Time Zone:** Select the time zone for your region from the drop down 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.

**Use DST:** Select the **use DST** (Daylight Saving Time, to set the clock ahead of the real-time), then set the start time and end time of the DST, select the daylight saving time from the drop-down menu at last. Click **Save** button and submit your settings.

#### 4.5.2.3 User Accounts

Here you can create users and set privilege, visitor, operator or administrator. The default administrator user accounts are administrator with a blank password.

Device Settings

Status

Basic

User Accounts

Status Light

Voice Prompt

No.	UserName	Privilege
1	1	Administrator

☐ Change username
 ☐ Change password

UserName :

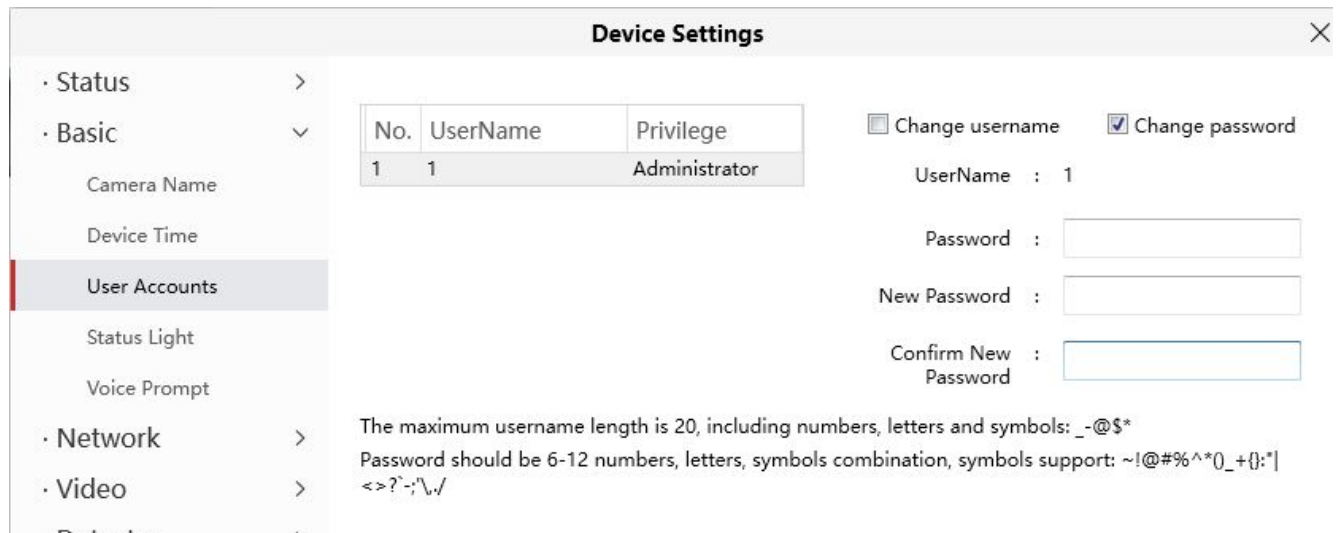
Password :

The maximum username length is 20, including numbers, letters and symbols: \_-@\$\*

Password should be 6-12 numbers, letters, symbols combination, symbols support: ~!@#%^\*()\_+{}|<>?`~'\.,/

## 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.



**Device Settings**

- Status >
- Basic ▾
  - Camera Name
  - Device Time
  - User Accounts**
  - Status Light
  - Voice Prompt
- Network >
- Video >
- Detector >

No.	UserName	Privilege
1	1	Administrator

☐ Change username ☒ Change password

UserName : 1

Password :

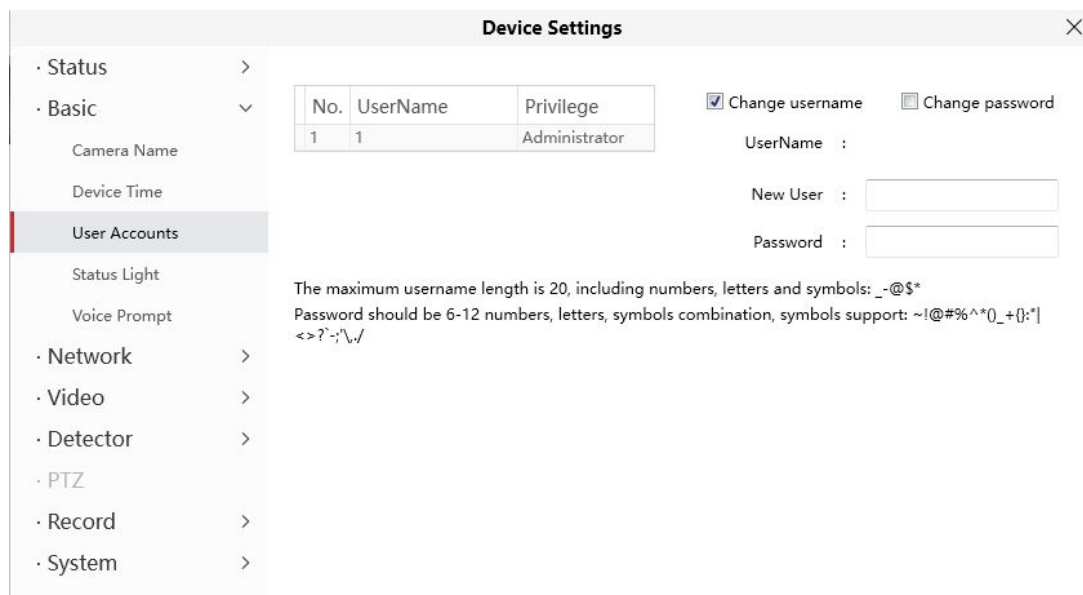
New Password :

Confirm New Password :

The maximum username length is 20, including numbers, letters and symbols: \_-@\$\*  
Password should be 6-12 numbers, letters, symbols combination, symbols support: ~!@#%^\*()\_+{}:~|<>?`-'\\_./

## How to change the username?

Select the account which you want to change the username, then select Change username, enter the new username and the password, lastly click modify to take effect.



**Device Settings**

- Status >
- Basic ▾
  - Camera Name
  - Device Time
  - User Accounts**
  - Status Light
  - Voice Prompt
- Network >
- Video >
- Detector >
- PTZ >
- Record >
- System >

No.	UserName	Privilege
1	1	Administrator

☒ Change username ☐ Change password

UserName :

New User :

Password :

The maximum username length is 20, including numbers, letters and symbols: \_-@\$\*  
Password should be 6-12 numbers, letters, symbols combination, symbols support: ~!@#%^\*()\_+{}:~|<>?`-'\\_./

### 4.5.2.4 Status Light

If you have a power and network status light on your camera, you can turn it on and off with this feature. This camera don't have the status light described above.

Device Settings

Status

>

Basic

▼

Device Name

Device Time

User Accounts

Status Light

Voice Prompt

Network

>

Video

>

Detector

>

Record

>

System

>

Status Light :

☒ On
☐ Off

#### 4.5.2.5 Voice Prompt

You can set the voice prompt on the camera to turn on and off if you connect an external audio device.

Device Settings

Status

>

Basic

▼

Device Name

Device Time

User Accounts

Status Light

Voice Prompt

Network

>

Video

>

Detector

>

Record

>

System

>

Voice Prompt :

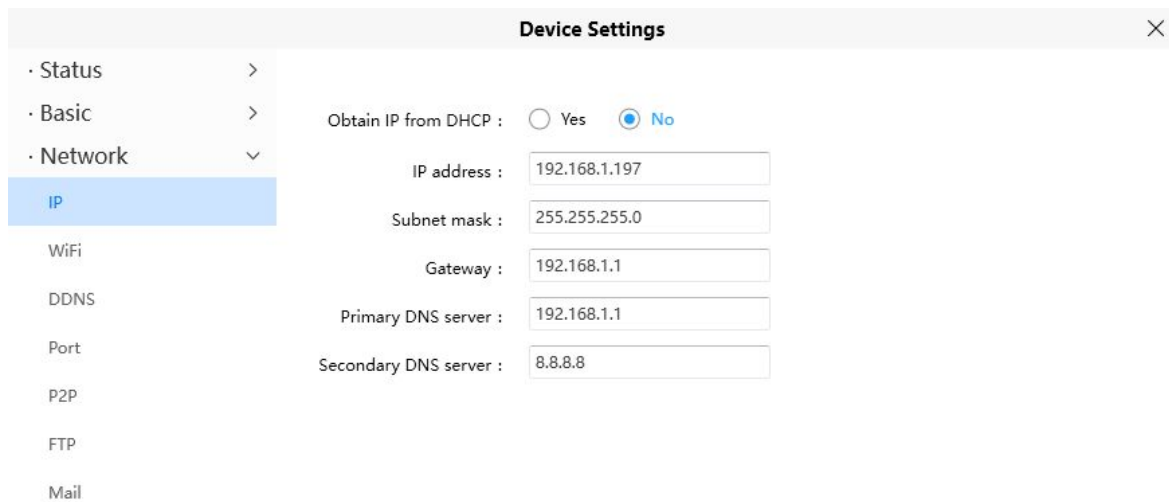
☒ Yes
☐ No

### 4.5.3 Network

This section will allow you to configure your camera's information.

### 4.5.3.1 IP

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

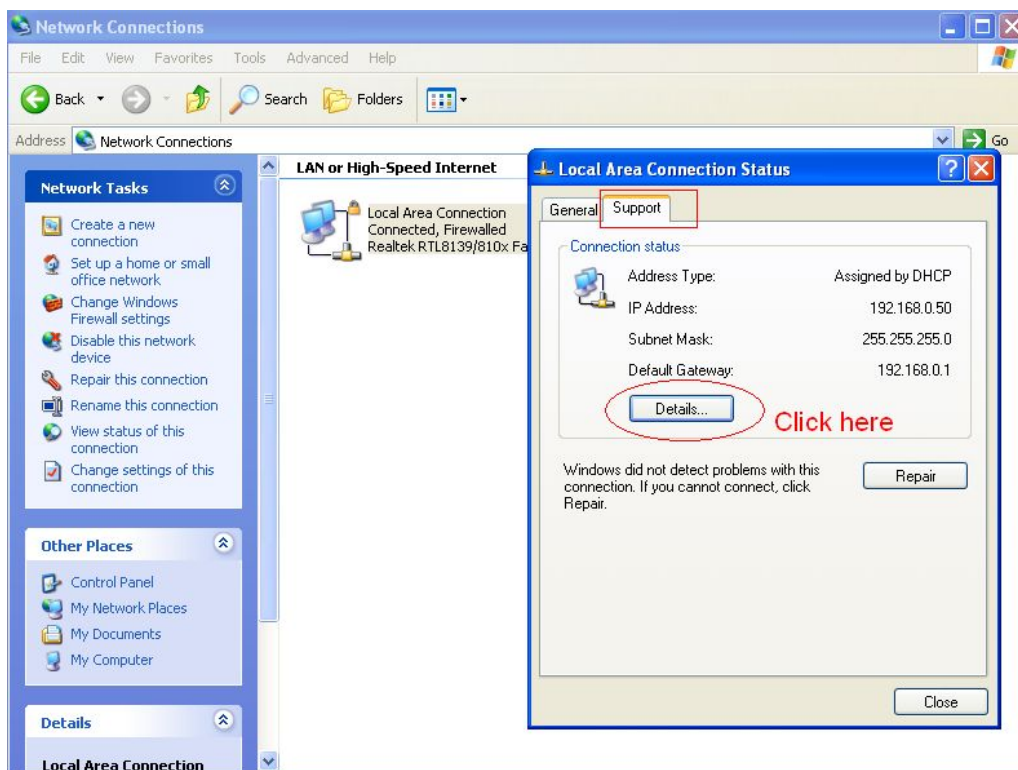


The screenshot shows the 'Device Settings' window with the 'Network' tab selected. The 'IP' sub-tab is active, displaying the following configuration:

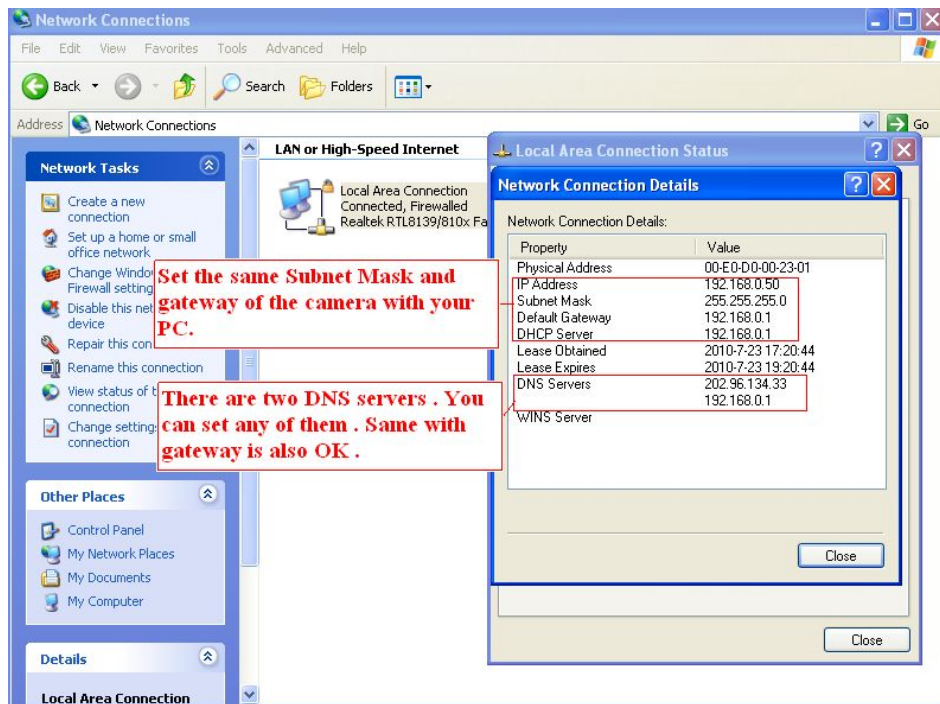
Setting	Value
Obtain IP from DHCP	<input type="radio"/> Yes <input checked="" type="radio"/> No
IP address	192.168.1.197
Subnet mask	255.255.255.0
Gateway	192.168.1.1
Primary DNS server	192.168.1.1
Secondary DNS server	8.8.8.8

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.**





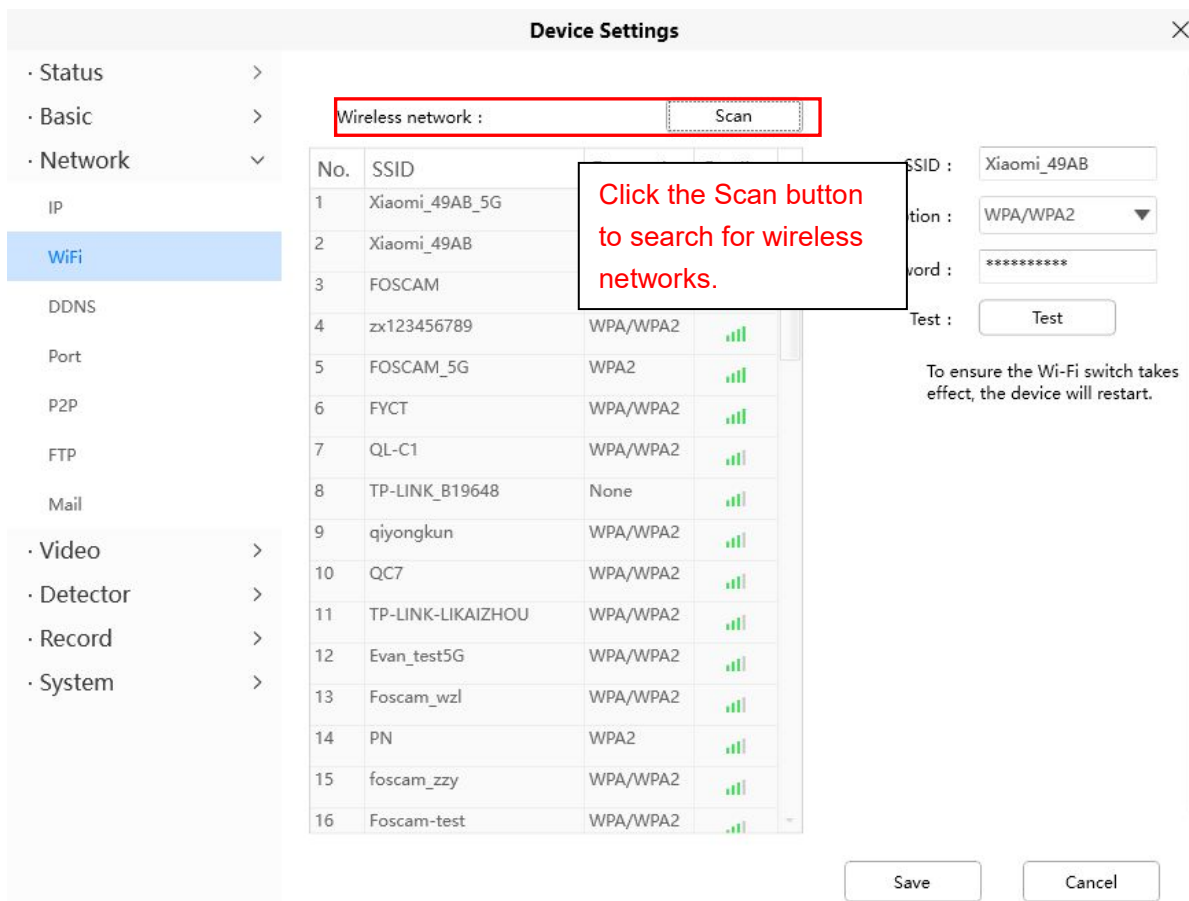


If you don't know the DNS server, you can use the same settings as the Default Gateway.

#### 4.5.3.2 WiFi

If your device is a POE model, this function is not supported

**Step 1:** Click the Scan button and the camera will detect all wireless networks around the area. It should also display your router in the list.



**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.

**Device Settings**

· Status >  
· Basic >  
· Network ▾

IP  
**WiFi**  
DDNS  
Port  
P2P  
FTP  
Mail

· Video >  
· Detector >  
· Record >  
· System >

Wireless network :

No.	SSID	Encryption	Quality
1	Xiaomi_49AB_5G	WPA/WPA2	📶
2	Xiaomi_49AB	WPA/WPA2	📶
3	FOSCAM	WPA2	📶
4			
5			
6			
7			
8	TP-LINK_B19648	None	📶
9	qiyongkun	WPA/WPA2	📶
10	QC7	WPA/WPA2	📶
11	TP-LINK-LIKAIZHOU	WPA/WPA2	📶
12	Evan_test5G	WPA/WPA2	📶
13	Foscam_wzl	WPA/WPA2	📶
14	PN	WPA2	📶
15	foscam_zzy	WPA/WPA2	📶
16	Foscam-test	WPA/WPA2	📶

Encryption : WPA/WPA2  
Password : \*\*\*\*\*  
Test :

1 Click the SSID of your router and the relevant information will be filled in the fields automatically.

2 Enter the password of your router .

3 Click Test to check if the password is correct or not.

**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 Add Device 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 Add Device The IP address may have changed after the camera receives a wireless connection, 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.

#### 4.5.3.3 DDNS

FOSCAM cameras can use a third-party domain name. If you need to use a third-party DDNS, please select Yes and select the corresponding third-party domain name.

Device Settings

Status >

Basic >

Network ▾

IP

WiFi

DDNS

Port

P2P

FTP

Mail

DDNS :

☒ Yes
☐ No

Third Party DDNS

DDNS server :

None ▾

None

Oray

3322

no-ip

DynDns

#### 4.5.3.4 Port

This camera supports HTTP Port / HTTPS Port/ ONVIF Port. HTTP Port is used to access the camera remotely.

**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.

Device Settings

Status >

Basic >

Network ▾

IP

WiFi

DDNS

Port

Http port :

88


Https port :

443

Valid port range is 1-65533

#### 4.5.3.5 P2P

Access the camera by smart phone (Android or iOS operating system)

First of all, you need to open the P2P function of the camera at  > **Network** > **P2P**.

Device Settings ✕

- Status >
- Basic >
- Network ▾
- IP
- WiFi
- DDNS
- Port
- P2P

UID : BWZ97L52QBOSUZ9FZZZ7Y8M

Enable P2P : ☒ Yes ☐ No

### 4.5.3.6 FTP

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

Device Settings ✕

- Status >
- Basic >
- Network ▾
- IP
- WiFi
- DDNS
- Port
- P2P
- FTP
- Mail
- Video >
- Detector >
- Record >
- System >

FTP server :

Example: ftp://192.168.1.103/dir  
The maximum length of the address is 127, does not support the character: =&

Port :

Mode : ☐ PASV ☒ Port

Username :

The maximum length of the user name is 63, support numbers, letters and symbols: \_@\$%.,#%~!

Password :

The maximum length of the password is 63, support numbers, letters and symbols: ~!@#\$\$%^\*()\_+{}|'<>?~'\./&=

**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.

**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.

### 4.5.3.7 Mail Settings

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

The screenshot shows the 'Device Settings' window with the 'Mail' tab selected. The settings are organized into several sections, each highlighted with a red box and a number:

- 1**: SMTP Server/Port/Transport Layer Security. Includes 'Enable mail' (Yes/No), 'Smtp server' (smtp.gmail.com), 'Smtp port' (25), and 'Transport layer security' (STARTTLS).
- 2**: SMTP Account/Password. Includes 'Need authentication' (Yes), 'Smtp account' (test123@gmail.com), and 'Smtp password' (\*\*\*\*).
- 3**: Mail sender. Includes 'Mail sender' (test123@gmail.com) and a 'Test' button.
- 4**: Mail recipient 1. Includes 'Mail recipient 1' (test@gmail.com).
- 5**: Save button.
- 6**: Cancel button.

**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 Account/ password** ID account and password of the sender email address

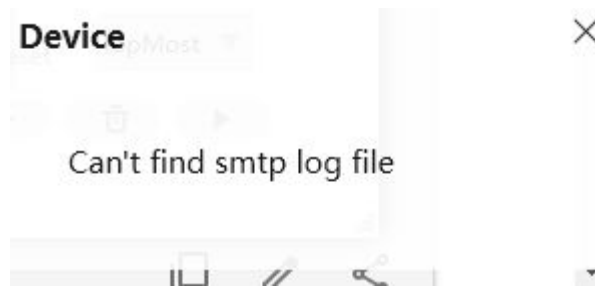
**3----- E-mail Sender** Mailbox for sender must support SMTP

**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.



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.

## 4.5.4 Video

This section allows you to configure Video Encode settings, On screen display, Snapshot and IR LED settings.

### 4.5.4.1 Video Encode

This is main Encode video settings.

Device Settings ✕

- Status >
- Basic >
- Network >
- Video >
- Video Encode
- On Screen Display
- Privacy Zone
- Snapshot
- IR LED
- Color Adjustment
- NAA
- HDR
- Detector >
- Record >
- System >

### Main Stream Video Settings

Stream type : QHD mode ▼

Frame rate : 25 ▼

Resolution : 2K ▼

Key frame interval : 50 ▼

Bit rate : 1.5M ▼

Rate control mode : VBR ▼

### Sub Stream Video Settings

Stream type : HD mode ▼

Frame rate : 11 ▼

Resolution : 720P ▼

Key frame interval : 11 ▼

Bit rate : 512K ▼

☒ Enhanced night vision definition

Save

Cancel

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

**Resolution:** The camera supports multiple types, For example: 2K,3M,1080P, 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. (Different models support different specific types. )

**Different cameras have different support types**

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

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

**Different cameras have different parameters**

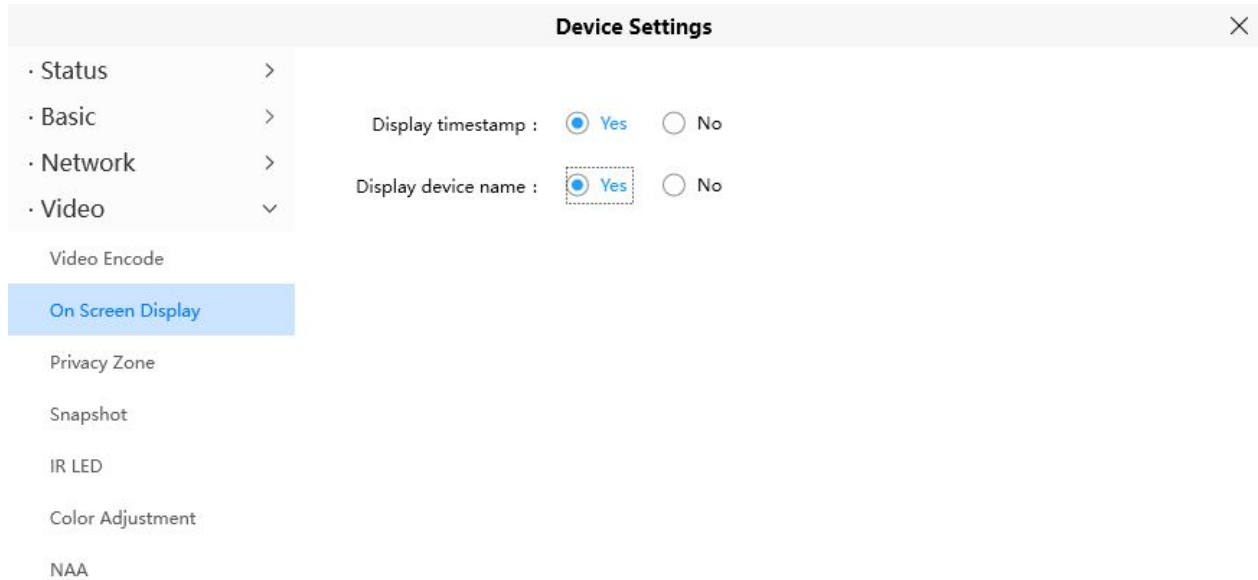
**Key Frame Interval:** The time between last key frame and next key frame. The shorter the duration, the more likely you will get a better video quality, but at the cost of higher network bandwidth consumption.

**Variable Bitrate:** 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.

#### 4.5.4.2 On Screen Display

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



The screenshot shows a 'Device Settings' window with a sidebar on the left and a main content area on the right. The sidebar contains a list of settings categories: Status, Basic, Network, Video, Video Encode, On Screen Display (highlighted in blue), Privacy Zone, Snapshot, IR LED, Color Adjustment, and NAA. The main content area is titled 'Device Settings' and contains two radio button options: 'Display timestamp' and 'Display device name'. Both options have the 'Yes' radio button selected.

Category	Display timestamp	Display device name
Status	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Basic	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Network	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Video	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Video Encode	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
On Screen Display	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input checked="" type="radio"/> Yes <input type="radio"/> No
Privacy Zone	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Snapshot	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
IR LED	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
Color Adjustment	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
NAA	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

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

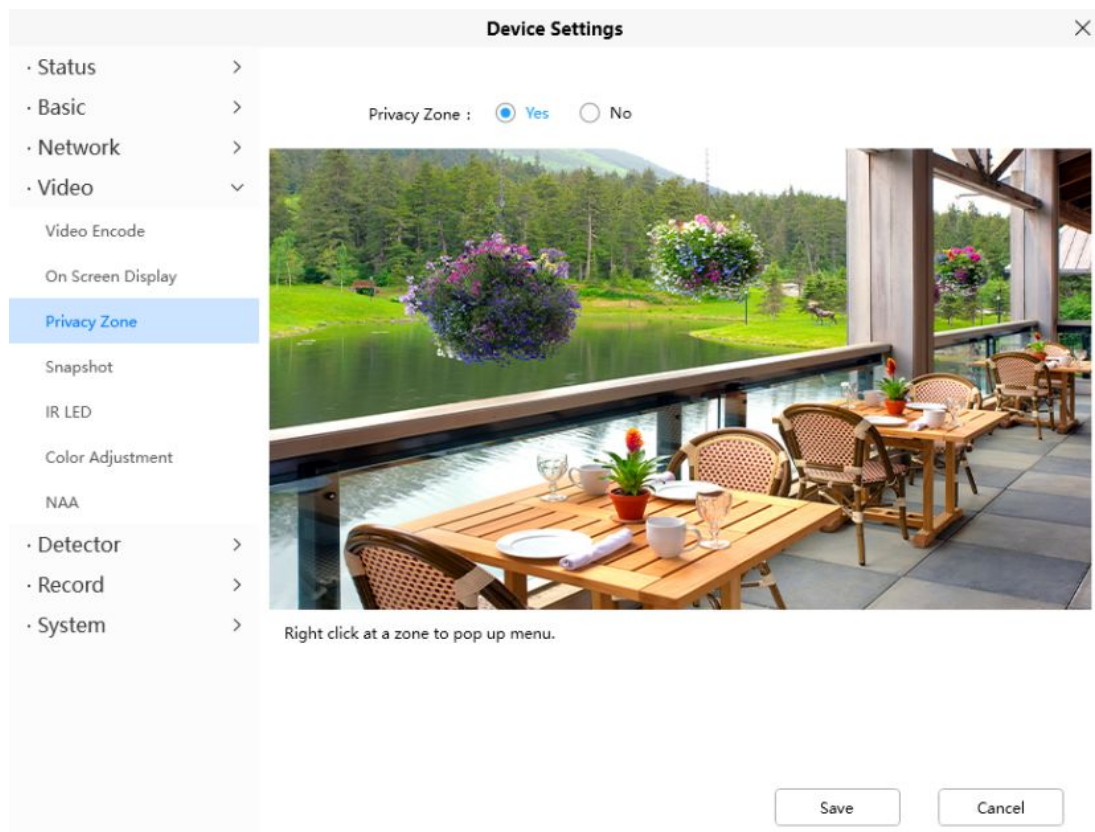
**Display Camera Name:** There are two options: Yes or NO. Select Yes and you can see the device name on the video.

#### 4.5.4.3 Privacy

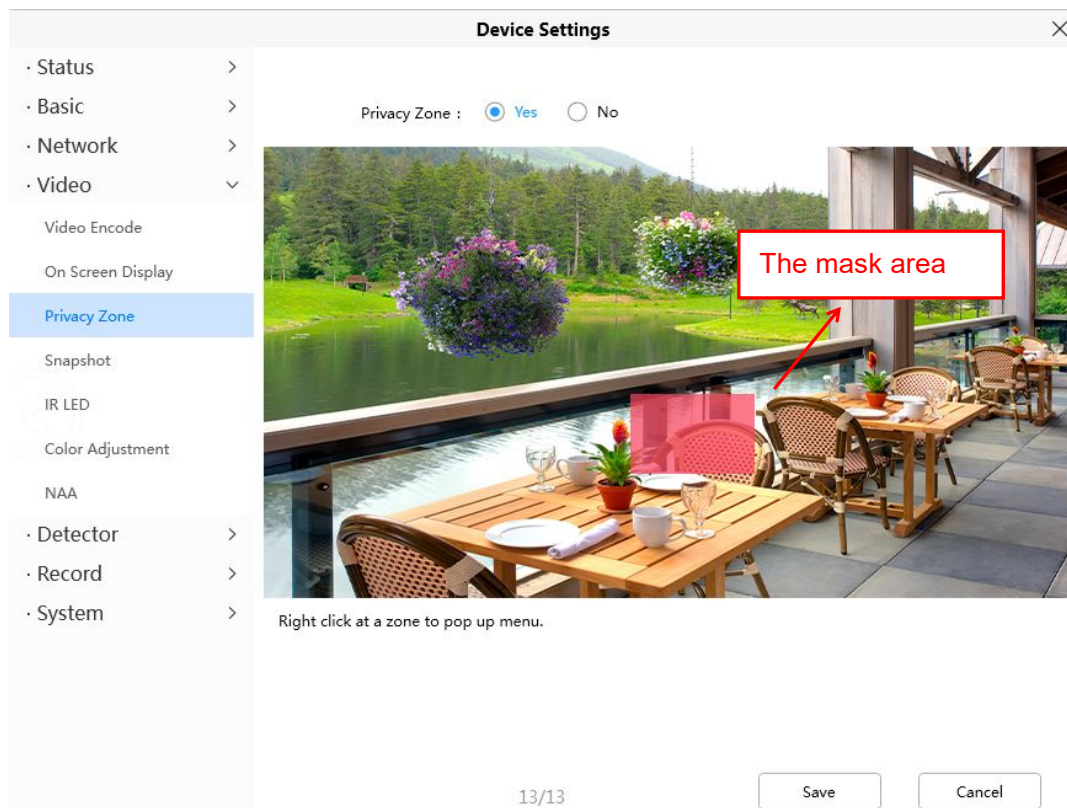
This page is used to set some mask as privacy zone on the video.

**Privacy Zone:** Allow On Screen Display Mask, there are two options, Yes or NO.





Select Yes and draw a mask area on the video, the mask area will be black on the video.



Click Save button and return to the Privacy Zone page, click Save to take effect.  
Back to the surveillance window, you can see the mask area as the following picture.



#### 4.5.4.4 Snapshot

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

· Status >

· Basic >

· Network >

· Video >

Video Encode

On Screen Display

Privacy Zone

Snapshot

IR LED

Color Adjustment

NAA

HDR

· Detector >

· Record >

· System >

Device Settings

Manual snap quality : ☐ Low ☒ Medium ☐ High

Pictures save to : ☒ None ☐ SD card ☐ FTP

☒ Enable timing to capture

Capture interval :  (5s-65535s)

Schedule

All	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon.																								
Tues.																								
Wed.																								
Thur.																								
Fri.																								
Sat.																								
Sun.																								

Save Cancel

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

**Pictures Save To:** FTP. If you have done FTP and Alarm settings, when alarming, the camera will snap pictures to the FTP automatically. If you select the FTP, you can set the file name which the picture save to.

### Enable Timing to Capture

To enable capture interval, follow the steps below:

**1 Select Enable timing to capture**

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

**3 Select the capture time**

- Capture anytime

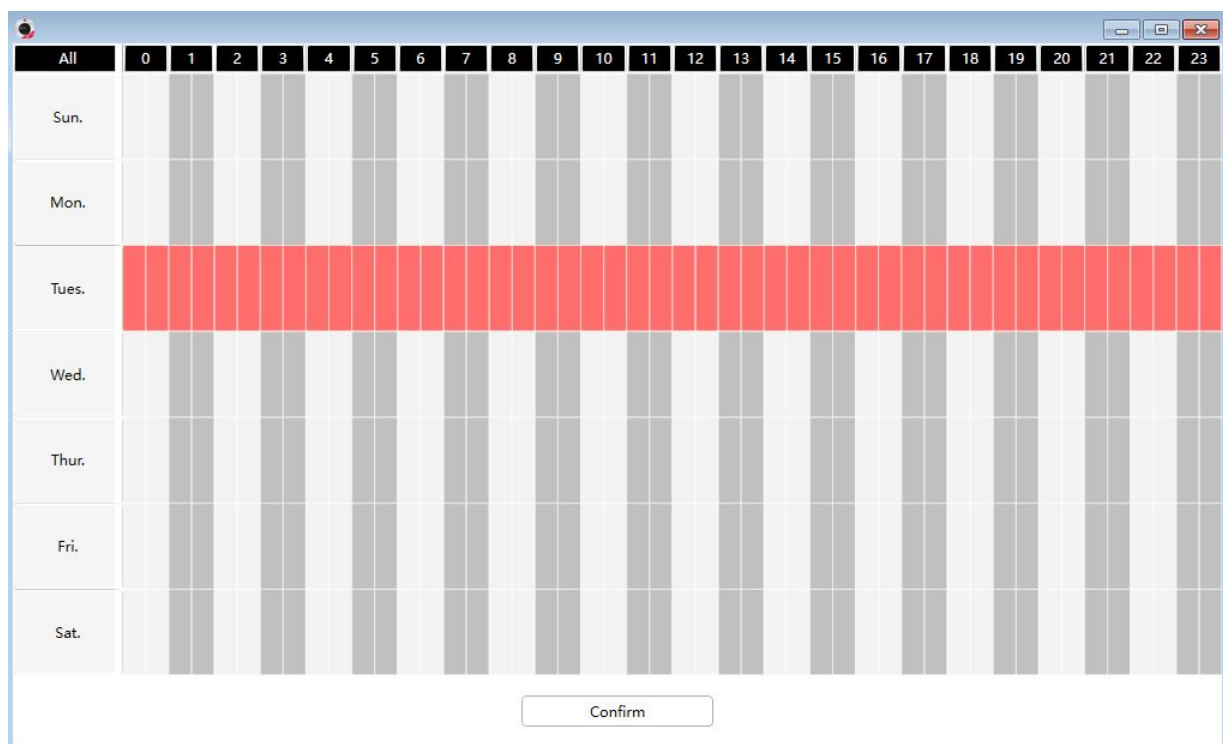
Click the black button up the MON, you will see all time range turn red. When something moving in the detection area at anytime, the camera will capture.

- 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.



### 4.5.4.5 IR LED

There are three modes to set the IR LED lights.

**Auto:** The default mode is auto. On this mode, IR LED lights will be switched automatically depended on the brightness of enviroment.

**Manual:** On this mode, you can click **On** option to turn on the IR LED lights, and click **Off** option to turn off the IR LED lights.

**Schedule:** On this mode, IR LED lights will be turned off during the setting schedule .You can set the period of time during which the infrared lamp is turned off to prevent your baby from being influenced

during sleep. You can also turn off the infrared lamp on the video preview page at any time.

Device Settings

· Status >

· Basic >

· Network >

· Video ▾

Video Encode

On Screen Display

Privacy Zone

Snapshot

IR LED

Color Adjustment

NAA

IR LED mode : ☐ Auto ☐ Manual ☒ Schedule

Turn the IR LED off in below time(s):

☒ Schedule1

08 ▾ : 00 ▾ - 18 ▾ : 00 ▾

☐ Schedule2

00 ▾ : 00 ▾ - 00 ▾ : 00 ▾

☐ Schedule3

00 ▾ : 00 ▾ - 00 ▾ : 00 ▾

#### 4.5.4.6 Color Adjustment

You can adjust the settings to your liking.

Device Settings

· Status >

· Basic >

· Network >

· Video ▾

Video Encode

On Screen Display

Privacy Zone

Snapshot

IR LED

Color Adjustment

NAA

Hue :  50

Brightness :  50

Contrast :  60

Saturation :  48

Sharpness :  35

Default

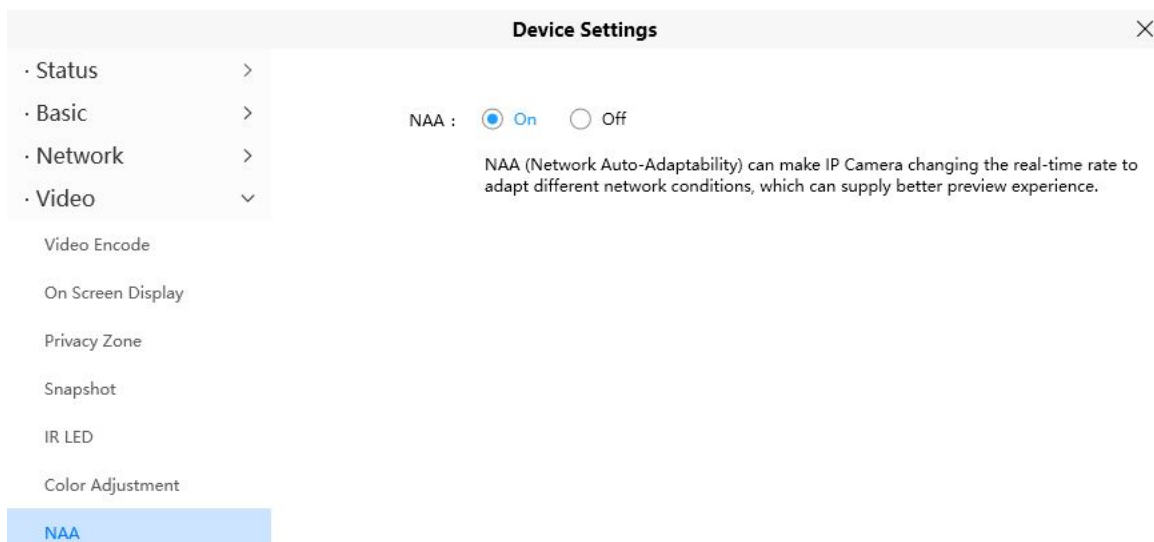
Power frequency : ☐ 50 Hz ☒ 60 Hz ☐ Outdoor mode

Mirror : ☐

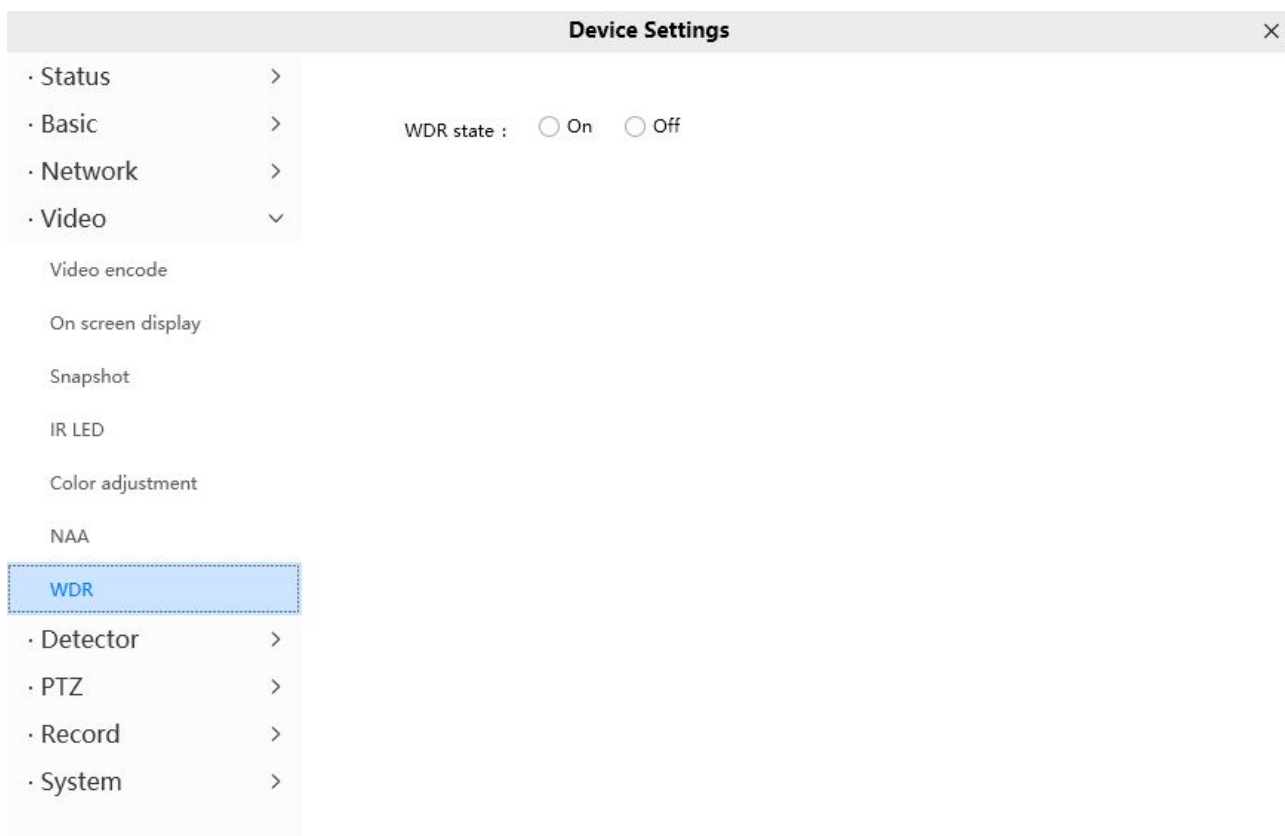
#### 4.5.4.7 NAA

Enabling NAA(Network Auto-Adaptability) can make IP Camera changing the real-time rate to adapt different network conditions, which can supply better preview experience.





#### 4.5.4.8 WDR/HDR



HDR stands for High-Dynamic Range. When shooting in an environment with obvious contrast between light and dark, the camera is limited by the dynamic range. The metering point is set in the bright place of the viewfinder frame. The entire screen will be darkened in order to give priority to the bright place. If the metering point is in dark places, priority will be given to the details of the dark parts and the picture will be over-brightened. The resulting photos are either over-exposed or under-exposed, and extremely bright or dark details cannot be recorded at the same time. The HDR processed photos, even if they are shot with a strong contrast between light and dark, both the highlights and the dark parts can be expressed, and the picture will not be too bright or dark in the details. Can make photos more layered

WDR stands for Wide Dynamic Range. The wide dynamic range is the ratio of the image can distinguish the brightest signal value to the darkest signal value. From the point of view of the purpose of use, HDR and WDR are both to balance overexposure or underexposure, so that photos can get more layers and clearer images.

HDR only supports some models, HDR only supports VD1 DBW5 S41 SPC F41 FLC

## 4.5.5 Detector

### 4.5.5.1 Motion Detection

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

**Device Settings**

· Status >

· Basic >

· Network >

· Video >

· Detector >

· Motion Detection

· Sound Detection

· Alarm Linkage

· Record >

· System >

Detection switch : ☒ On ☐ Off

Set detection area

Sensitivity : Low Medium High

Trigger interval : 5s 6s 7s 8s 9s 10s 11s 12s 13s 14s 15s

Snap interval : 1s 2s 3s 4s 5s

Action : ☐ Camera sound ☐ PC sound

☒ Send email ☒ Record

☒ Take snapshot ☒ Push message to the Phone

Schedule

All	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon.																								
Tues.																								
Wed.																								
Thur.																								
Fri.																								
Sat.																								
Sun.																								

Save Cancel

To enable motion detection, follow the steps below:

#### 1 Enable Detection Switch

#### 2 Set detection area You can set the alarm area.

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

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

**5 Snap Interval**---- The interval time between two pictures.

## 6 Select the alarm Action

There are some alarm indicators:

### A Camera Sound

If you select Camera Sound, when the motion has been detected, the people around the Camera will hear beep alarm sound, if the device is connected with the audio output device.

### B PC Sound

If you select PC Sound, when the motion has been detected, the people around the PC will hear beep alarm sound.

### C 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.

### D Recording

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

### E 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 the storage path in **Video > Snapshot Settings** panel.

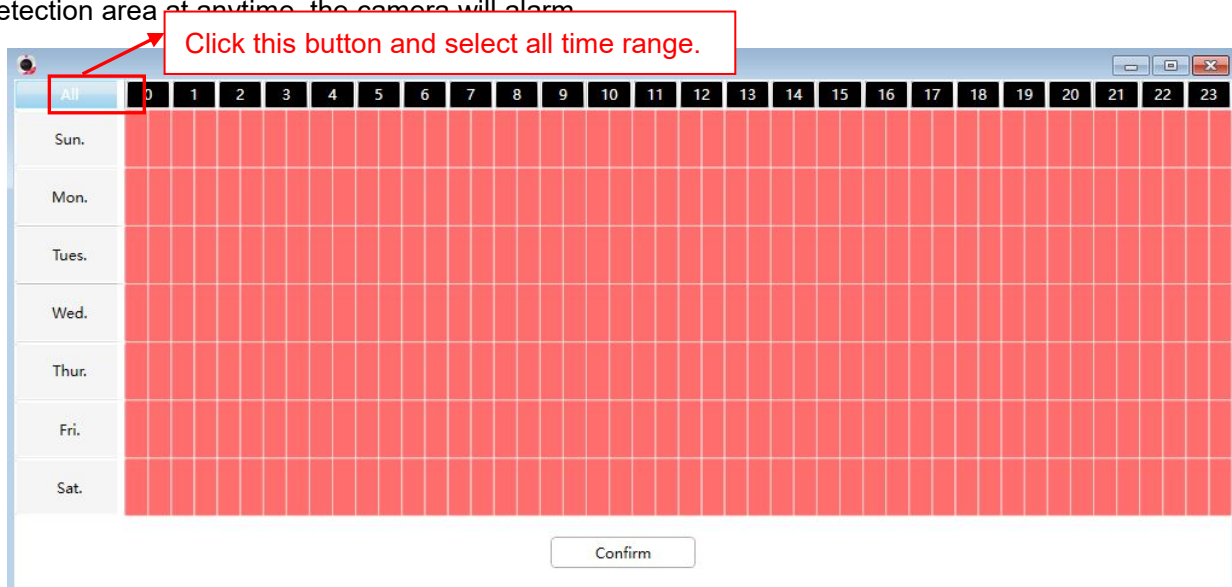
### F Push message to the phone

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.

## 7 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.

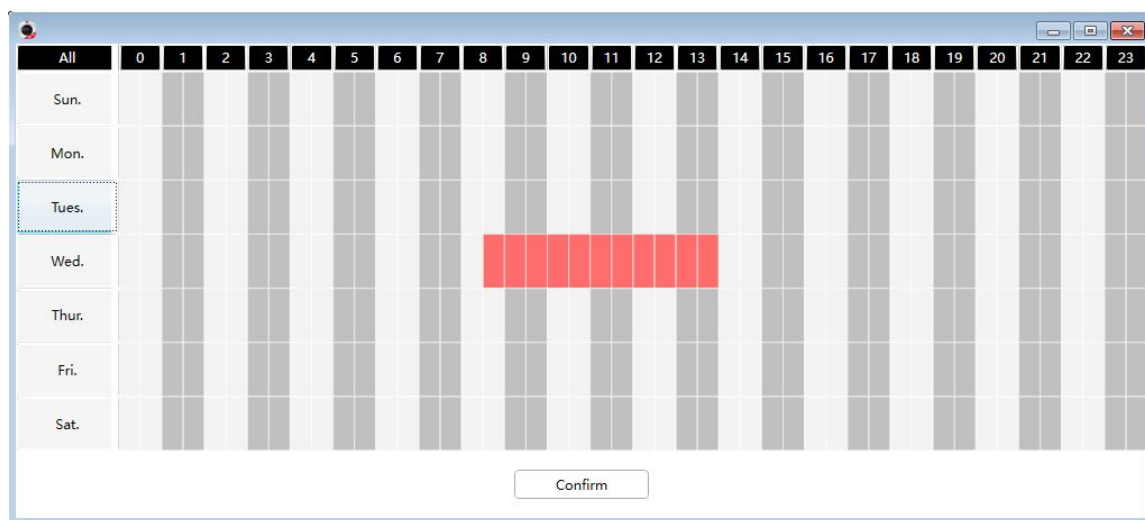


## 2. Specify an alarm schedule

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.



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



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

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

## 4.5.5.2 Sound Detection

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



· Status >

· Basic >

· Network >

· Video >

· Detector >

Motion Detection

Sound Detection

Alarm Linkage

· Record >

· System >

Detection switch : ☒ On ☐ Off 1

Sensitivity :

Low

Medium

High 2

Trigger interval :

5s

6s

7s

8s

9s

10s

11s

12s

13s

14s

15s 3

Snap interval :

1s

2s

3s

4s

5s 4

Action :

☐ Camera sound

☐ PC sound

☒ Send email

☒ Record

☒ Take snapshot

☒ Push message to the Phone

5

Schedule

All	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon.																								
Tues.																								
Wed.																								
Thur.																								
Fri.																								
Sat.																								

6

Save 7

Cancel

To enable motion detection, follow the steps below:

### 1 Enable Detection Switch

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

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

**4 Snap Interval**---- The interval time between two pictures.

### 5 Select the alarm indicators

There are some alarm indicators:

#### A Camera Sound

If you select Camera Sound, when the sound has been detected, the people around the Camera will hear beep alarm sound, if the device is connected with the audio output device.

#### B PC Sound

If you select PC Sound, when the sound has been detected, the people around the PC will hear beep alarm sound.

### C 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.

### D Recording

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

### E Take Snapshot

If you select this checkbox, when the sound 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 the storage path in **Video > Snapshot Settings** panel.

### F Push message to the phone

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

## 6 Alarm Schedule

4. Alarm anytime when sound 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.

Click this button and select all time range.

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sun.																								
Mon.																								
Tues.																								
Wed.																								
Thur.																								
Fri.																								
Sat.																								

Confirm

5. 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 sound in the detection area, the camera will alarm.



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



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

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

#### 4.3.5.3 Alarm Linkage

After setting an URL, when camera triggers a detection, will call the URL.

**step:**

1. You can fill in the alarm linkage address in the Full URL and click the Generate button, or modify it in the saved information, then click Save.
2. Full URL example: <http://username:password@ip:port/json.htm?command=switchlight>.

Device Settings

Status >

Basic >

Network >

Video >

Detector >

Motion Detection

Sound Detection

Alarm Linkage

Record >

System >

Full URL :

http://username:password@ip:port/json.htm?command=switchlight

Generate

URL :

http://ip:port/json.htm

Message :

command=switchlight

Username :

username

Password :

\*\*\*\*\*

Notice :

1. You can fill in the alarm linkage address in the Full Url and click the Generate button, or modify it in the saved information, then click Save.

2. Full Url example: <http://username:password@ip:port/json.htm?command=switchlight>.

## 4.5.6 PTZ

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

The PTZ function only supports some models, such as:R2M R2C R4S R4M FI9926P FI9928P SD2 SD2X HT2 D4Z VZ4

### 4.5.6.1 PTZ parameters

**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.

**Start-up Option:** Here section will allow you to set the stop position after the camera reboots.

It supports two modes: Go to home position and Go to preset point.

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

**Disable Start-up:** When rebooting, the camera will not pan / tilt.(Except:SD2 SD2X HT2 D4Z VZ4)

Device Settings

Status

Basic

Network

Video

Detector

PTZ

PTZ parameters

Cruise settings

Record

System

Pan & Tilt speed :

Very slow

Slow

Normal

Fast

Very fast

Start-up option :

Go to home position

Go to preset position

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

Save

Cancel

## 4.5.6.2 Cruise Settings

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

Device Settings

Status

Basic

Network

Video

Detector

PTZ

PTZ Parameters

Cruise Settings

Record

System

Cruise mode :

Cruise time

15 Minute(s)

Cruise tracks :

Vertical

Add

Delete

Save

Preset point :

Preset name
TopMost
BottomMost
LeftMost
RightMost

Cruise track :

Preset name	Residence time(secs)
TopMost	15
BottomMost	15

Notice :

The maximum residence time of cruise track is 60 seconds.

Save

Cancel

## Setting the Cruise Mode

**Cruise mode:** Cruise time.

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

Click **Save** to take effect.

Device Settings

Status

Basic

Network

Video

Detector

PTZ

PTZ Parameters

Cruise Settings

Record

System

Cruise mode :

☒ Cruise time

15 Minute(s)

Cruise tracks :

Vertical

Preset point :

Preset name
TopMost
BottomMost
LeftMost
RightMost

15 Minute(s)

30 Minute(s)

1 Hour

2 Hour

Customized

Delete

Save

Cruise track :

Preset name	Residence time(secs)
TopMost	15
BottomMost	15

Notice :

The maximum residence time of cruise track is 60 seconds.

Save

Cancel

## 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 'Device Settings' window. On the left, there is a sidebar with 'PTZ Parameters' and 'Cruise Settings' selected. The main area shows 'Cruise mode' with 'Cruise loops' checked and set to 2. Below this, the 'Cruise tracks' section has a text input field containing 'test', with 'Delete' and 'Save' buttons. A red box highlights this input field with the text 'The new added track name.' Below the tracks section, there are two tables. The 'Preset point' table lists 'TopMost', 'BottomMost', 'LeftMost', and 'RightMost'. A red box highlights 'LeftMost' with the text '1 Select one preset point.' The 'Cruise track' table has columns 'Preset name' and 'Residence time(secs)'. It shows 'LeftMost' with a residence time of 15. A red box highlights this row with the text 'Here you can see the preset point has been added to one track. And you can set the stay time.' Below the tables, there are 'Add' and 'Delete' buttons. A red box highlights the 'Add' button with the text '2 Click Add button.' At the bottom, there is a 'Notice' section stating 'The maximum residence time of cruise track is 60 seconds.' and 'Save' and 'Cancel' buttons.

**The new added track name.**

**1 Select one preset point.**

**2 Click Add button.**

**Here you can see the preset point has been added to one track. And you can set the stay time.**

**Thirdly:** Click **Save** 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.

The screenshot shows the surveillance window interface. At the top, there is a toolbar with icons for camera view, window management, and zoom. Below this, there is a 'Preset' dropdown menu showing 'TopMost'. A red box highlights this dropdown with the text 'Add the preset.' Below the dropdown, there are three buttons: a plus sign (+), a trash can icon, and a play button. A red box highlights the plus sign button.

**Add the preset.**

Device Settings

Status

Basic

Network

Video

Detector

PTZ

PTZ Parameters

Cruise Settings

Sti

Record

System

Cruise mode :

Cruise time

Cruise loops

2

( 1 - 100 ) Loop(s)

Cruise tracks :

track1

Add

Delete

Save

Preset point :

Preset name
TopMost
BottomMost
LeftMost
RightMost
upright
downleft

Cruise track :

Preset name	Residence time(secs)
upright	15
RightMost	15
downleft	15

Notice :

The maximum residence time of cruise track is 60 seconds.

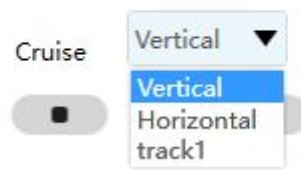
Save

Cancel

The cruise tracks have added to the "track 1".

After add the cruise track, back to the surveillance window, click Cruise, here 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.

Device Settings

· Status >

· Basic >

· Network >

· Video >

· Detector >

· PTZ >

PTZ Parameters

Cruise Settings

Stt

· Record >

· System >

Cruise mode :

☐ Cruise time
 ☒ Cruise loops
 

( 1 - 100 ) Loop(s)

Cruise tracks :

Delete

Save

The maximum lenght of name is 20, support English, numbers, letters and symbols: \_-

Preset point :

Preset name	
TopMost	
BottomMost	
LeftMost	
RightMost	>
upright	
downleft	<

Cruise track :

Preset name	Residence time(secs)

Notice :

The maximum residence time of cruise track is 60 seconds.

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

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

### Attention:

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

## 4.5.6 Record

### 4.5.6.1 Storage Management

On this page you can choose Record Storage Path. The record storage path default is SD card.

Device Settings

· Status

· Basic

· Network

· Video

· Detector

· Record

Storage Management

Alarm Recording

Schedule Recording

Record storage path :

SD card status :

SD card free space :

SD card total space :

Notice :

SD card management

No path

SD card

FTP

SD card

28.8 GB

29.5 GB

SD card management is only effective when access the camera in LAN

### 4.5.6.2 Alarm Recording

On this page you can configure the Alarm-recording Time, Enable pre-record time and Alarm-Recording time.

Device Settings

· Status

· Basic

· Network

· Video

· Detector

· Record

Storage Management

Alarm Recording

Schedule Recording

Enable Pre-Record :

Pre-Record time :

Alarm-Recording time :

Yes

No

1s

2s

10s

20s

30s

40s

50s

1min

2min

3min

4min

5min

### 4.5.6.3 Schedule Recording

On the page you can configure the schedule record.

**Note:** Schedule Recording only supports SD Card. Schedule Recording can only be enabled after the recording path is set Please set the path in the storage management.

· Status >

· Basic >

· Network >

· Video >

· Detector >

· Record >

Storage Management

Alarm Recording

Schedule Recording

· System >

Device Settings

Enable schedule : ☒ Yes ☐ No

Audio record : ☐ Yes ☒ No

Full strategy : ☒ Cover ☐ Stop

Stream : ☒ Main stream ☐ Sub stream

Schedule

All	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon.																								
Tues.																								
Wed.																								
Thur.																								
Fri.																								
Sat.																								
Sun.																								

Save

Cancel

Click **Save** button to take effect.

## 4.5.7 System

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

### 4.5.7.1 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.

Device Settings ✕

- Status >
- Basic >
- Network >
- Video >
- Detector >
- Record >
- System ▾
- Back-up & Restore
- System Upgrade
- Patch Installation
- Factory Reset
- Reboot

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.

Backup path :

Notice :

1. All current settings will be overwritten when importing a configuration file. The device may not work properly if the wrong configuration file is uploaded.
2. Do not disturb the update process by turning off the power, otherwise the device may be damaged. The loading process takes about 50 seconds, and the device will reboot automatically.

#### 4.5.8.2 System Upgrade

Click **Download the Latest Firmware**, you will see the following screen. And click **Save** to save the firmware on your computer locally.

Device Settings ✕

- Status >
- Basic >
- Network >
- Video >
- Detector >
- Record >
- System ▾
- Back-up & Restore
- System Upgrade

Current firmware version : 2.132.2.10

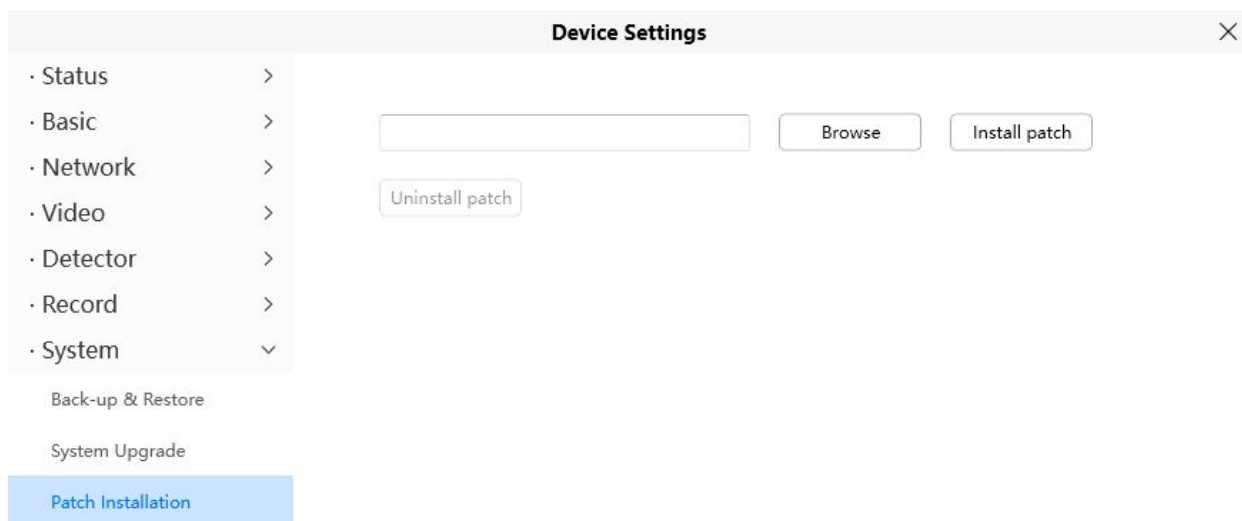
Your current firmware version will be displayed on your screen. You may go to the **Status > Device Information** page to check for the latest firmware versions available.

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.

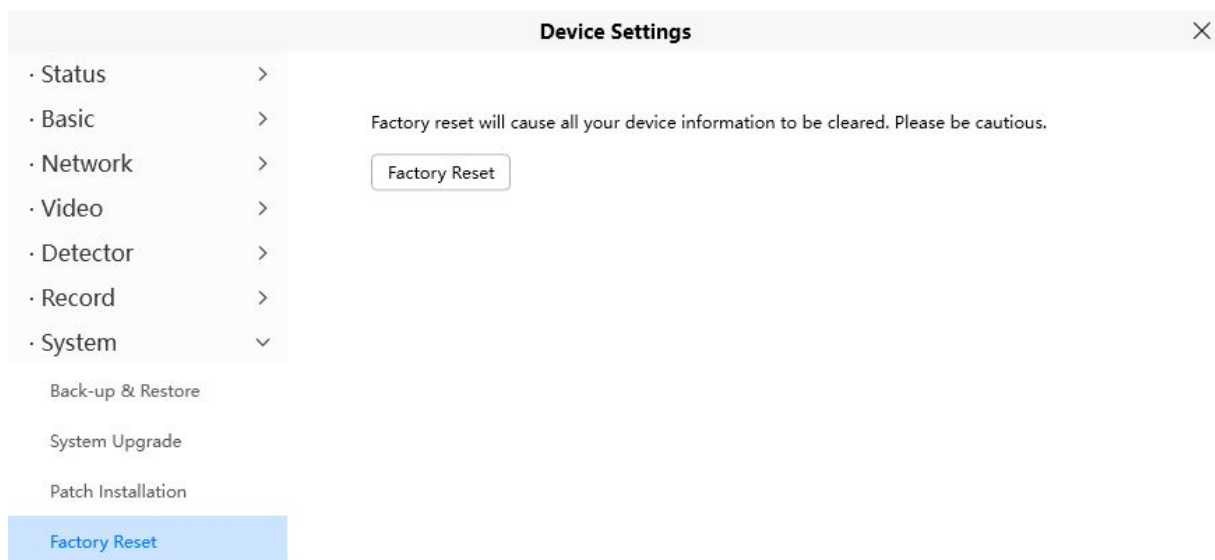
#### 4.5.7.3 Patch Installation

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.



#### 4.5.7.4 Factory Reset

Click **Factory Reset** button and all parameters will return to factory settings if selected.



#### 4.5.7.5 Reboot

Click **Reboot** to reboot the camera. This is similar to unplugging the power to the camera. You can set Enable periodic maintenance and set Period.

Device Settings

Status

Basic

Network

Video

Detector

Record

System

Back-up & Restore

System Upgrade

Patch Installation

Factory Reset

Reboot

Clicking this button will reboot the device

Reboot device

Enable Periodic Maintenance :

☒ Yes
☐ No

Period :

☒ A week
☐ A month

## 5 Works with Alexa and Google Assistant

You can refer to the FAQs on the official website:<https://foscam.com/faqs/search.html?q=Alexa>

And <https://foscam.com/faqs/search.html?q=google>

## 6.FAQ

### 6.1 Unable to connect camera remotely using Foscam app

Foscam P2P cameras allow users to connect camera remotely using Foscam app without extract setup like port forwarding. When it unable to connect remotely, below tips can help app establish the connection:

- (1) Update app and camera's firmware to latest version,
- (2) Power off the camera then power back on,
- (3) Delete camera from app then re-add it back, also lower camera's resolution.

### 6.2 Camera is added by others

When use myfoscam.com cloud or Foscam app, one camera can only be added to one account at the same time. To solve error "This camera has already been added by another account" when add camera to Foscam app or cloud, please send a clear photo of camera's model sticker to Foscam support email [support@foscam.com](mailto:support@foscam.com) to unbind it.

## 6.3 What are the recommended internet requirements for this device

Requires a minimum upload speed of 1Mbps, but 2 Mbps is recommended for optimal performance.

## 7 Default Parameters

### Default network Parameters

IP address: obtain dynamically

Subnet mask: obtain dynamically

Gateway: obtain dynamically

## 8 CE & FCC

### Electromagnetic Compatibility (EMC)

#### FCC Statement



#### FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. NOTE 1: 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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: - Reorient or relocate the receiving antenna. - Increase the separation between the equipment and receiver. - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. - Consult the dealer or an experienced radio/TV technician for help.

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

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## CE Mark Warning



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

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.**

## 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
- Usage that is not in accordance with product instructions.
- Failure to follow the product instructions.
- **Normal wear and tear.**

## Return Procedures

- Please read FOSCAM warranty policy & policy of your reseller first before sending items back to point-of-purchase.
- Customer must first contact point-of-purchase to obtain a Return Merchandise Authorization (RMA) number before returning the product. If the product you received is suspected to be defective and the product warranty has not expired, The RMA number will allow your reseller to track your return much easier and help them expedite processing your request.
- After receiving your RMA case number, pack the item(s) very well with the original box and all the original accessories included such as power adapters, brackets, cables, and manuals.
- 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.
- Warranty is void for physical damage, altered, either internally or externally, improper or inadequate packaging when returned for RMA purposes.
- Warranty is void if damage has resulted from accident, dismantle, abuse, or service or modification by someone other than the appointed vendor, souse, fission or the spare part has been over the period of warranty.
- Warranty is void if product is damaged due to improper working environment or operation. (For example, improper temperature, humidity, unusual physical or electrical stress or interference, failure or fluctuation of electrical power, static electricity, using wrong power adapter, etc.)
- Warranty is void if damaged by the use of parts not manufactured or sold by FOSCAM.
- Damage caused by improper installation of third-party products.
- Warranty is void if damaged for irresistible cause, such as earthquake, fire, lightning, flood, etc.
- Product beyond limited warranty.

## **Shipping Fee**

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

## **Repair Service Out Of Warranty**

- FOSCAM provide extra repair service for product that out of warranty, it is chargeable. The total fee contains device cost and service fee. Device cost (including accessories) is the standard uniform price provide by FOSCAM.
- Different region may have different service fee, please contact the point-of-purchase to confirm that before you ask for this service.
- Our technicians will quote the total price after detect the product, If customers refused to repair after

the quotation, customers need pay for the test fee, \$3.5/hour. If agree with the quotation, test will be free.

- Repaired product out of warranty will obtains 3-month warranty from the date of the product back to customers.

## **Limitation of Liability**

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

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

## **9 Statement**

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

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

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

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

Our company takes no responsibility of the loss caused by the following at ant 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.

# 10 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:

[support@foscam.com](mailto:support@foscam.com)



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

Exporter and Importer Information Opened to Public:

<https://www.foscam.com/company/open-information.html>