# *User Manual*

### Foscam Camera



V1.5
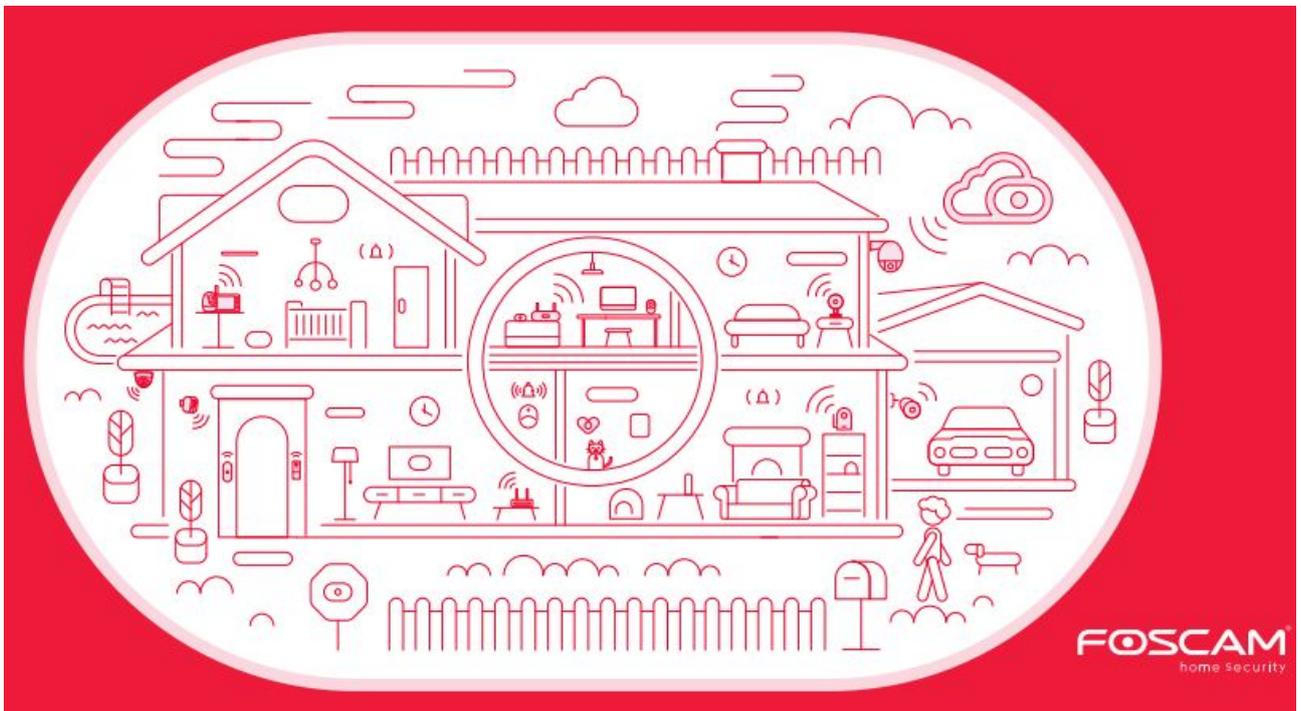
## Table of Contents

# 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. It combines a high quality digital video camera, with a powerful PC client, 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 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 might not work well.
On Foscam app go to the **Settings→SD Card→SD Card Settings** 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 meets the following specifications:
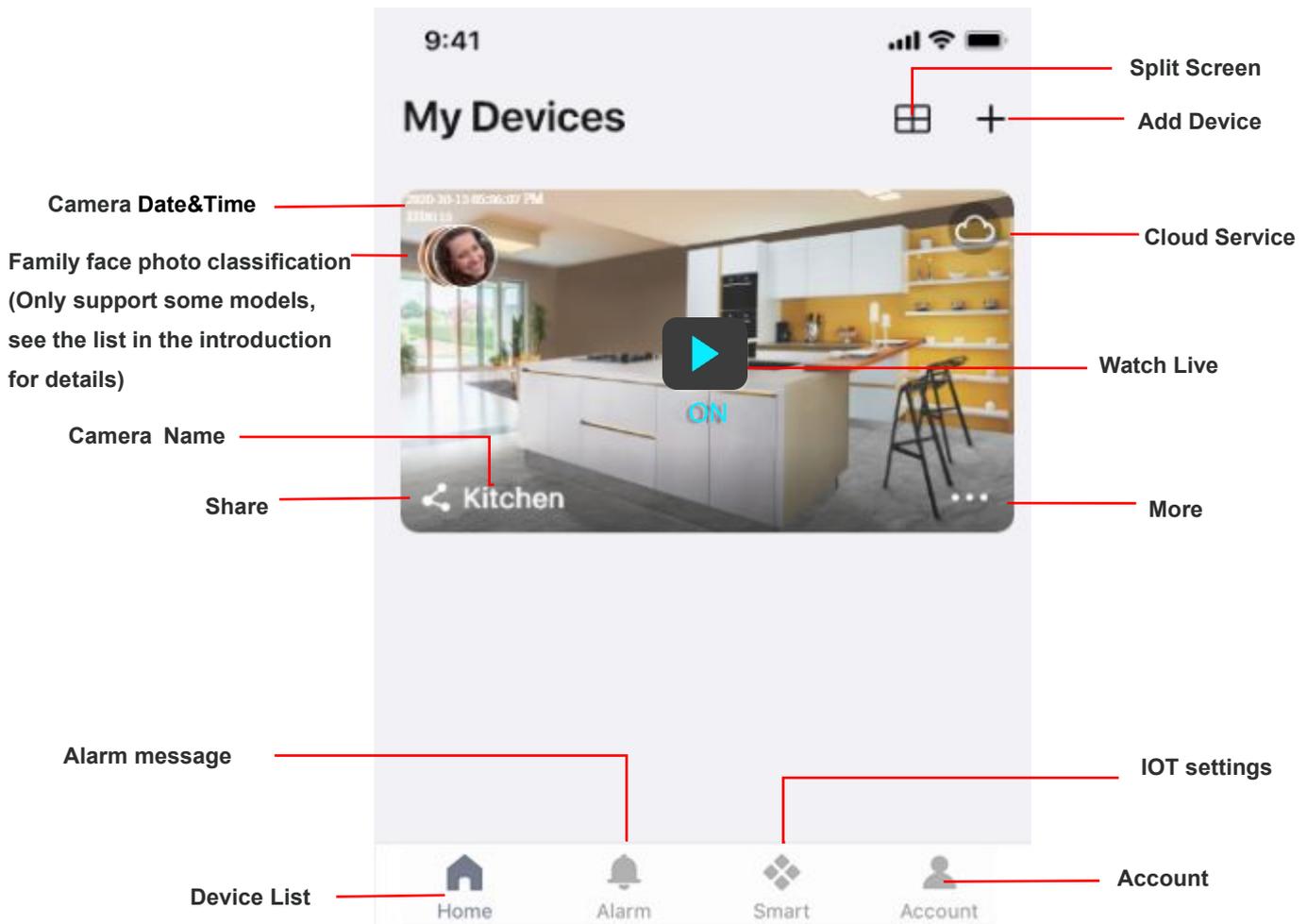
iOS: version 11 or higher.

Android: 5.0 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:** This includes the camera name and camera time. If your camera name is in English, the OSD name will synchronize with the camera name. If it is not in English, the OSD will not be modified and will default to Foscam_camera. The camera time can be synchronized with the phone.

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

**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.

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

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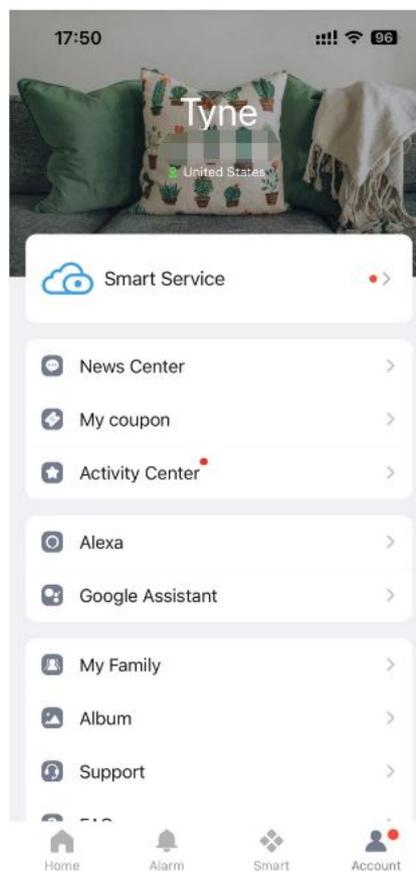


**More:** Click ⋯ the button to enter the more options page of the camera, Album, Alarm Settings, Playback, Notification, Sleep Mode, Settings.
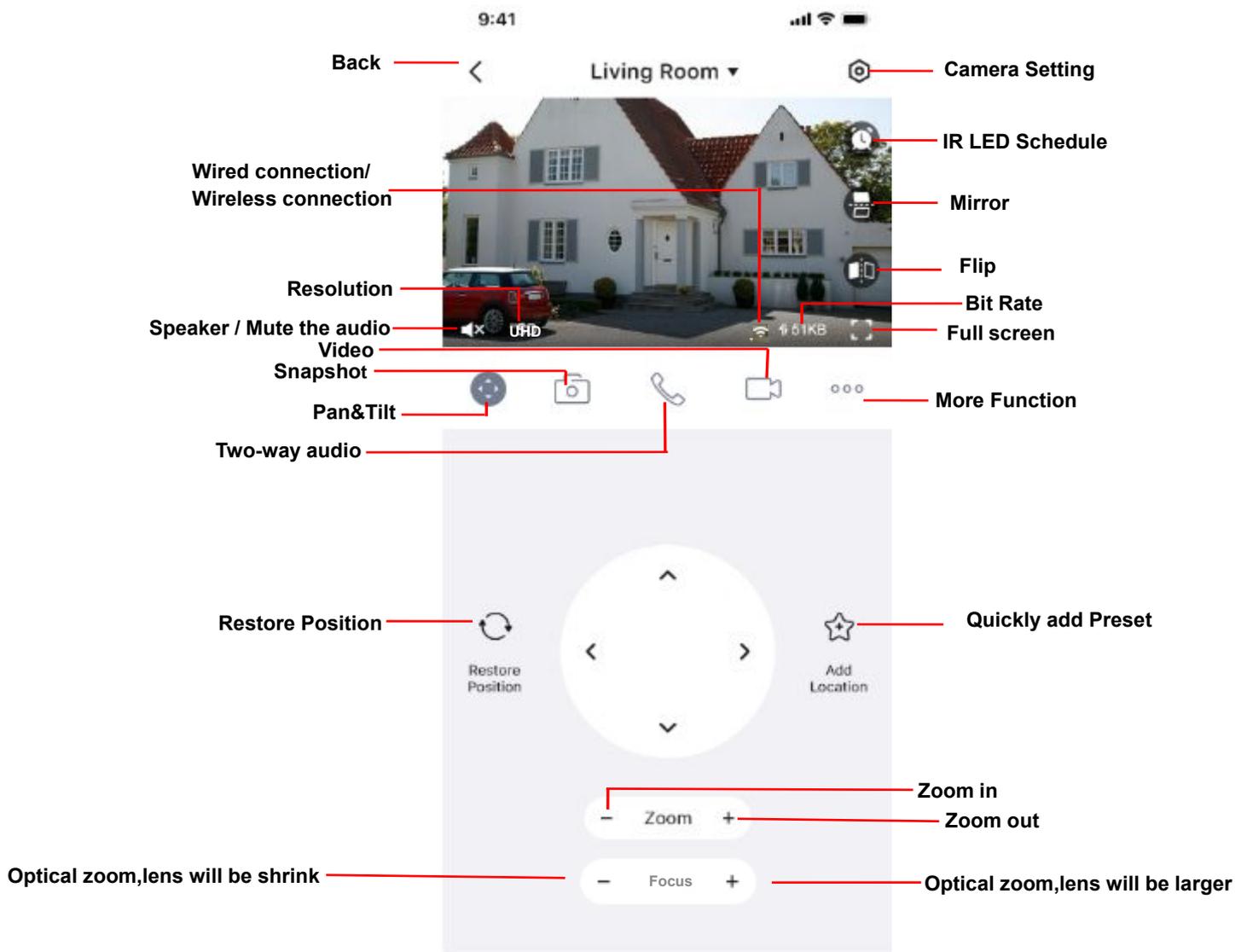
**Add Device:** Please refer to the *Quick Setup Guide.*

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



## 3.3 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.**

**UHD** **Resolution:** There are three types to identify different streams you have set. If select the UHD /

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 UHD / QHD Mode, and it will take up less bandwidth. The FHD Model is a value between UHD/QHD Mode and SD Mode (UHD support V8EP T8EP, QHD support V4EC G4C G4P G4EP QJ4 G4 S41 SPC F41 FLC VD1 DWB5 V5EP R3 X3 R5 X5 X4 R4M T5EP V5P D4Z SD4).

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**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 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.

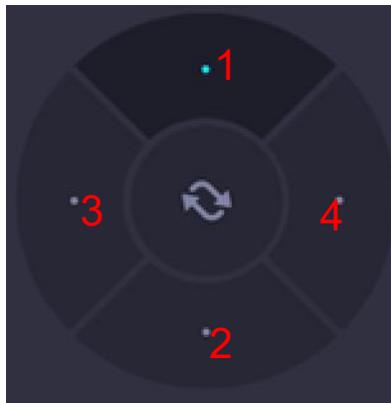**Speaker / Mute the audio:** Here you can see if there is a Speaker or muted.

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

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

**Pan&Tilt:** Click this button to PT control (Only those with PT have this function, such as: R2M, R2C, R4M, R4S, FI9926P, X2, D4Z, SD2, SD4, SD2X, HT2, VZ4, R3 , X3, R5, X5, X5 Lite, R5 Lite, B4)



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

Click this button and go to center(Except for B4)

Quickly add Preset, Click this button to quickly add to favorite presets(Except for the following models: R3 , X3, R5, X5).

**Zoom Control:** If your device supports 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.
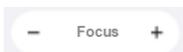
✛ Zoom in the camera's lens.

▬ Zoom out the camera' lens.

**Focus Control (Only supported by FI9928P D4Z VZ4 SD2 SD4 HT2 SD2X SD4H SD8EP SD5EP)**

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.

 or  **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.

There are two different types of device B4,G4C and V4EC.
**B4**
Auto: When this mode is selected, in the night vision state, the live broadcast will be black and white night vision, and the alarm video will be color night vision；

Color mode: When this mode is selected, in the night vision state, whether watching live broadcast or alarm video, it is color night vision；

Infrared mode: When this mode is selected, both live broadcast and alarm video are black and white night vision；
**G4C and V4EC**
Auto: When this mode is selected, in the night vision state, the live broadcast will be black and white night vision, and the alarm video will be color night vision；

Color mode：When this mode is selected, in the night vision state, whether watching live broadcast or alarm video, it is color night vision；

Infrared mode: When this mode is selected, both live broadcast and alarm video are black and white night vision；

OFF mode: If this mode is selected, no fill light will be turned on under night vision.

**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 R5 X3E X1 X2 X4,B4,X5 Lite, R5 Lite)
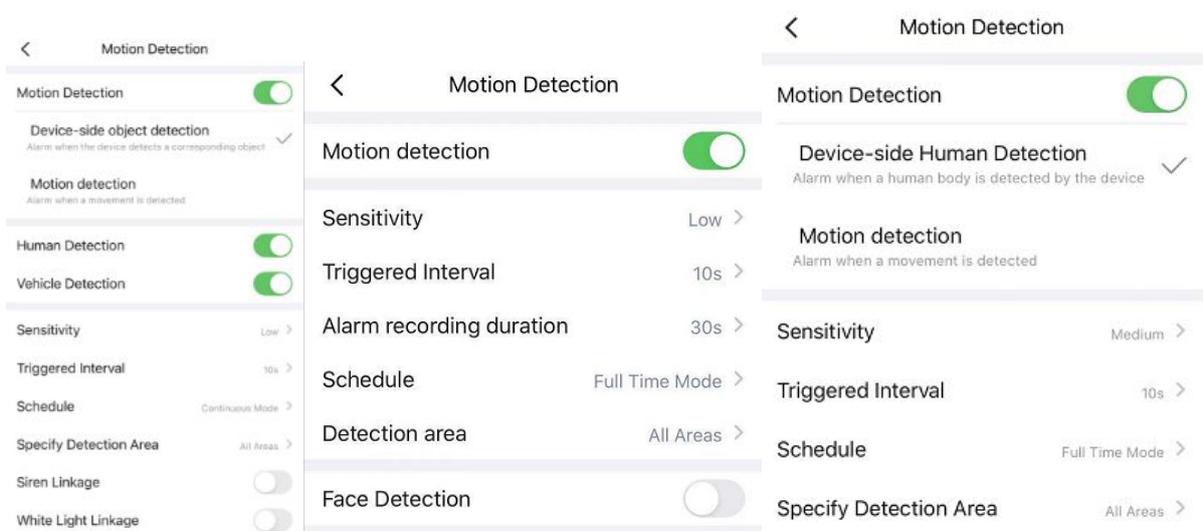
**Bit Rate:** You can see the current connection bit rate.

**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.The default is human detection (The doorbell is face Detection).



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

    1 Enable Motion Detection button

    2 Select Device-side object detection or Motion Detection (Only V5EP V8EP T5EP T8EP SD4H has this option)

    3 Enable Human Detection or Vehicle Detection, You can choose to turn detection on and off according to your own needs. This item can only be set if the Device side object detection in step 2 is selected(Vehicle Detection only support V5EP V8EP T5EP T8EP SD4H).

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

    5 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.

    6 Alarm recording duration---- The recording time of the alarm. Here supports 10s/30s/60s/120s. Select a recording time.

7 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.
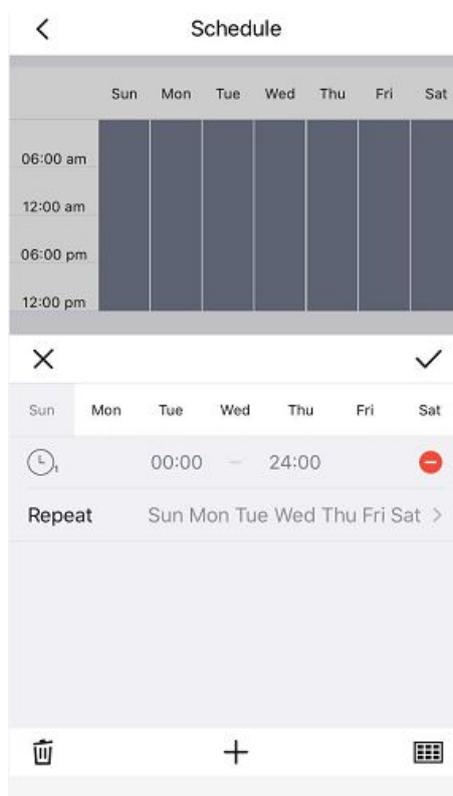


8 Specify Detection Area: Drag the selection box to select the alarm area,click back to pop up
       Save or Cancel, select save.
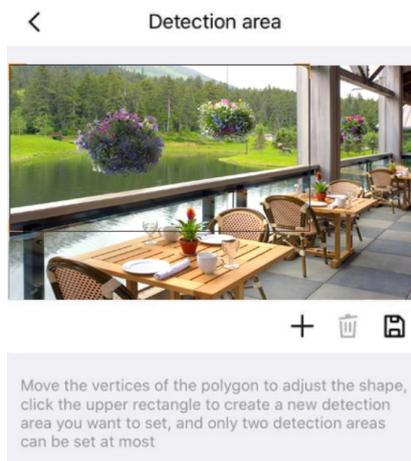


           .

**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.
9 Siren Linkage: When the selected alarm is triggered, the alarm sounds.
10 White Light Linkage: When the selected alarm is triggered, the spotlight light on.
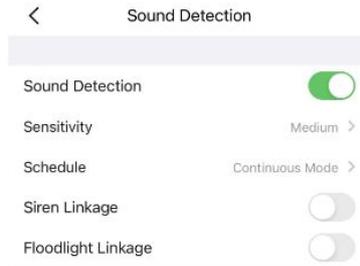
**Sound Detection:** To enable Sound detection, follow the steps below:

    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.
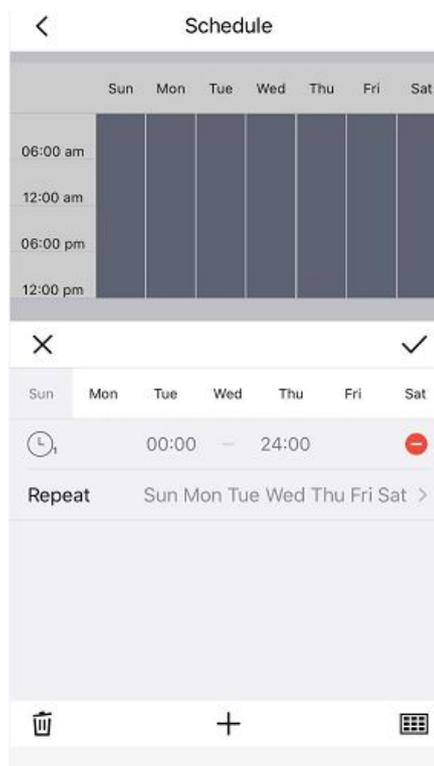


    4 Siren Linkage: When the selected alarm is triggered, the alarm sounds.

    5 White Light Linkage: When the selected alarm is triggered, the spotlight light on.

# 3.4 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)
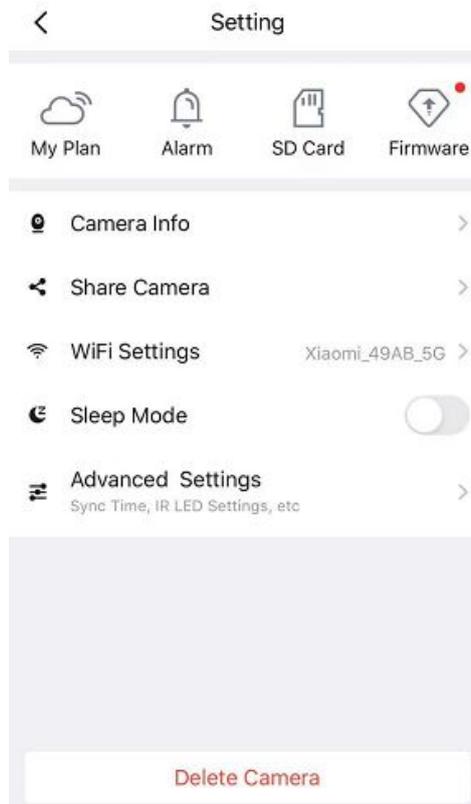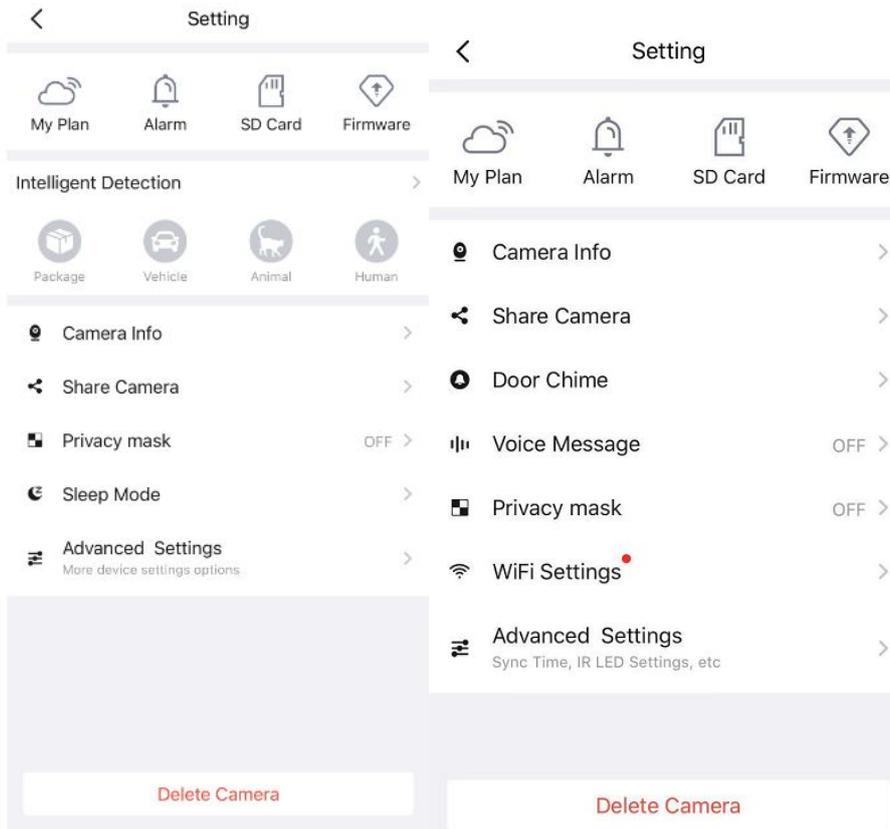
## 3.4.1 My Plan

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.
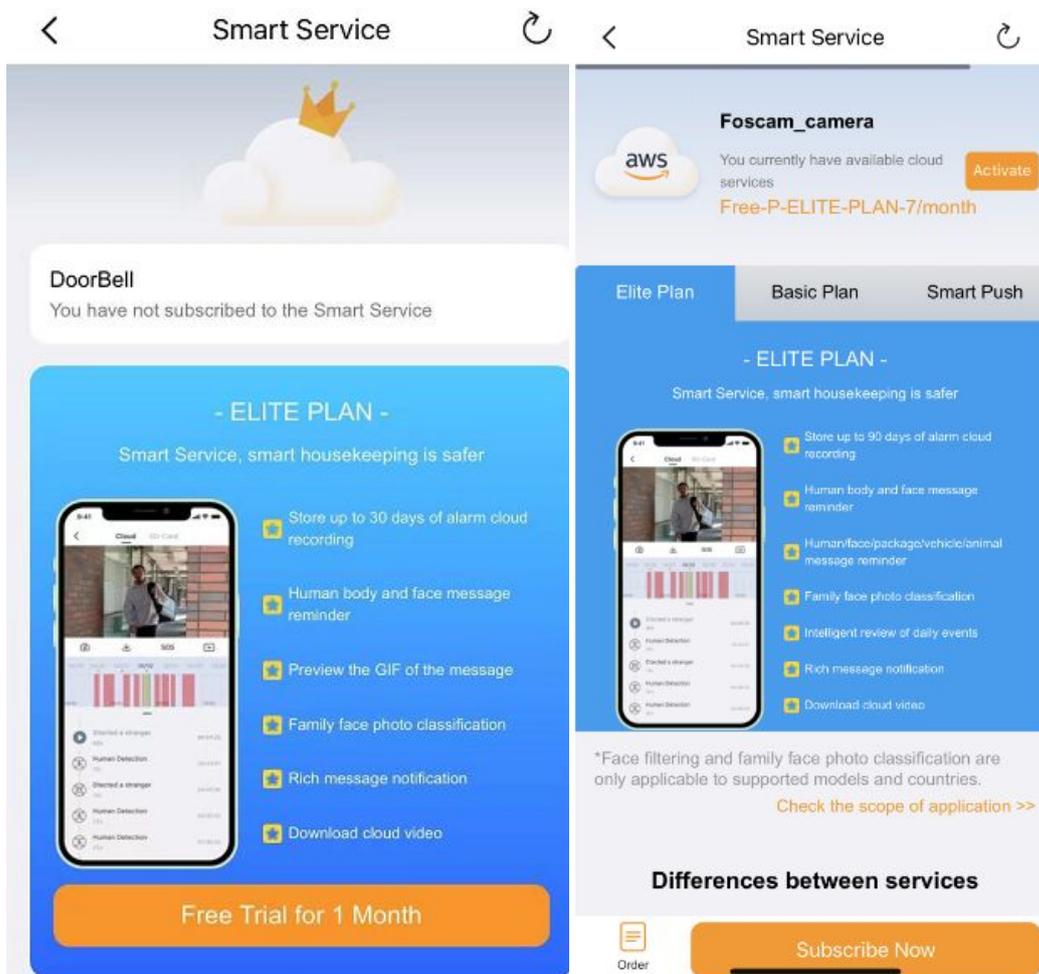
## 3.4.2 Alarm

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



## 3.4.3 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.
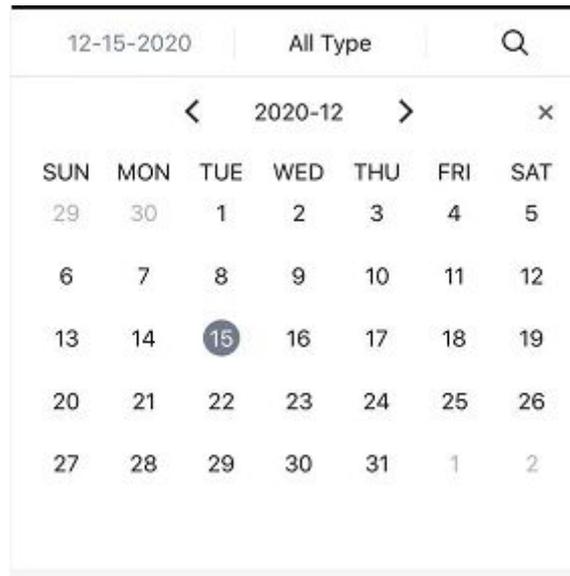


**Settings**

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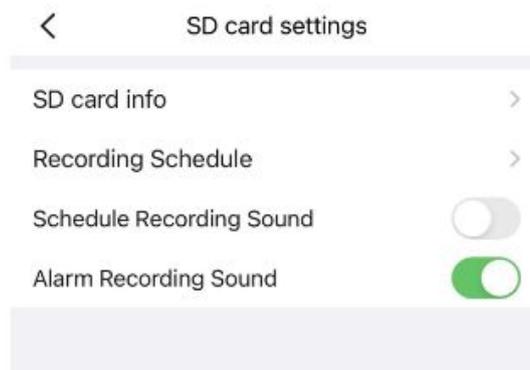


**SD card info**

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.
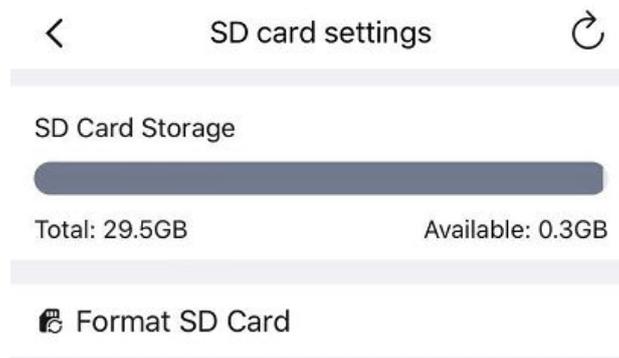
**Recording Schedule**

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.
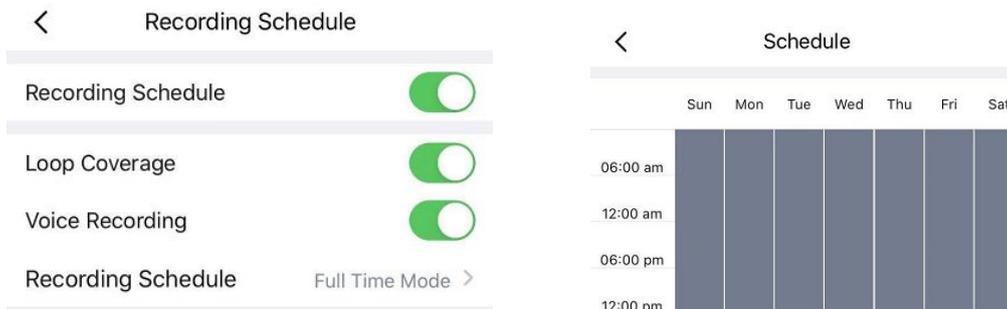


Schedule Recording Sound: Turn on this button, your schedule recording will have a sound.This feature is disabled by default, you can turn it on if necessary.

Alarm Recording Sound:Turn on this button, your alarm recording will have a sound.This feature is enabled by default, and you can choose to turn it off or on according to your own needs.

## 3.4.4 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 "Upgrading" button to upgrade.
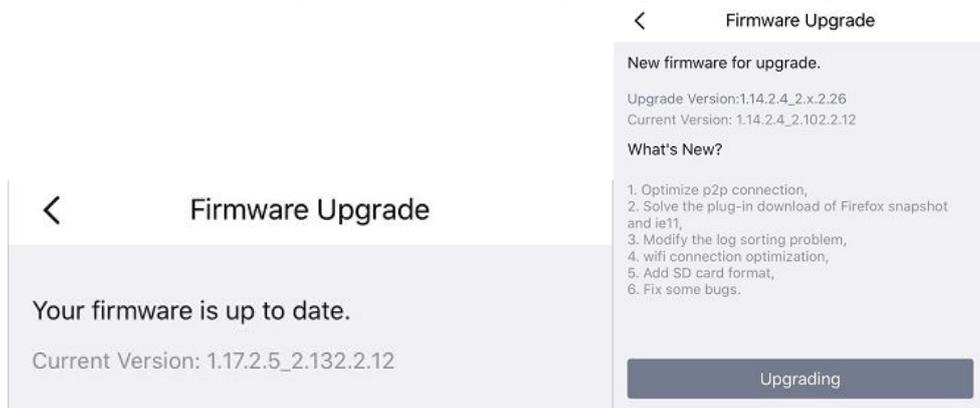


## 3.4.5 Intelligent Detection

To use this function, you need to purchase a cloud service elite plan.
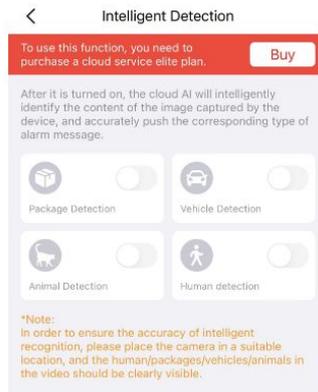
### 3.4.6 Camera Info

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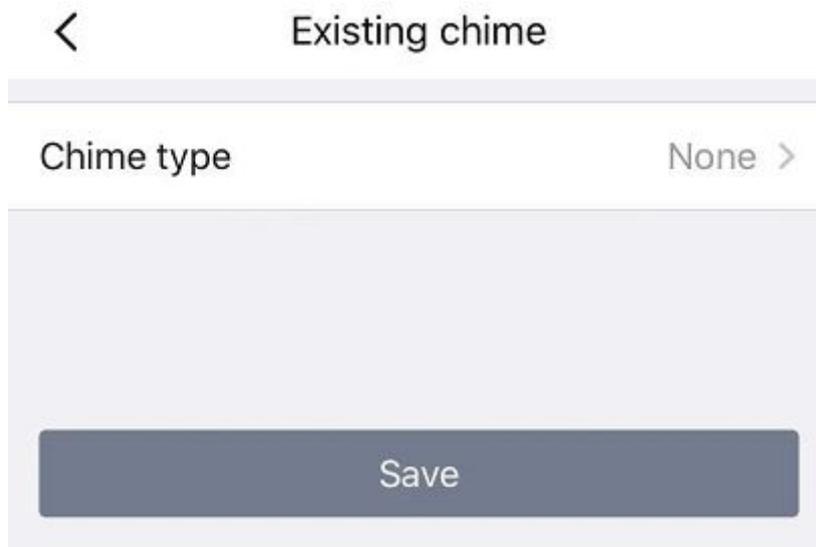


### 3.4.7 My Family

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.
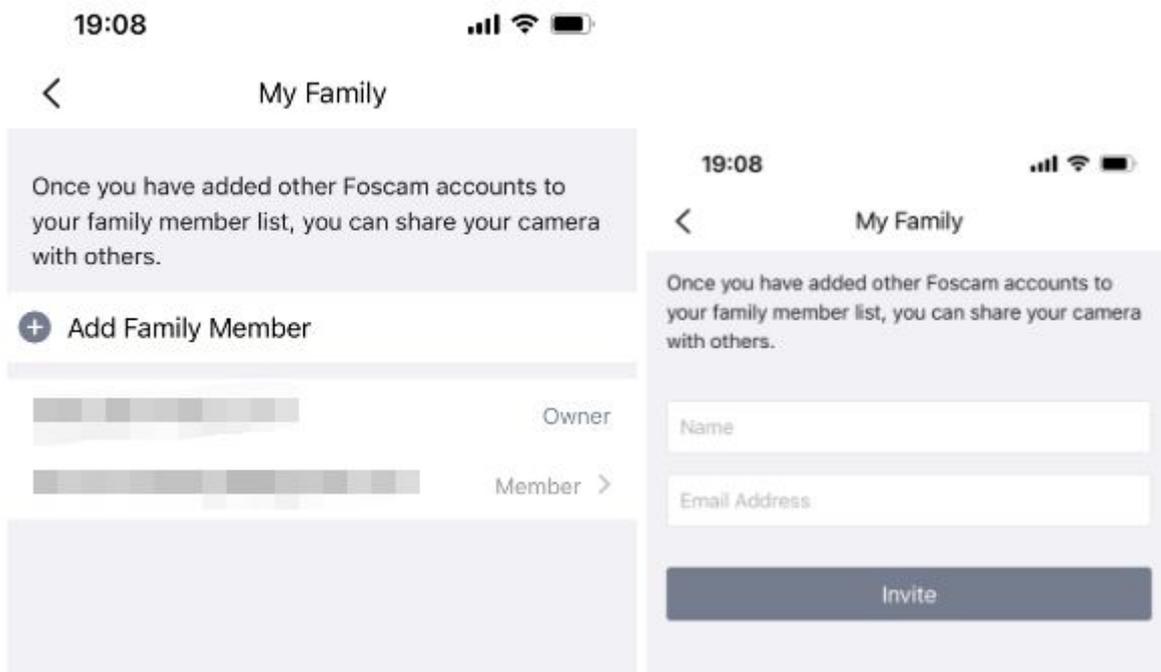
### 3.4.8 Door Chime (Only VD1 DBW5 support)

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



### 3.4.9 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.
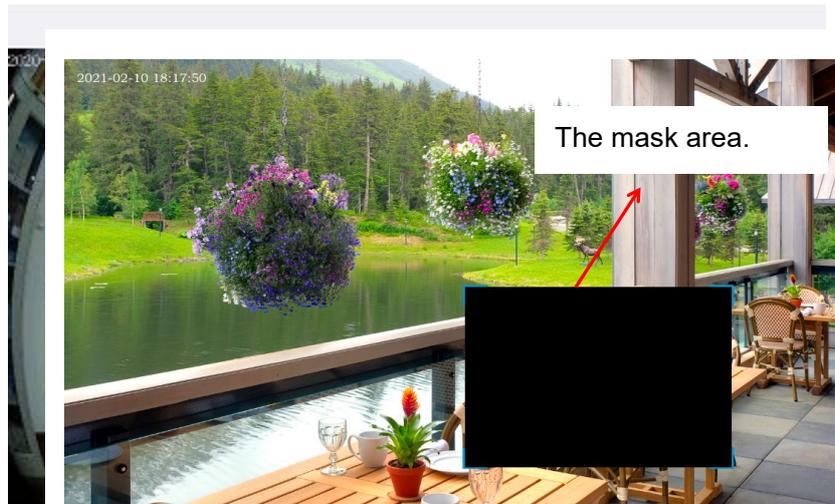
The mask area.

Limit video coverage to protect the privacy of others

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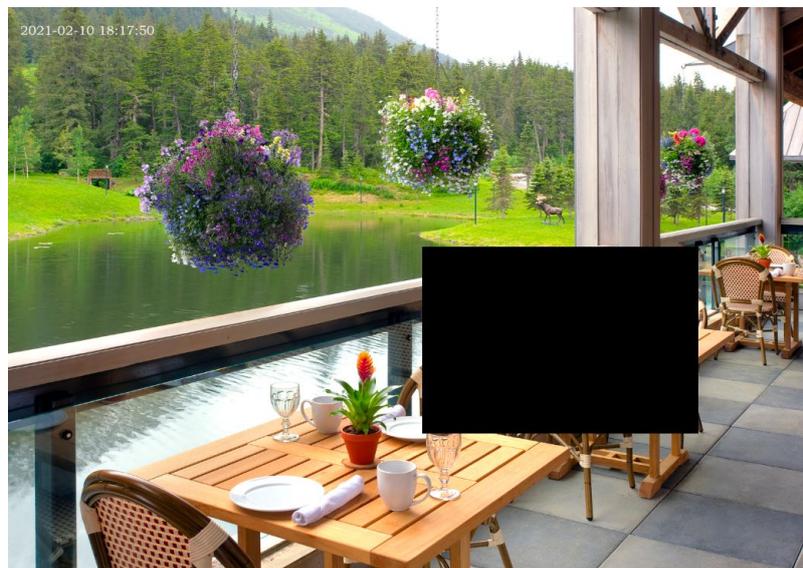


### 3.4.10 WiFi Settings (POE models do not support, such as G2EP QJ2 G4EP QJ4 D2EP,V5EP, V8EP, T5EP, T8EP, V4EC etc.)

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.

## 3.4.11 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.

## 3.4.12 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 VD1 DBW5)**
 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, V5EP, V8EP, T5EP, T8EP)

**IR LED Settings**

On this page you can set the IR LED Settings.

IR LED Settings

Auto switch ✓

ON

OFF

Scheduled
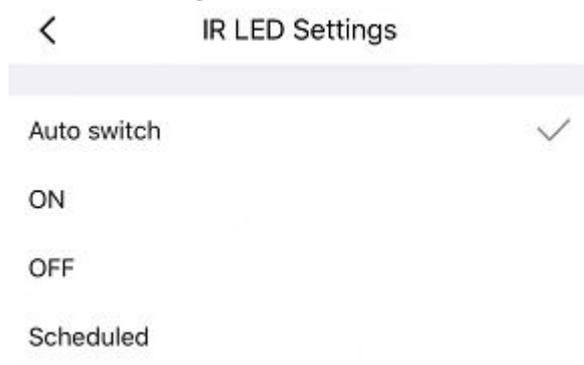
**Power Frequency**

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.

**Onvif**

Turn on the switch to connect to some 3rd-party devices though Onvif.

**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.

**Smart Update**

Open here, you can experience the firmware upgrade without feeling it.

**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（Only supported on WiFi devices）**

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.

**Reset Device**

You can reset your camera from here.

**NVR Connection(Only support H265 have this function,for example:R4M X4 C2M S41 SPC F41 FLC R3 R5 X3 R5 VD1 DWB5 G4C V4EC V5EP T5EP T8EP V8EP V5P)**

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.

**Refocus(Only support SD2 SD4 D4Z SD2X)**
When your camera supports optical zoom, you can use this page to manually focus your camera again.

**Video Settings (Only support VD1 DBW5)**
On this page you can set show time Overlay, Network Auto-Adaptability, HDR(Only support VD1 DBW5 S41 SPC F41 FLC V8EP T8EP FI9928P G4C V4EC**)** or WDR and Prompt Settings.
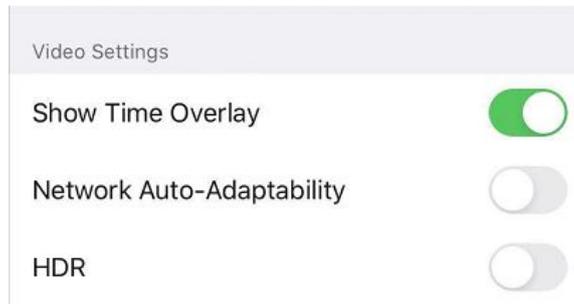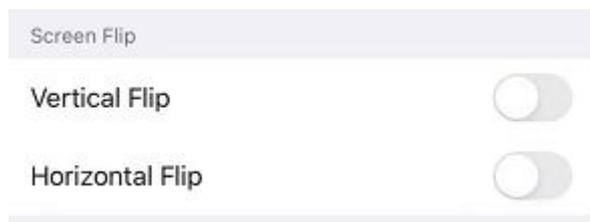


**Prompt Settings**
On this page you can set Status LED and Voice Prompt



**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.

## 3.4.13 Reboot Camera

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

## 3.4.14 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.
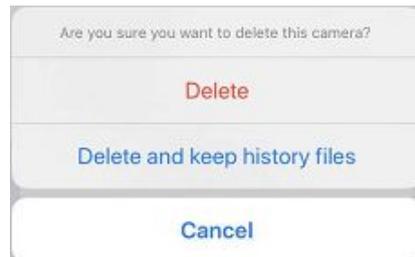
# 4 Surveillance Software Foscam VMS

## 4.1 Hardware Connection & Software Installation
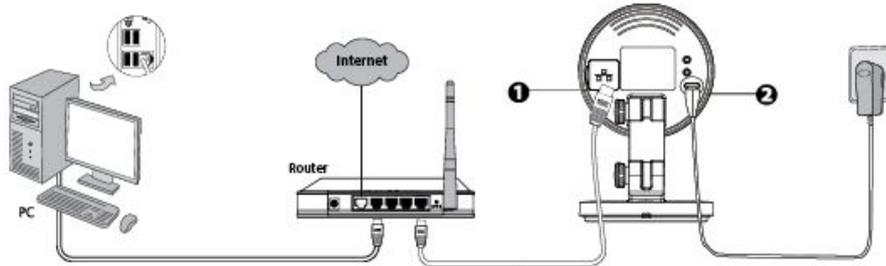


1. Connect the camera to the LAN network (Router or Switch) via network cable.
2. Visit Foscam official website foscam.com/vms , then you can find the "FoscamVMS", Please download it.

## 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 Acount



4.3.1 Local with Foscam Account

Click the "Local with Foscam Account" button and you will create a local account to manage your camera.
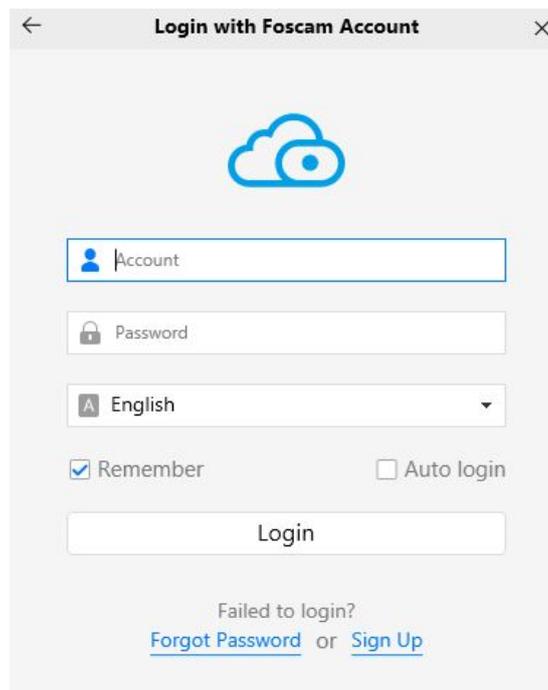


4.3.2 Login with Local Account

Click the "Login with Local Account" button, and you will need to use the Foscam account and password

to log in, which is consistent with the Foscam app account.
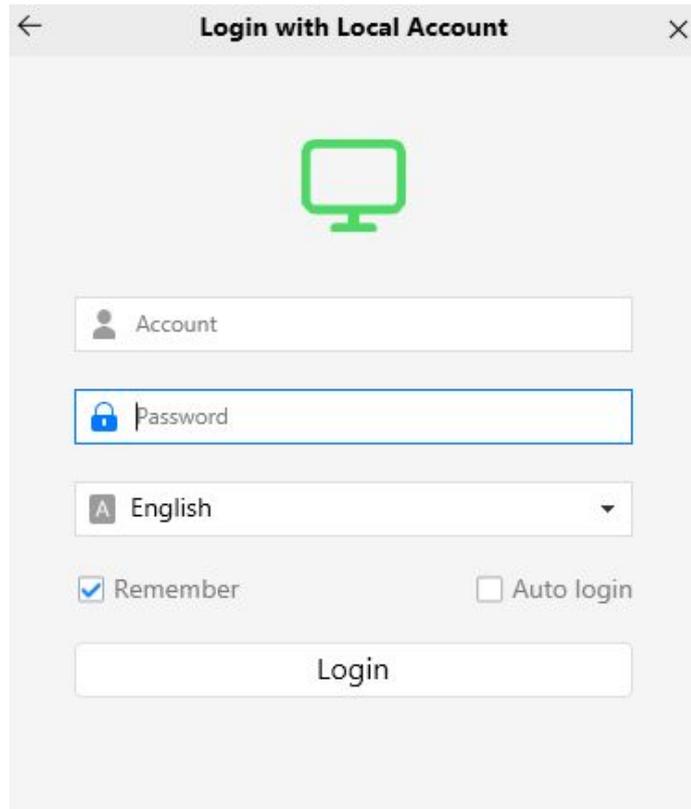


## 4.4 Add Device

### 4.4.1 LAN Add

If your Foscam camera is wired connect, you can choose the following method to add to Foscam VMS.
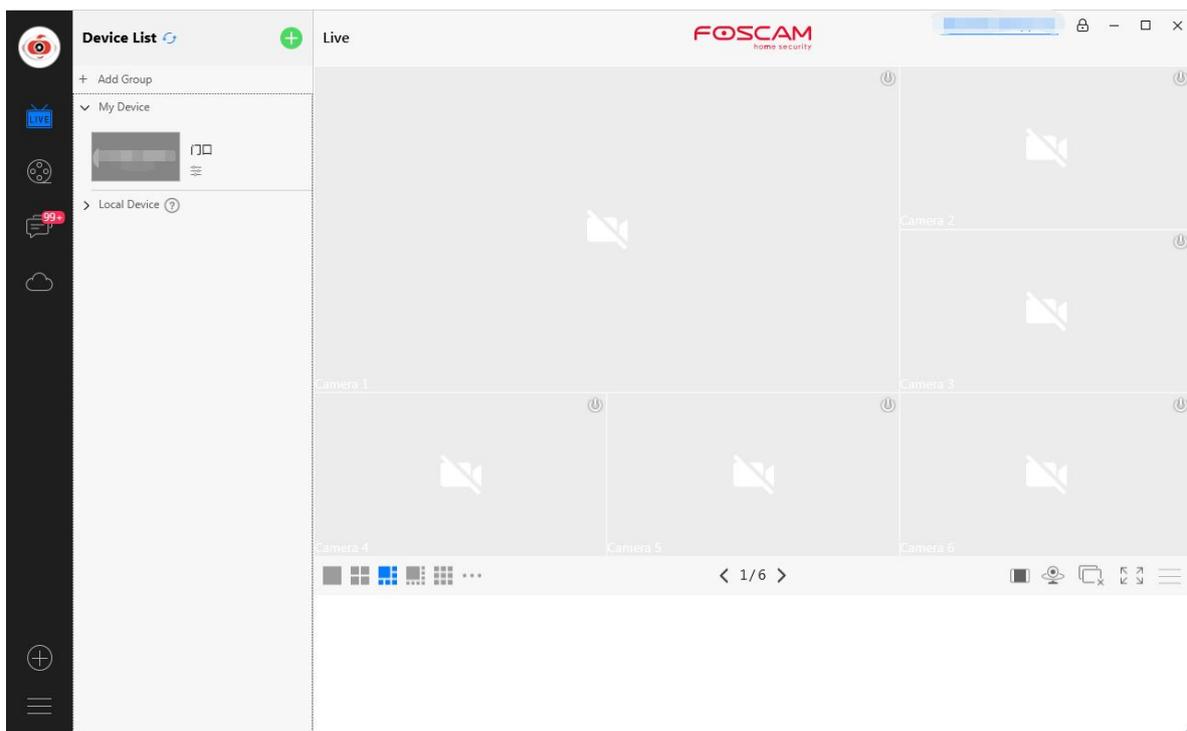
Click **Add Device** ⊕ button, then follow below steps:

**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.
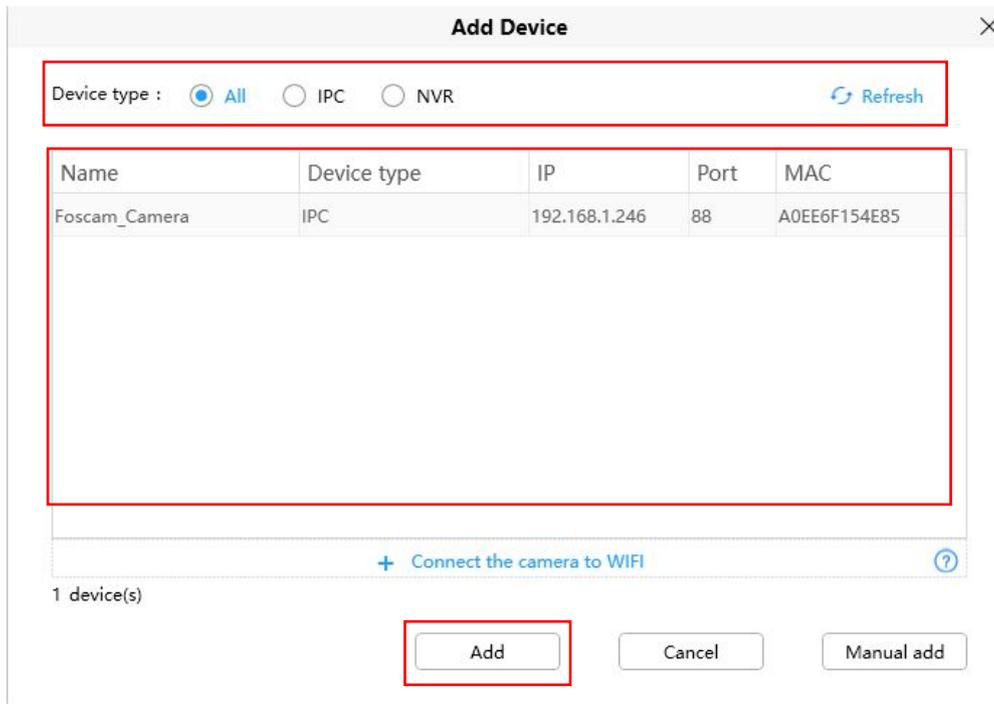


Step 4 Enter the username and password of the camera.
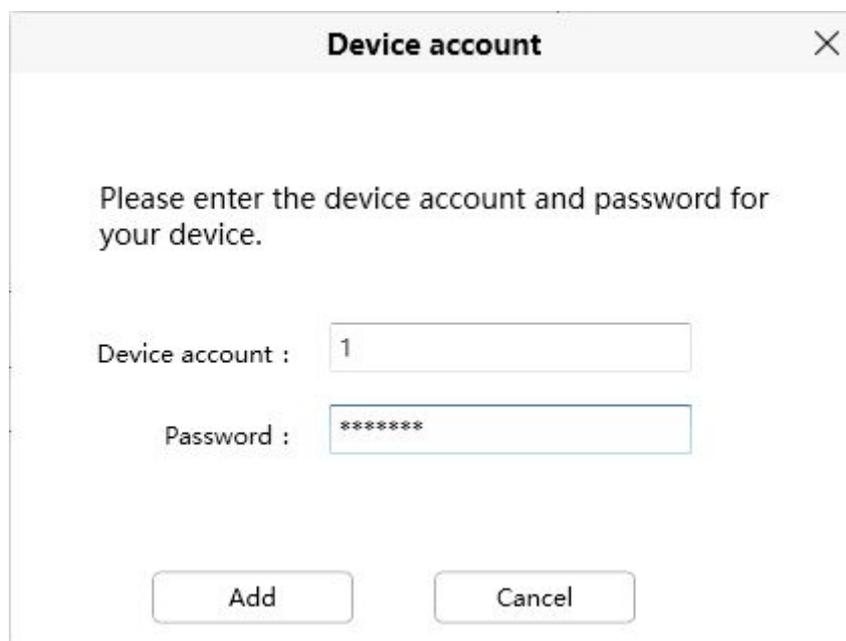


**Please Note:** Make sure the camera and PC are both in the same Local Area Network (LAN).

## 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:

**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



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

## 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:



**Step 1** Select the UID from Connection mode
**Step 2** Enter the UID of the device.
**Step 3** Click Add

**Step 4** Enter the user name and password of the camera.



## 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:

.

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

**Note:** Please reset your camera.



**Step 2** Please scan the QR code above with the camera you want to add. After the scan is completed.

**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:
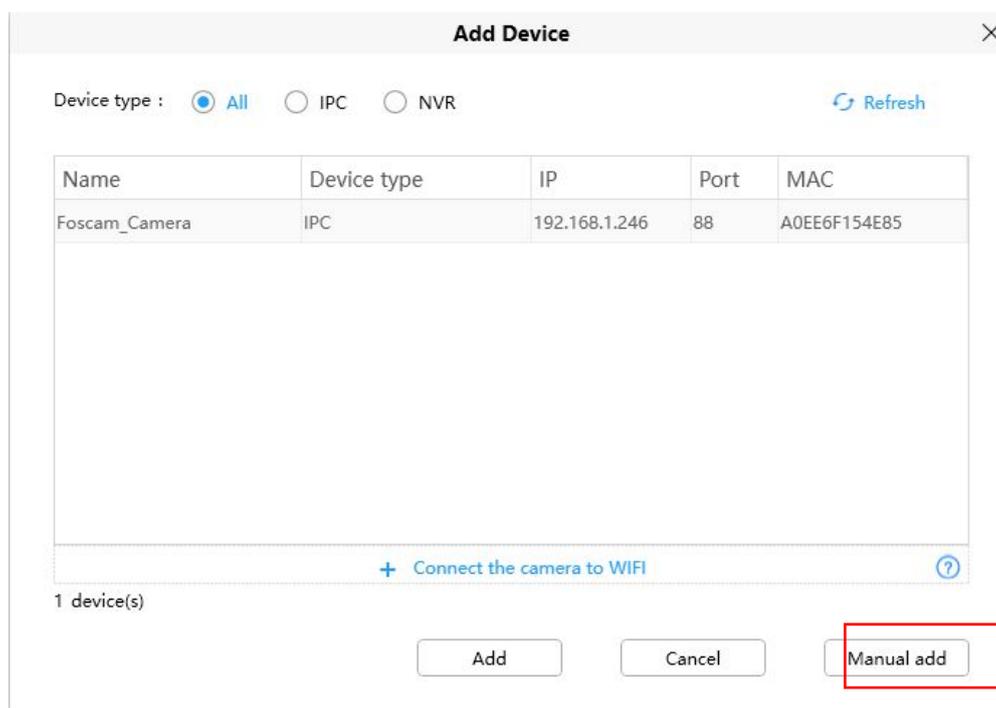


**Step 1** Select the DDNS from the Connection Mode
**Step 2** Enter the DDNS and Port of the camera.
**Step 3** Select "IPC" or "NVR" from the Device types.
**Step 4** Click Add

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

# 4.5 Surveillance Software GUI
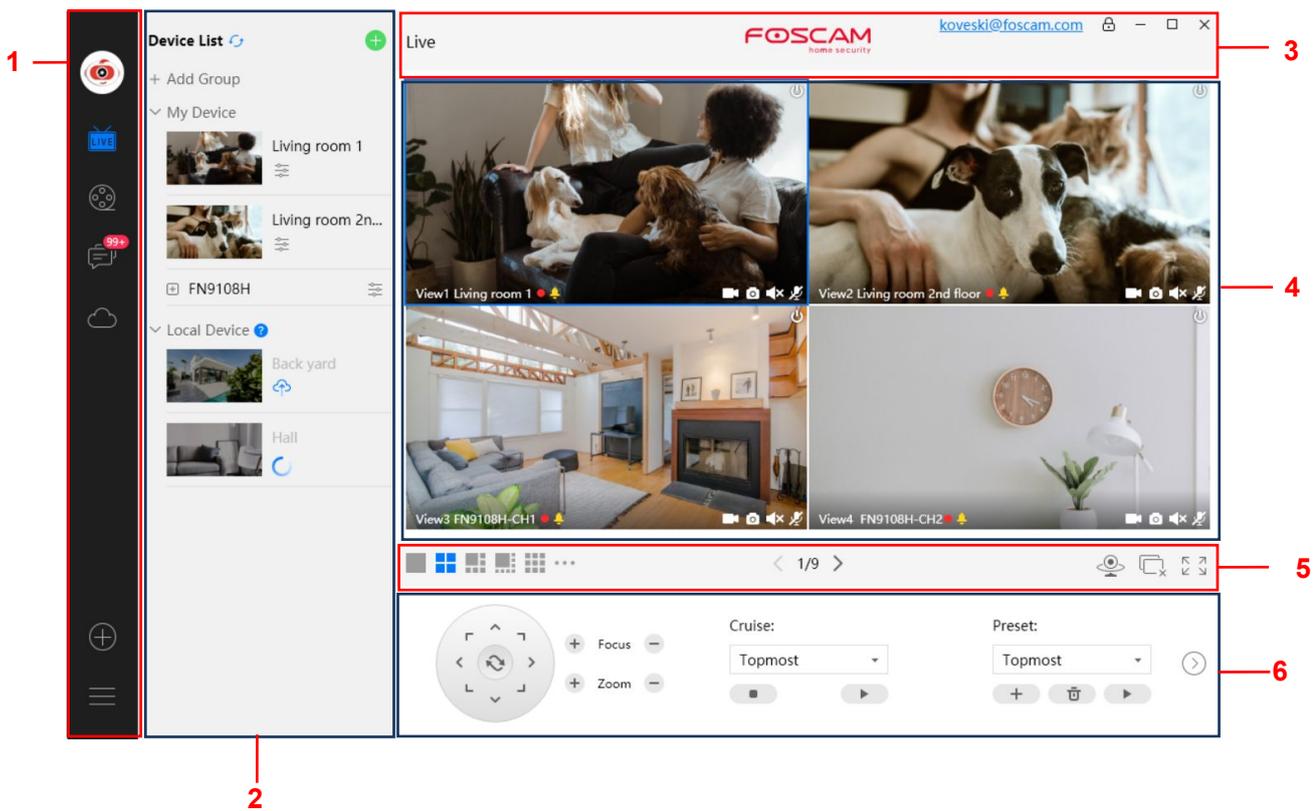


First time you login the software, the whole video window is gray, you need to connect the cameras and add cameras to it.

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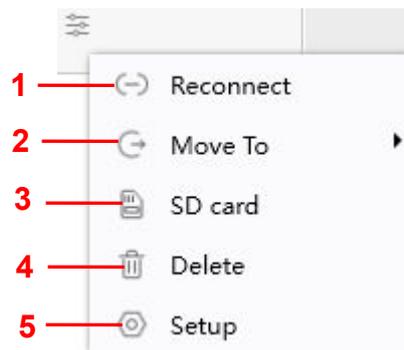
 Add Device, please refer chapter 3.4 for the detail setting.

 More, You can choose 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.
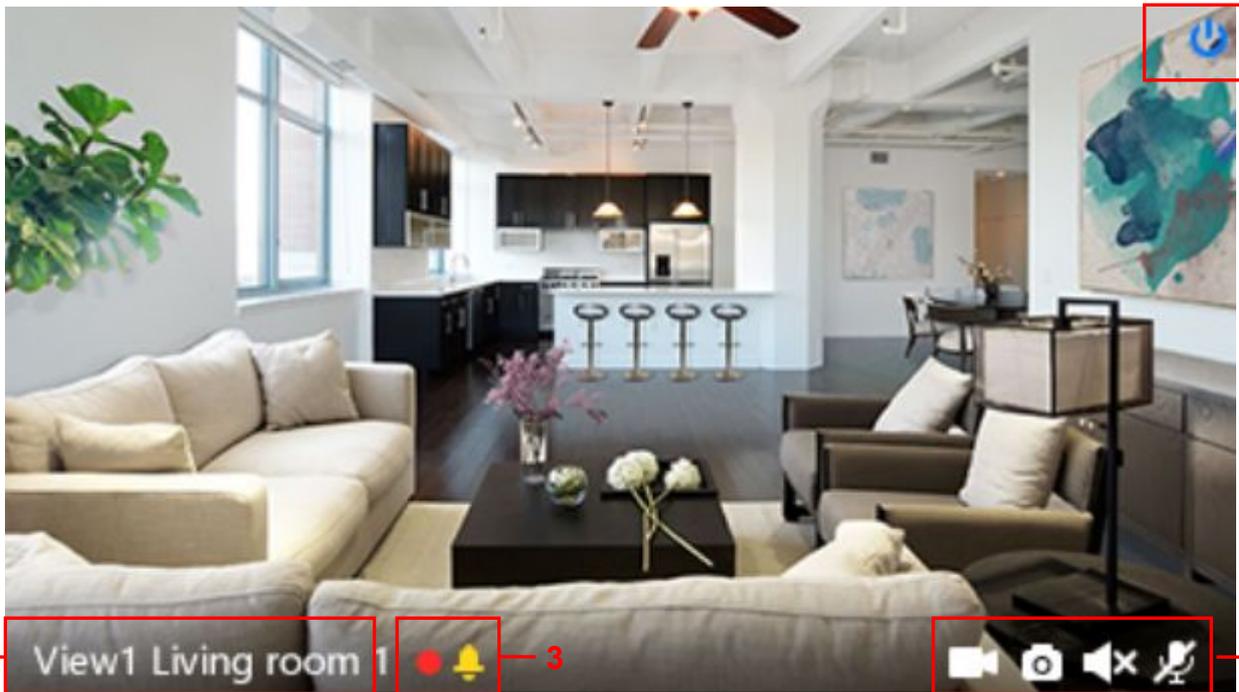
**4-----Delete**

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
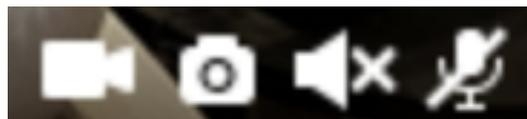
**2-----Device Name**

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 here you 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.

➖ 2 - 2, Max: 11 ➕
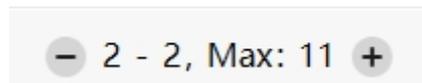
**Close All** ----- Click this button to close all the cameras

**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(HDR Only support VD1 DBW5 S41 SPC F41 FLC V8EP T8EP FI9928P G4C V4EC) or WDR, 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**（Except：R3 R5 X3 X5 X5 Lite R5 Lite B4）



The default cruise tracks have two types: Vertical and Horizontal.
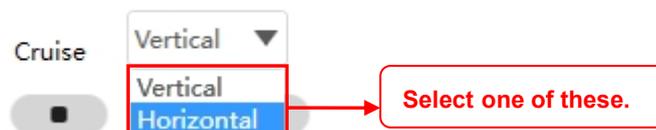
Vertical: The camera will rotate from up to down.
Horizontal: The camera will rotate from left to right.

: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 SD4 SD2X VZ4 HT2)
Zoom: Digital Zoom



● **Pan/Tilt Control**
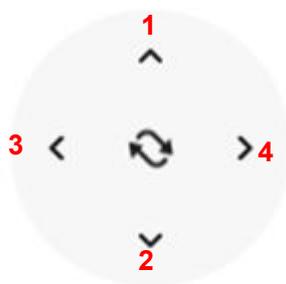


1----- Up control button,         2-----Down control button,
3------Left control button,       4------Right control button,

 Click this button and go to center(Except：B4)

# 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.

# 4.6 Advanced Camera Settings

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

### 4.6.1 Status

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

## 4.6.1.1 Device Information
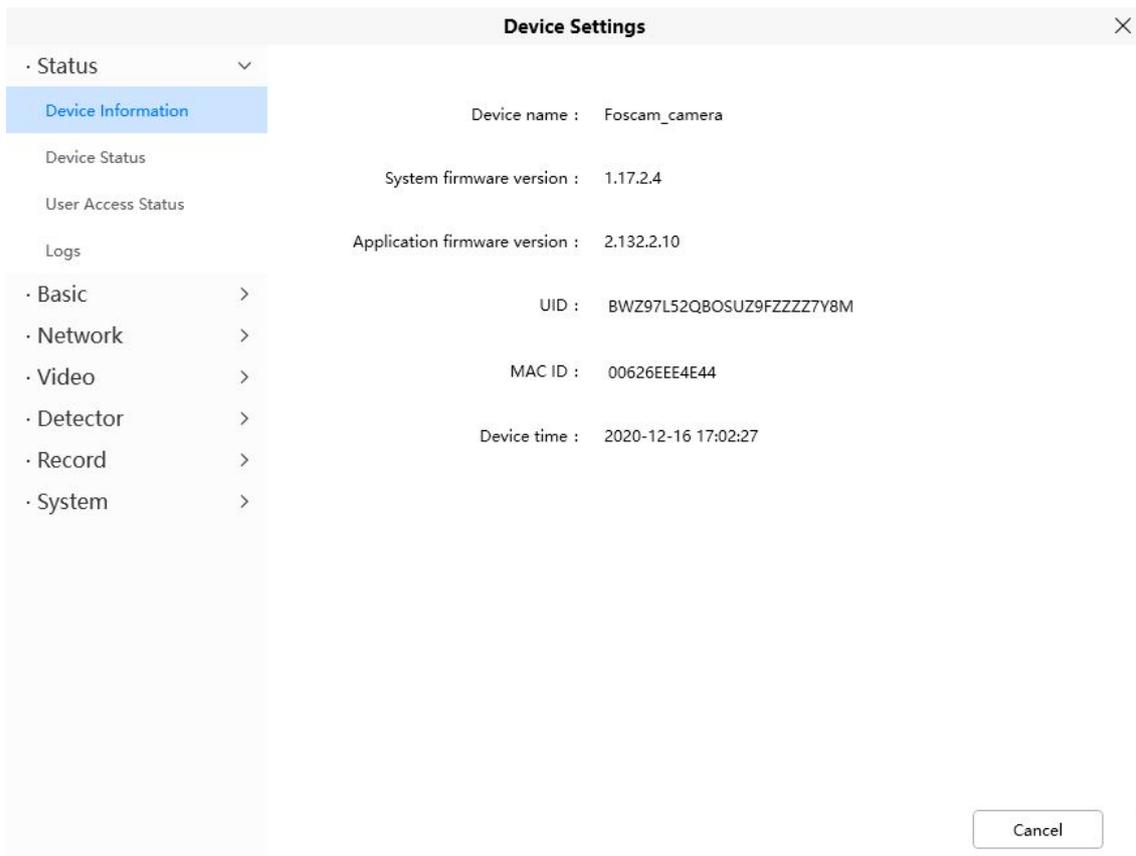


**Device Name:** The Device Name is a unique name that you can give to your device to help you identify it.
Click Basic Settings and go to Camera Name panel where you can change your camera name. The default device name is Foscam_camera.

**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.

## 4.6.1.2 Device Status

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

## 4.6.1.3 User Access Status

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

## 4.6.1.4 Logs

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



## 4.6.2 Basic

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

## 4.6.2.1 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.

## 4.6.2.2 Device Time

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



**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.

## 4.6.2.3 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.

# 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.



# 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.



## 4.6.2.4 Status Light (except T5EP V5EP V8EP T8EP)

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.
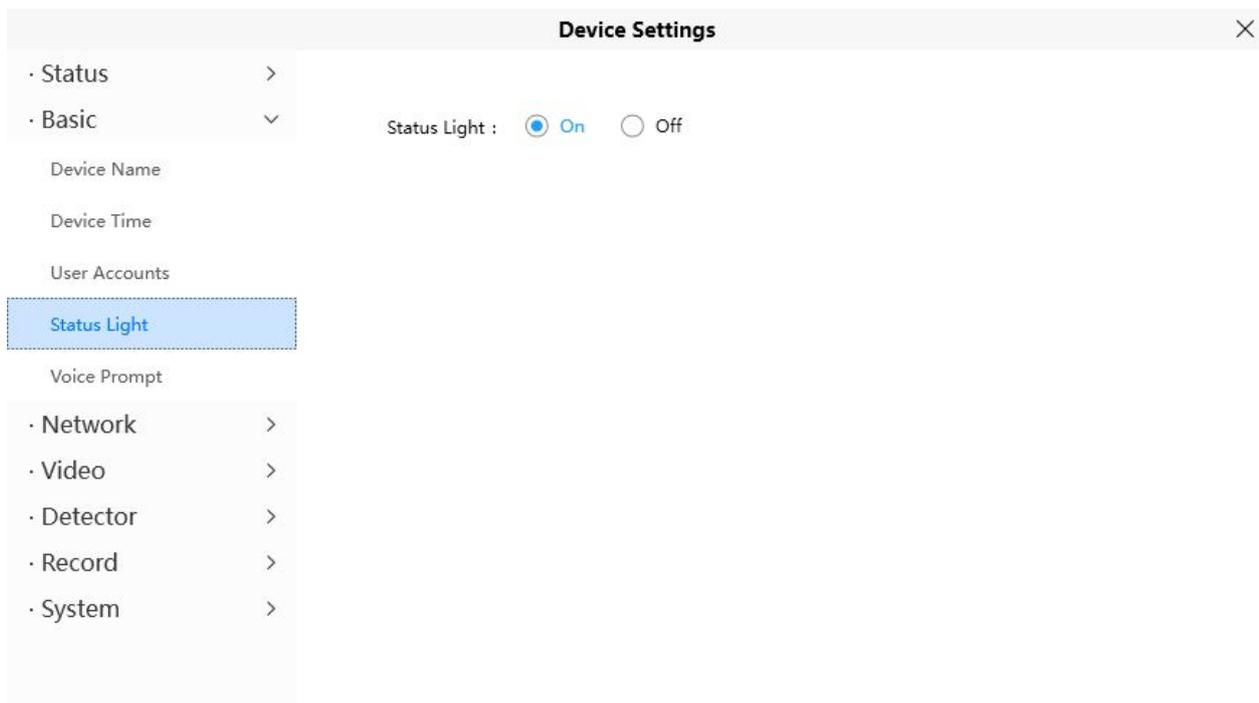
### 4.6.2.5 Voice Prompt

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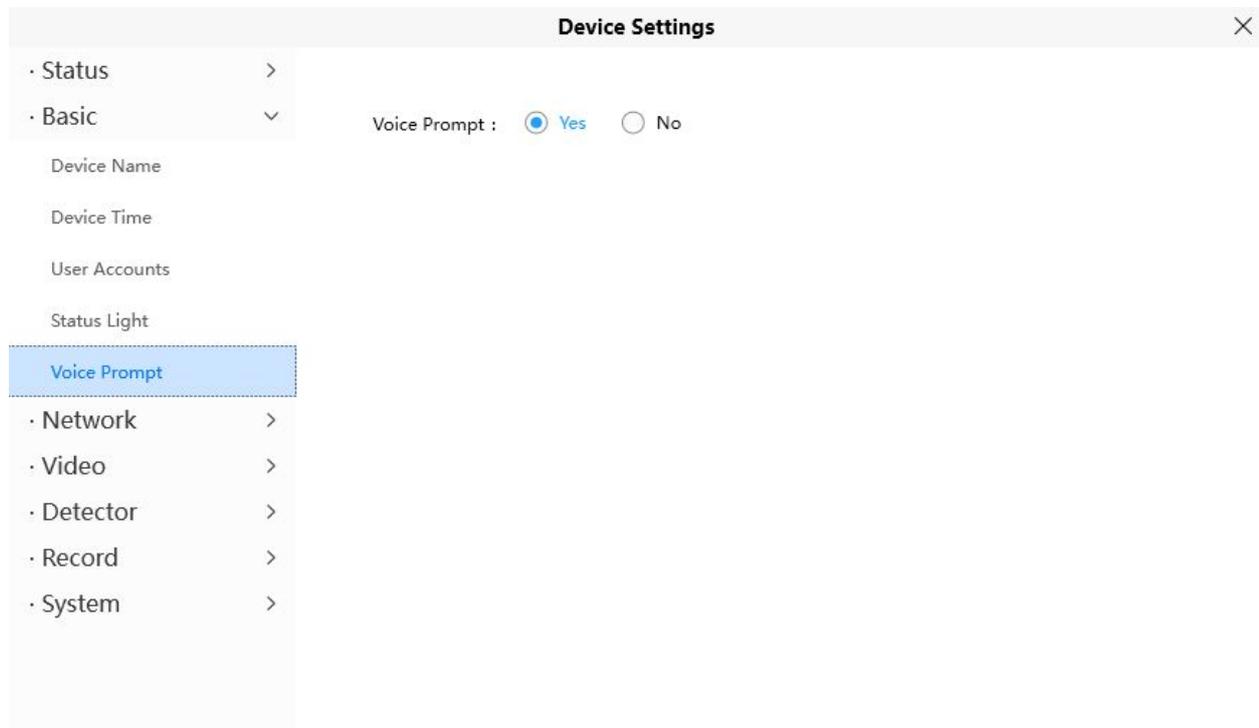


## 4.6.3 Network

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

### 4.6.3.1 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.
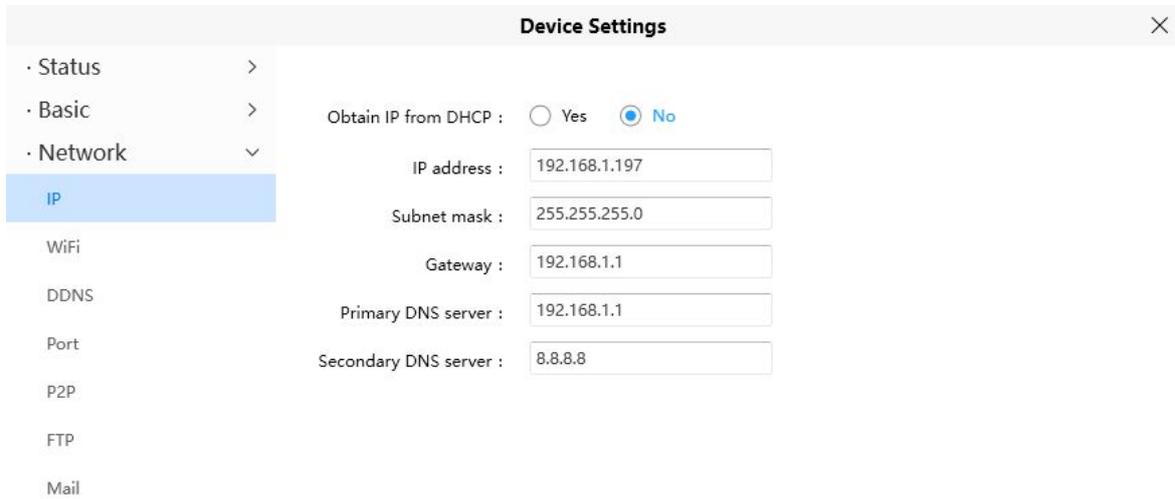


It is recommended that you use the subnet mask, gateway and DNS server from your locally attached PC. If you don't know the subnet mask, gateway and DNS server, you can check your computer's local area connection as follows:

**Settings--Network & internet--Ethernet --Edit--Edit IP Settings.**



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Click here



Set the same Sub net Mask and gateway of the camera with your pc
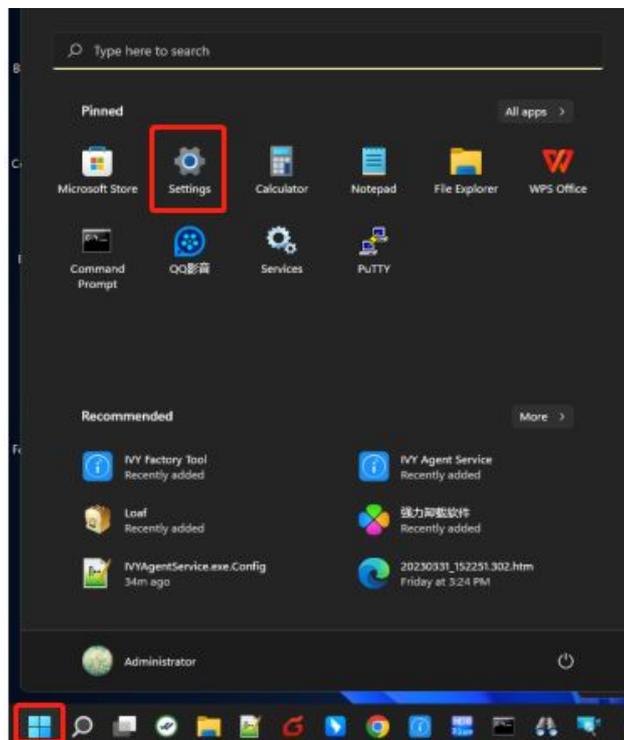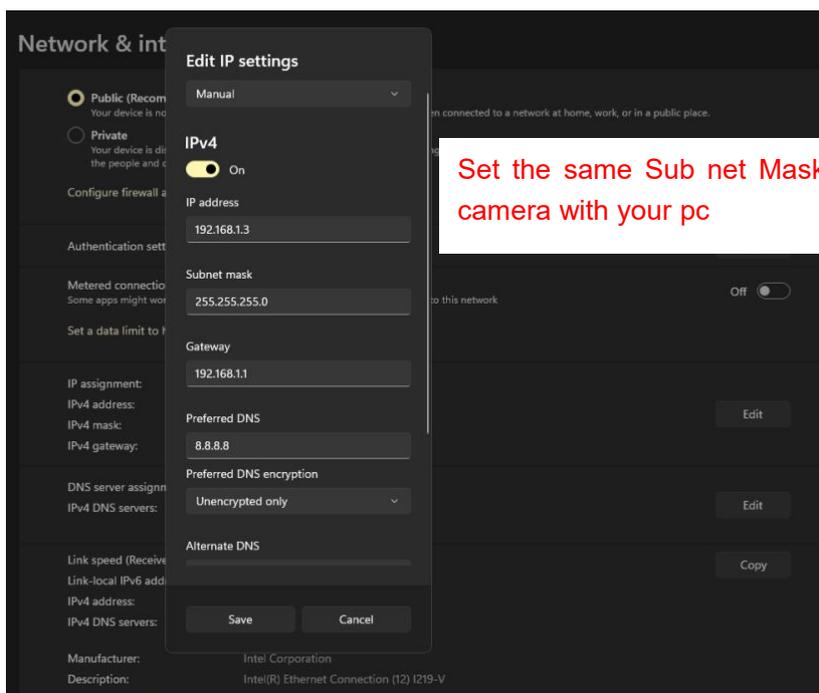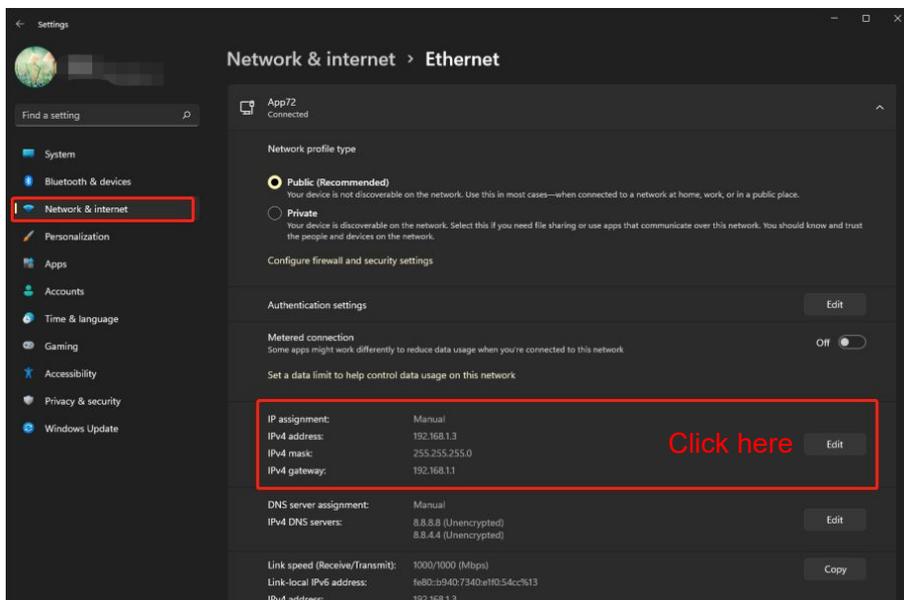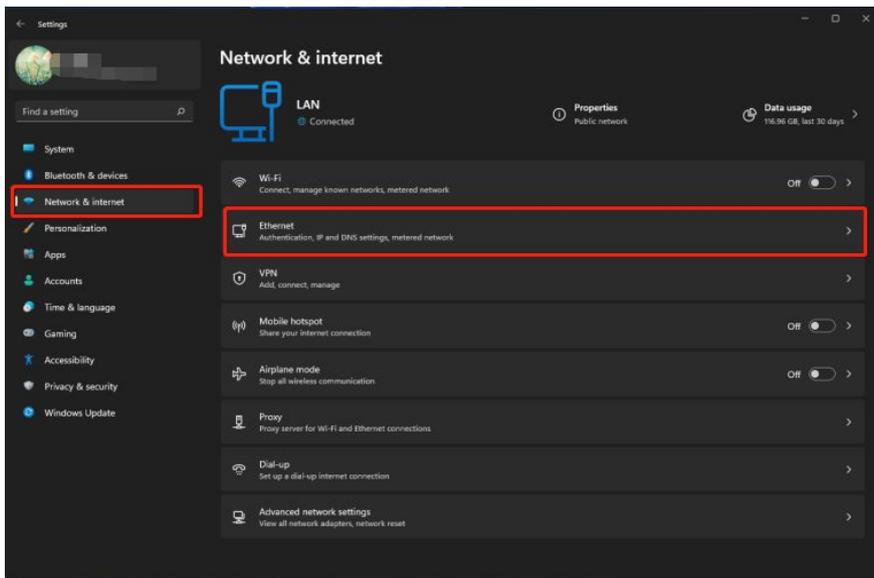
If you don't know the DNS server, you can use the same settings as the Default Gateway.

## 4.6.3.2 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.
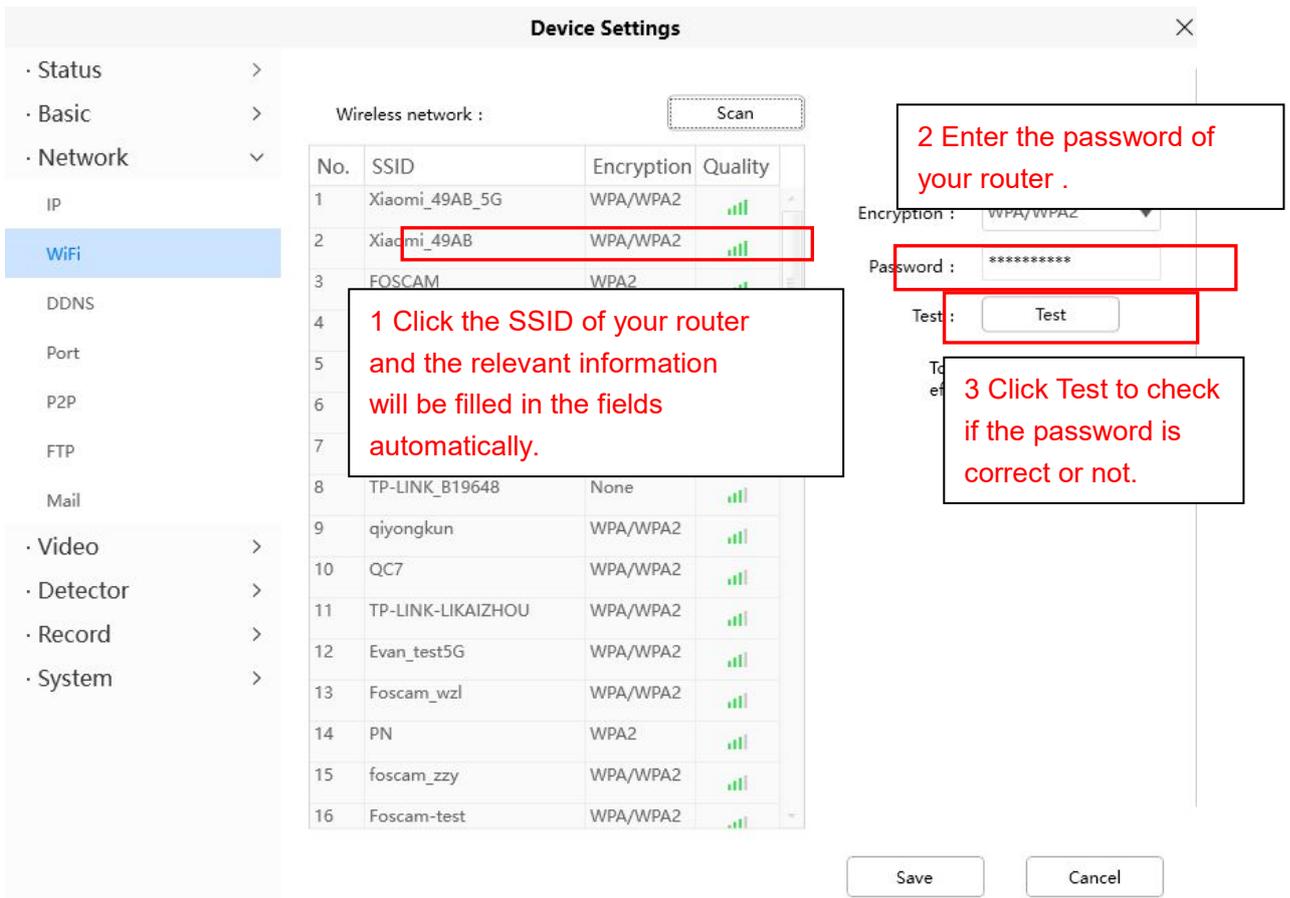
**Step 3:** Please click on the Save button after all settings have been entered and disconnect the network cable.

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.

### 4.6.3.3 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.
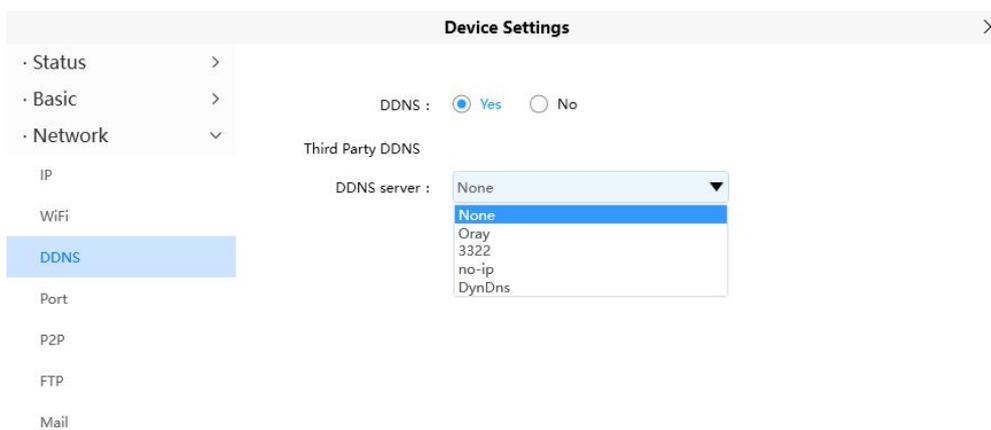
### 4.6.3.4 Port

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 will not be conflict with other existing ports like 25, 21.
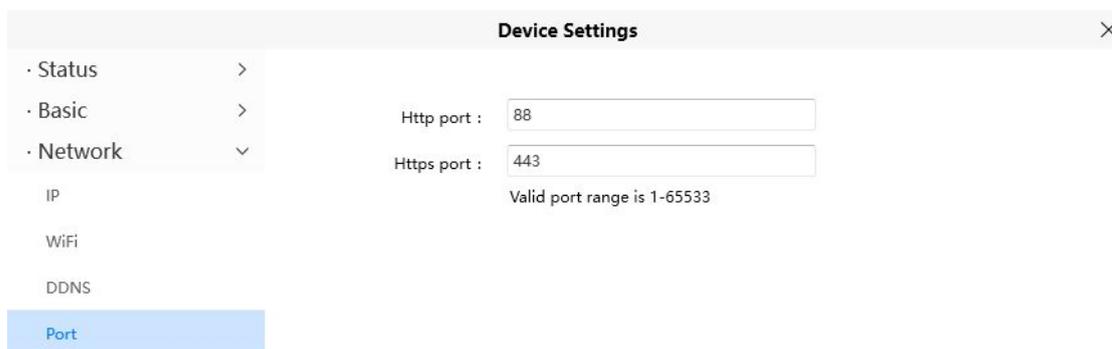


### 4.6.3.5 P2P

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**.
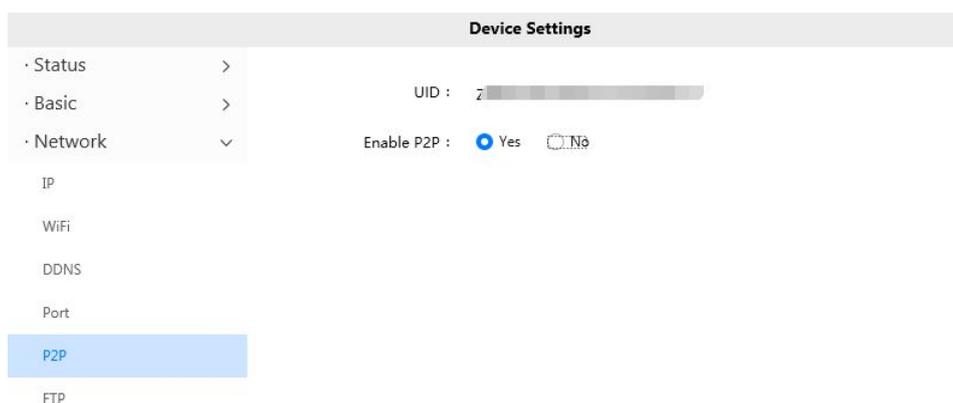
### 4.6.3.6 FTP

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



**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.


### 4.6.3.7 Mail Settings

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

**1----- SMTP Server/ Port /Transport Layer Security**   Enter SMTP server for sender. SMTP port is usually set as 25. Some SMTP servers have their own port, such as 587 or 465, and Transport Layer Security usually is None. If you use Gmail, Transport Layer Security must be set to TLS or STARTTLS and SMTP Port must be set to 465 or 25 or 587, which port you choose should be decided by which Transport Layer Security you select.

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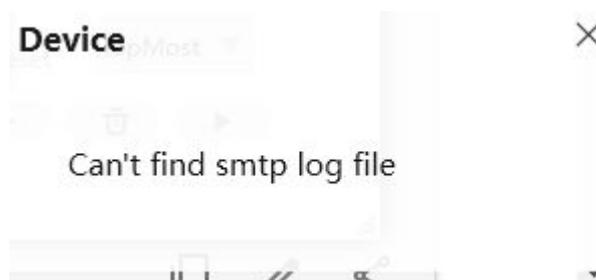
If the test success, you can see the Success behind the Test, at the same time the receivers will receive a test mail.

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.

## 4.6.4 Video

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

### 4.6.4.1 Video Encode

This is main Encode video settings.



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

**Resolution**: The camera supports multiple types, For example: 4K,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).

**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, hich will not lead the video to 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.

## 4.6.4.2 On Screen Display

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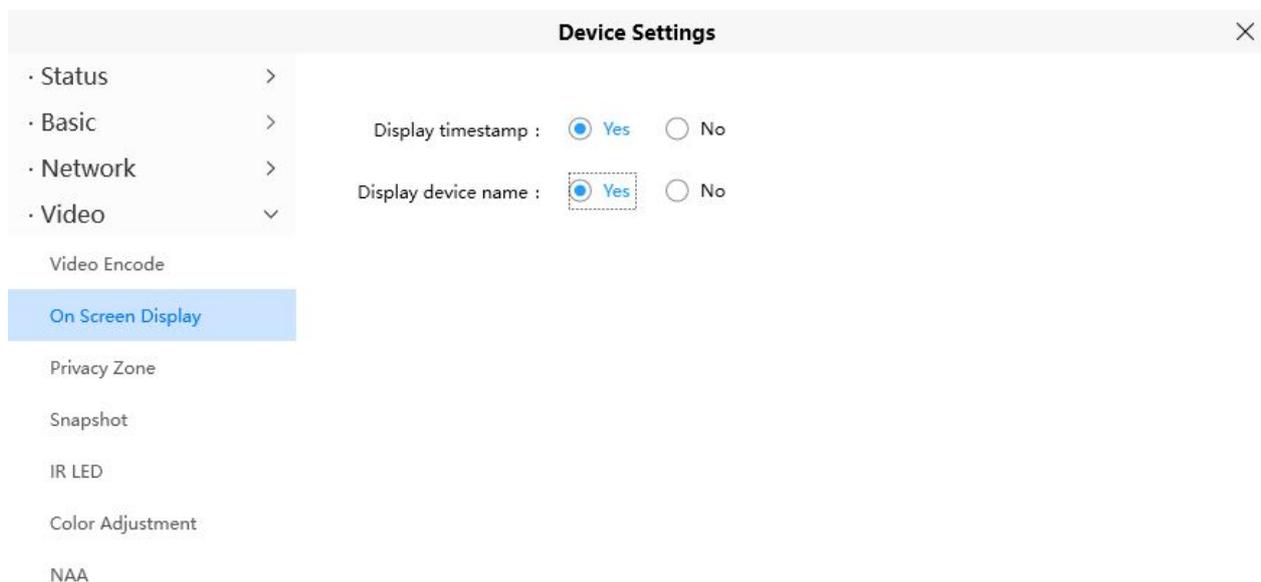


**Display Time stamp**: There are two options: Yes or NO. Select Yes and you can see the system date on the video,
**Display Camera Name**: There are two options: Yes or NO. Select Yes and you can see the device name on the video.

### 4.6.4.3 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.
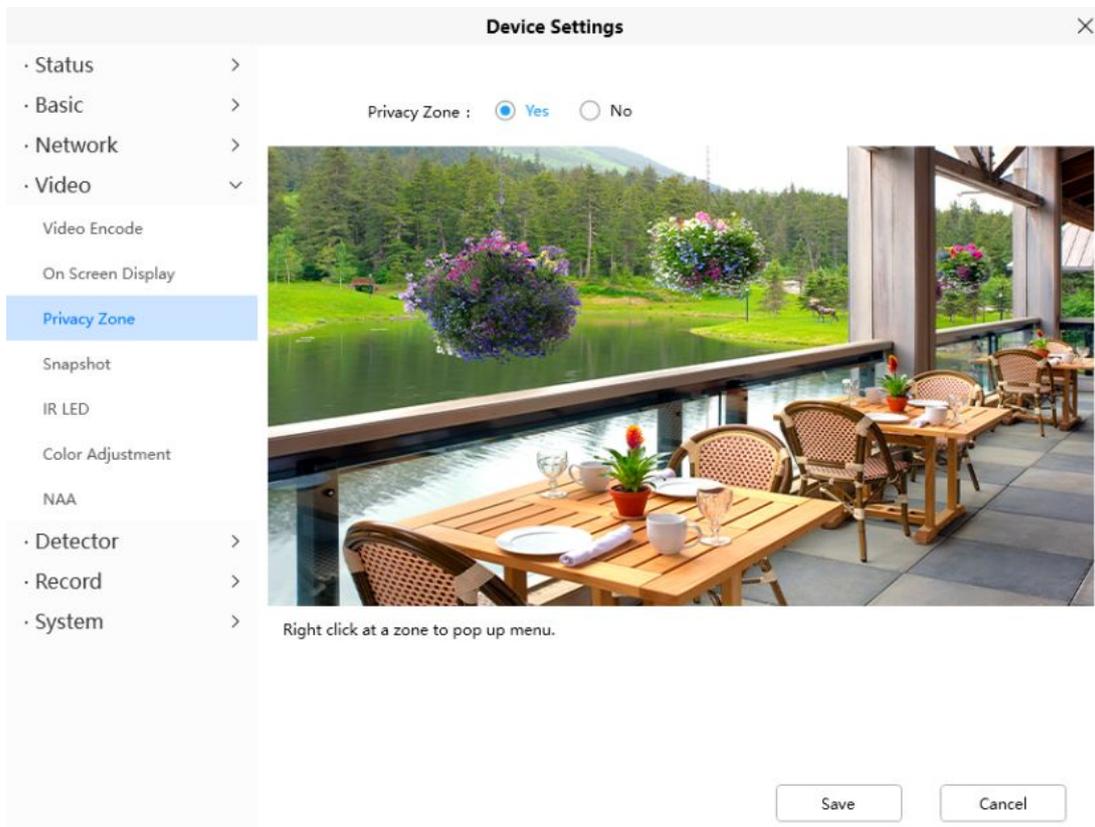


Select Yes and draw a mask area on the video, the mask area will be black on the video.
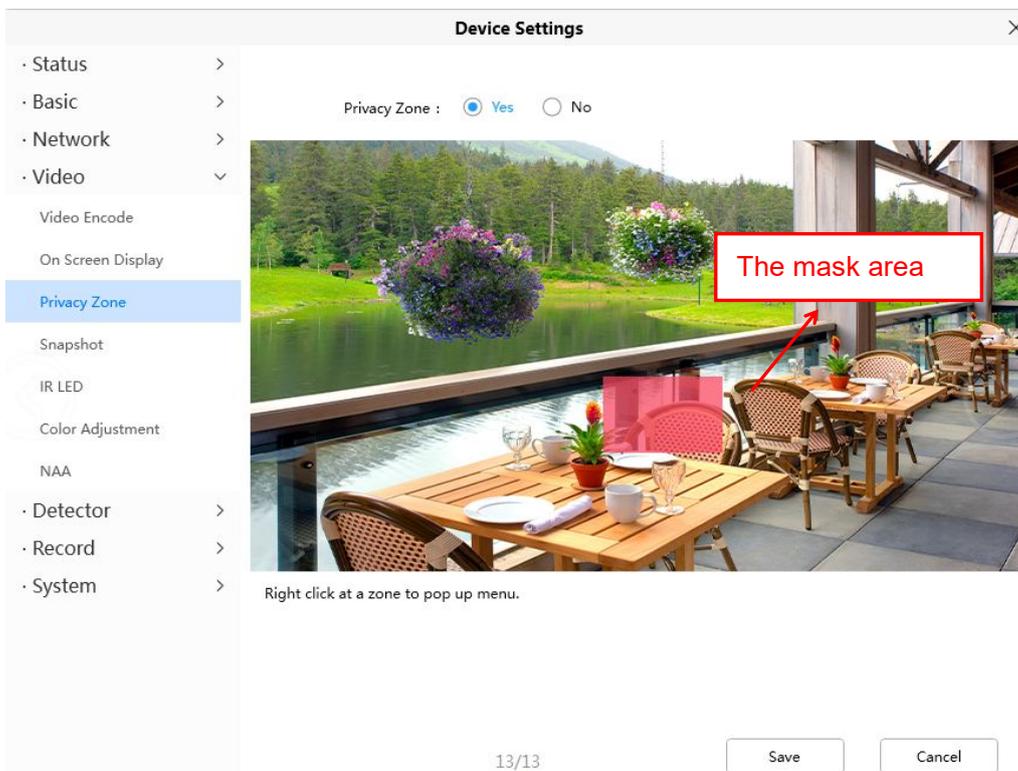


Click Save button and return to the Privacy Zone page, click Save to take effect.

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



## 4.6.4.4 Snapshot

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



**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.
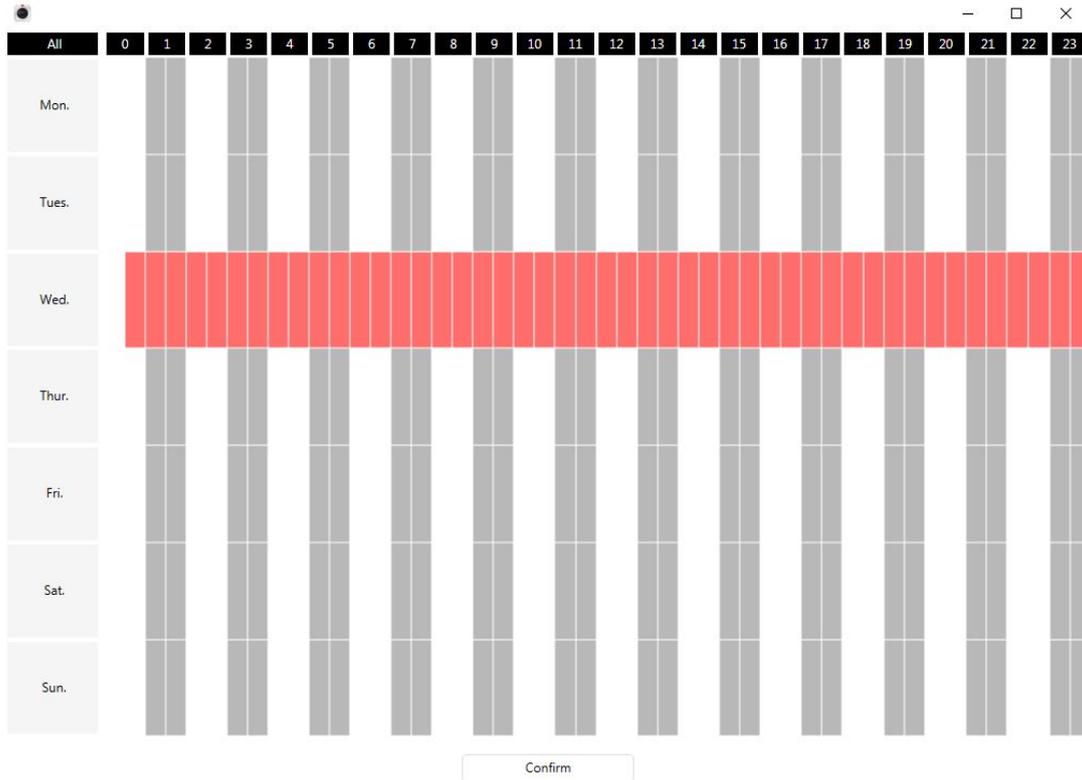


## 4.6.4.5 IR LED

There are three modes to set the IR LED lights, R3 R5 X5 R5 only supports Auto mode.

**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.

## 4.6.4.6 Color Adjustment

You can adjust the settings to your liking.



## 4.6.4.7 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.
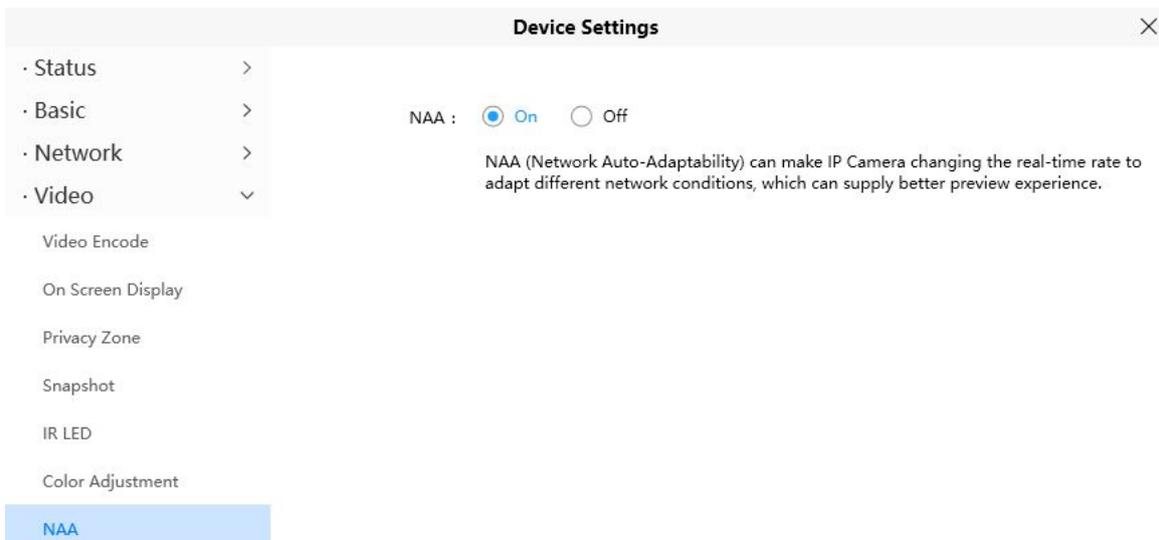
## 4.6.4.8 WDR/HDR
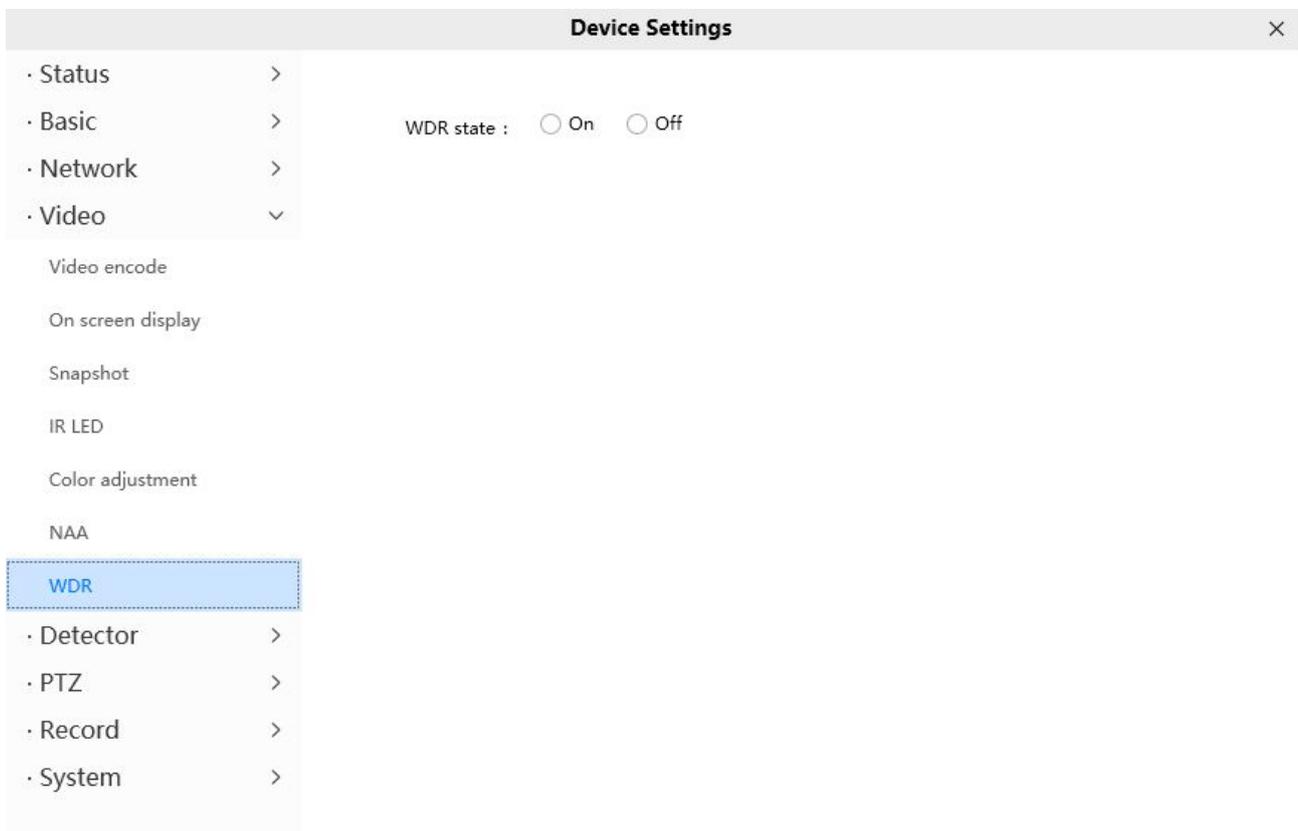


HDR stands for High-Dynamic Range. When shooting in an environment with obvious contrast between light and dark, the camera is limited by the dynamic range. The metering point is set in the bright place of the viewfinder frame. The entire screen will be darkened in order to give priority to the bright 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 V8EP T8EP G4C V4EC

## 4.6.5 Detector

### 4.6.5.1 Motion Detection

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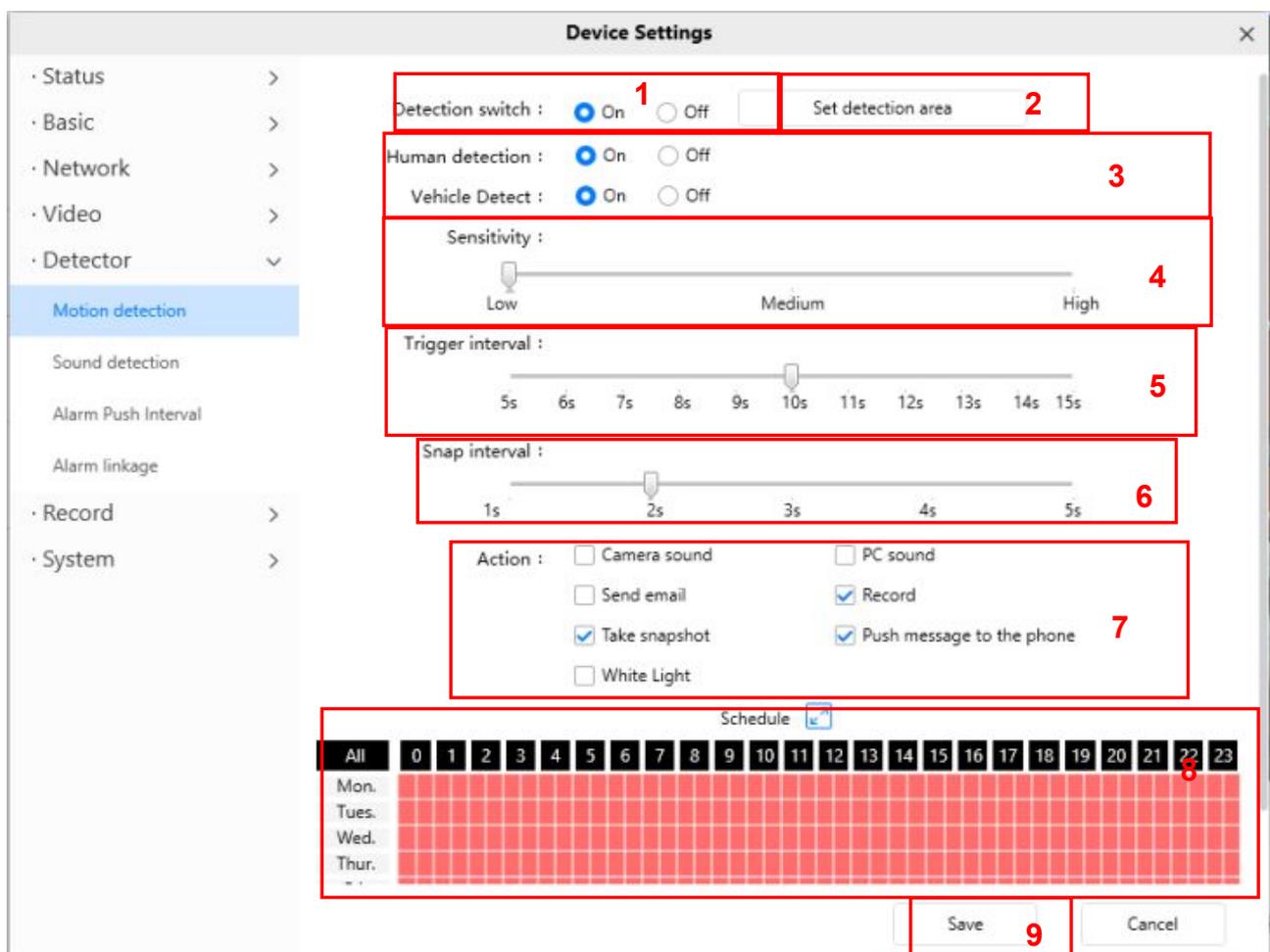


To enable motion detection, follow the steps below:

**1 Enable Detection Switch**

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

**3 Enable Human detection and Vehicle Detect** You can choose the alarm type according to your own Needs.(Only V5EPV8EP T5EP T8EP V5P has this option)

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

**5 Trigger 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.

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

**7 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.

**8 Alarm Schedule**

1.   Alarm anytime when motion is detected

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

Click this button and select all time range.
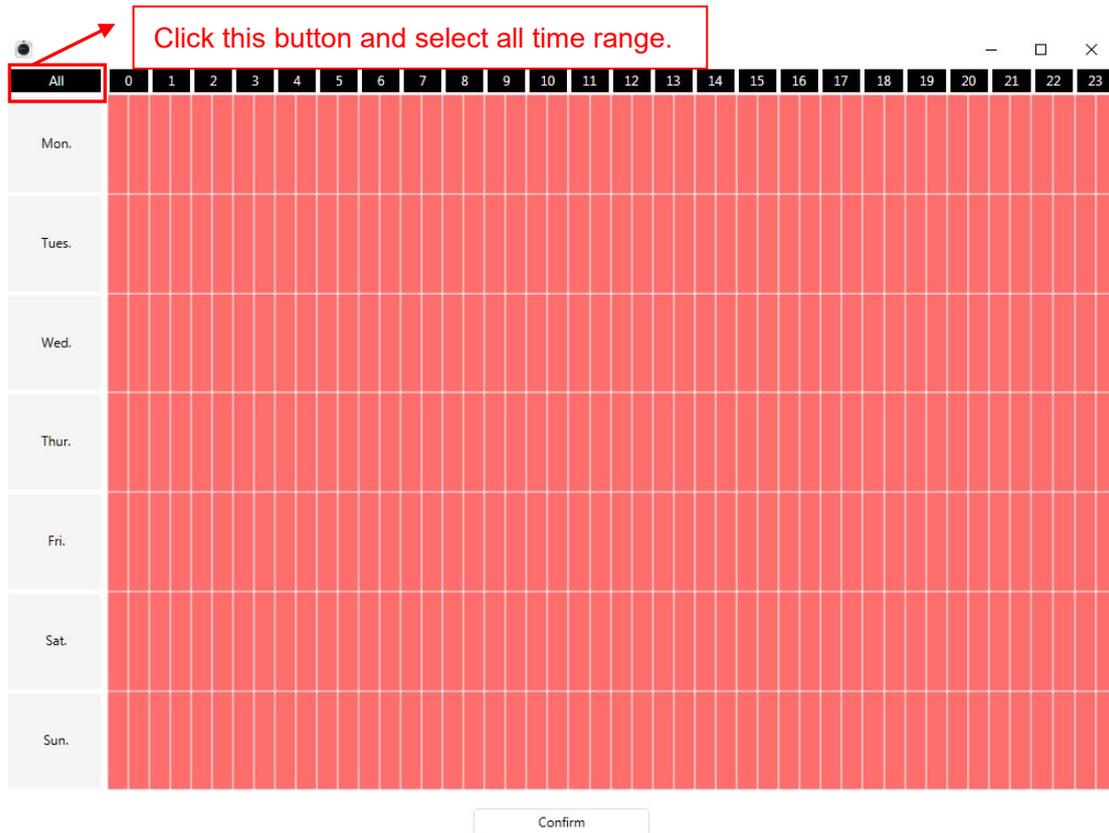
2. Specify an alarm schedule

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.
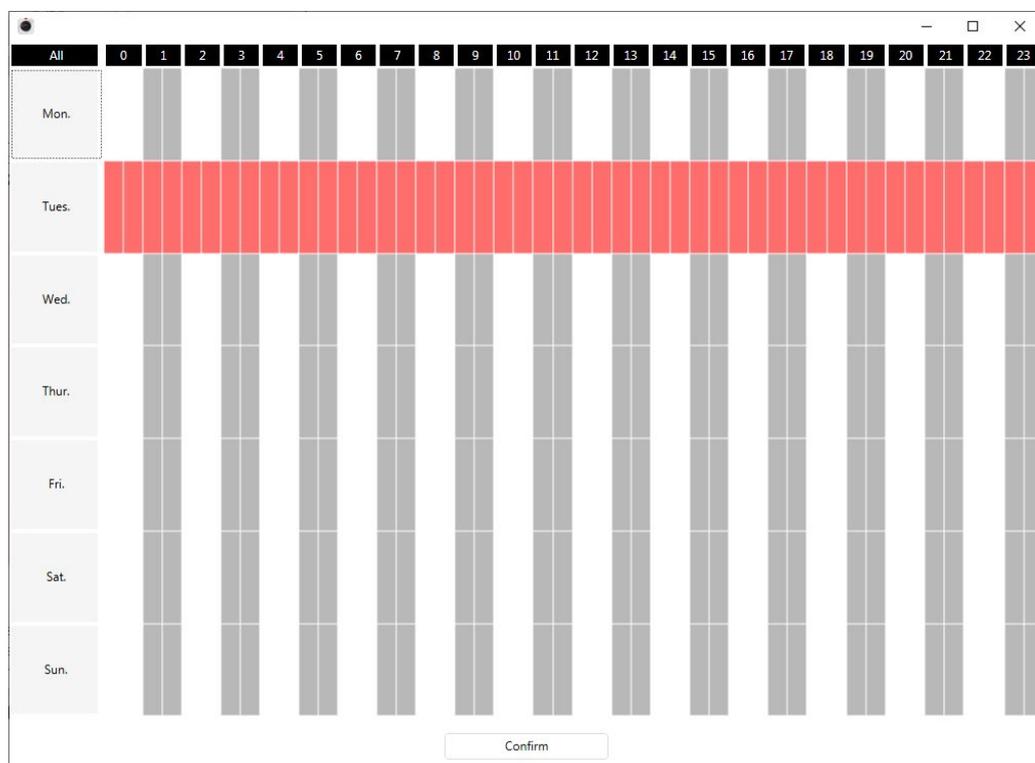


3. Press the left mouse and drag it on the time boxes, you can select the serial area,
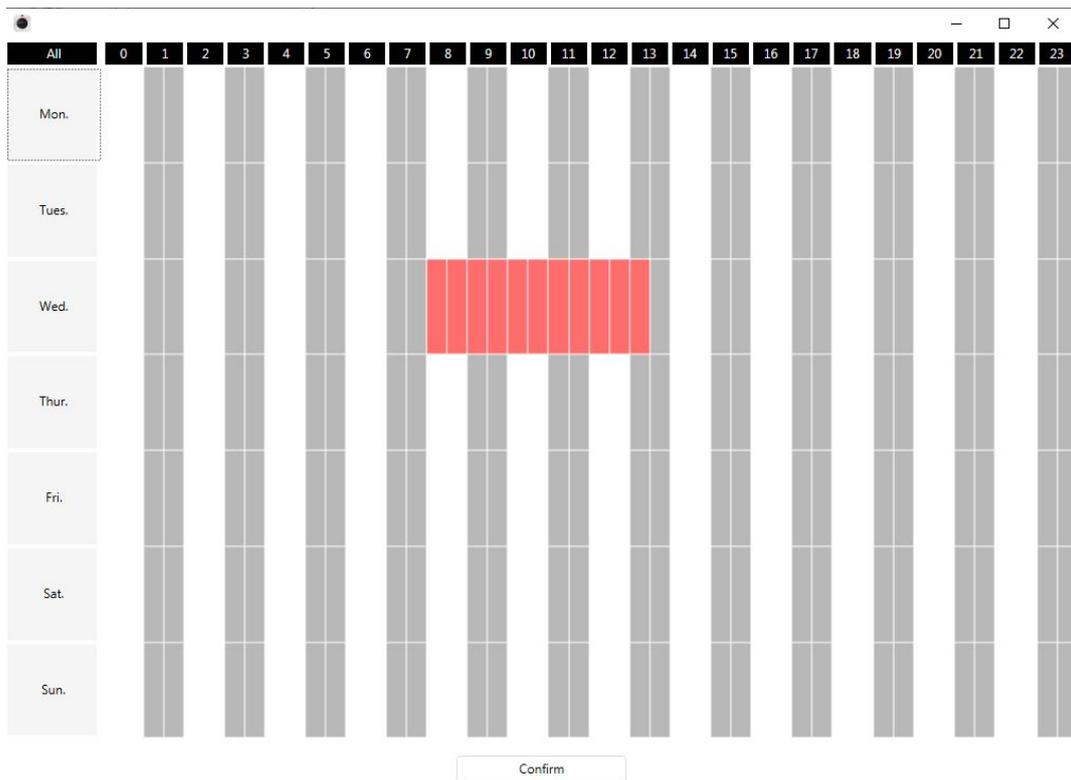
**9 Click Save button** to take effect. When the motion is detected during the detection time in the detection area, the camera will alarm and adopt the corresponding alarm indicators.

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

## 4.6.5.2 Sound Detection

When the ambient sound over a certain decibel, the sound alarm will be triggered.
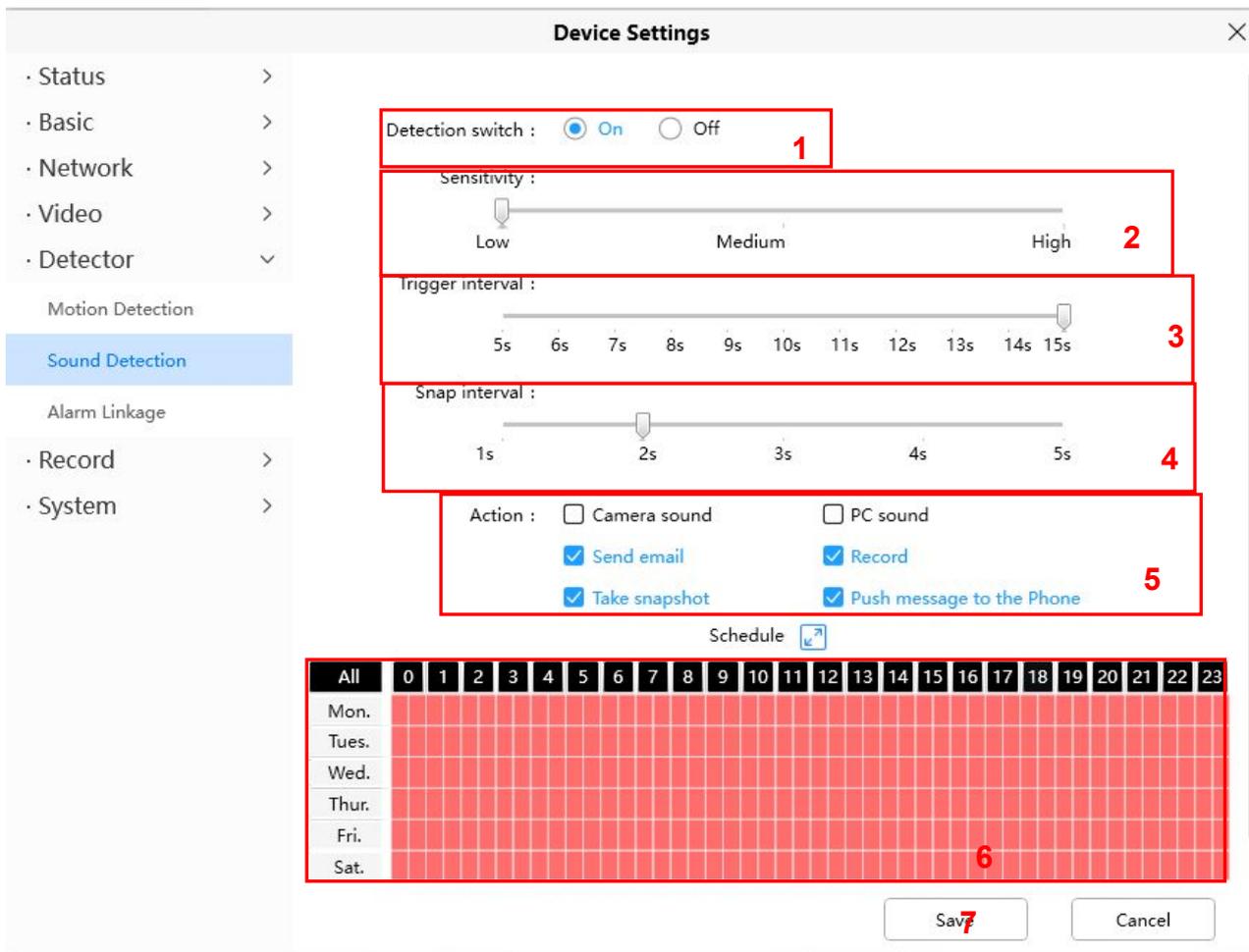
To enable motion detection, follow the steps below:

**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**

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.
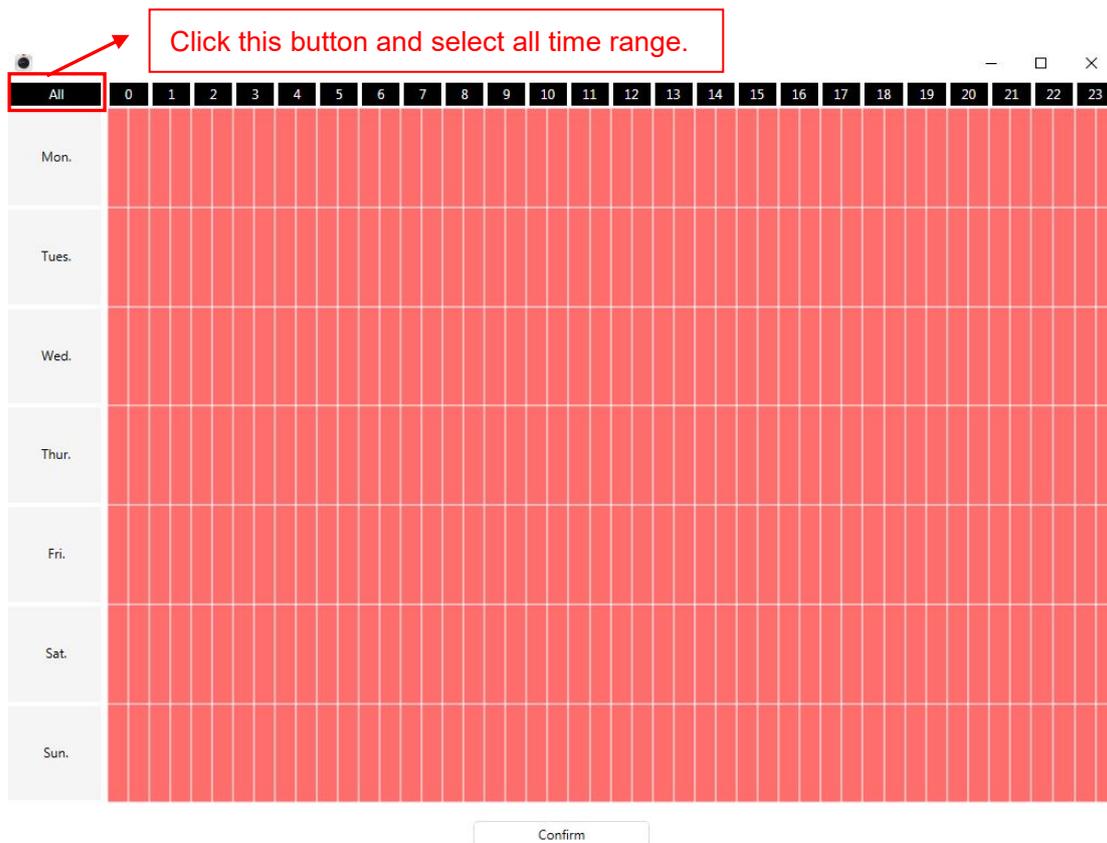


4.   Specify an alarm schedule

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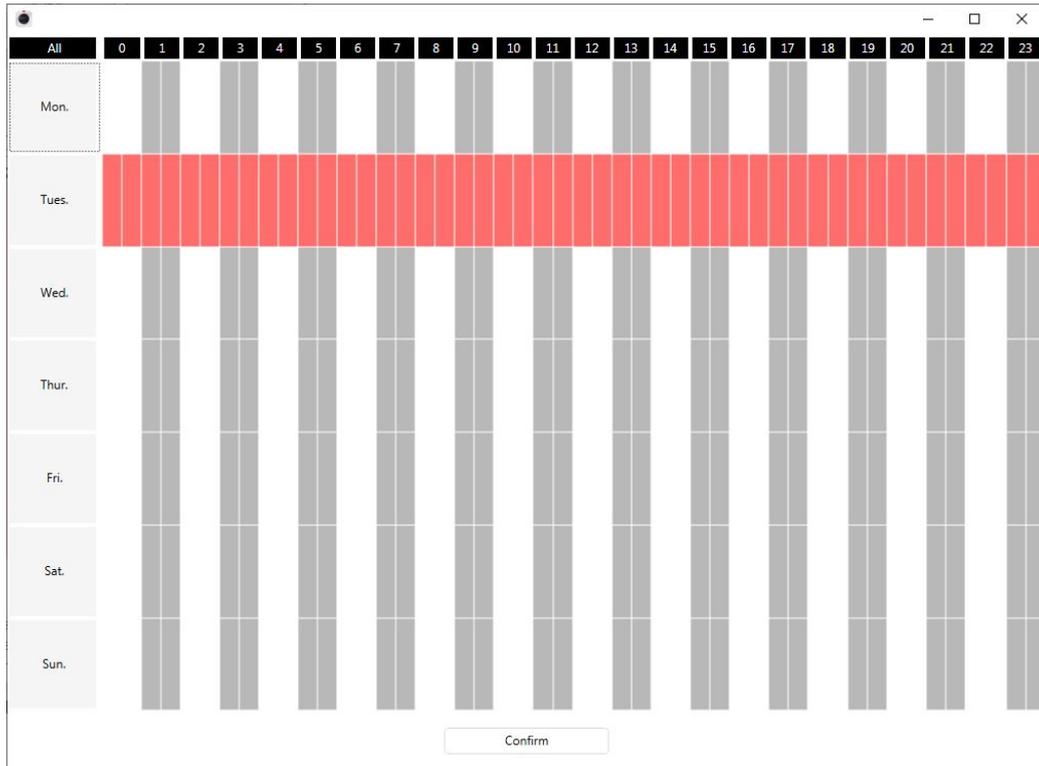
5. Press the left mouse and drag it on the time boxes, you can select the serial area,
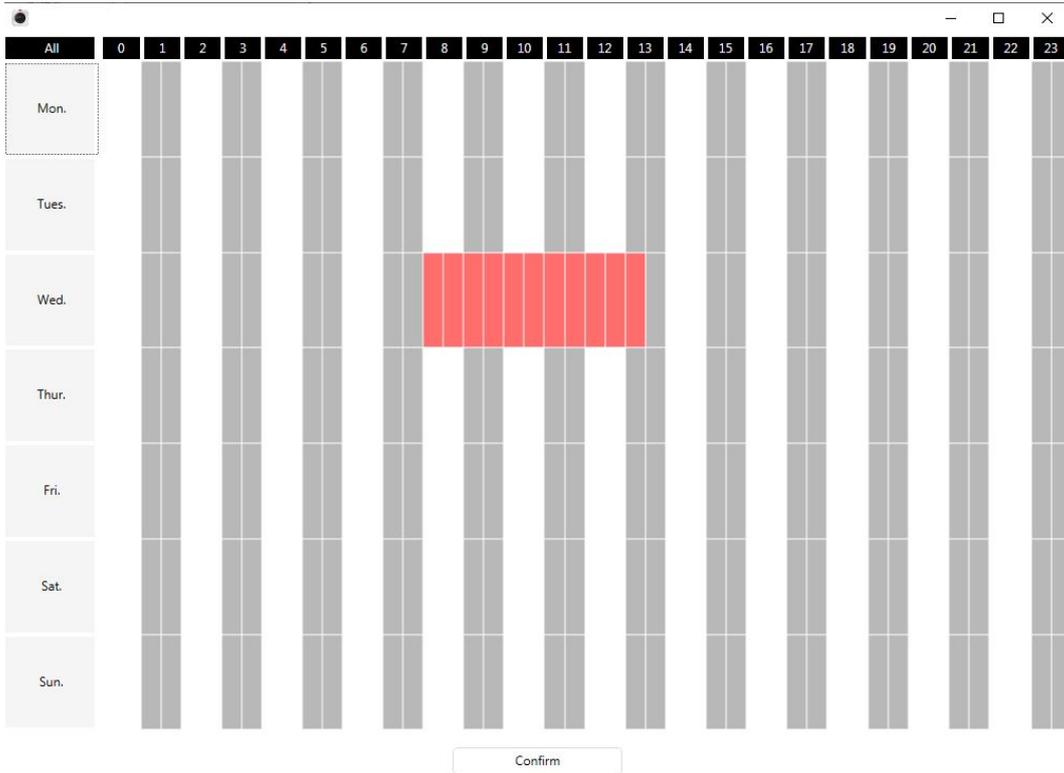


**7 Click Save button** to take effect. When the sound is detected during the detection time in the detection area, the camera will alarm and adopt the corresponding alarm indicators.

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

### 4.6.5.3 Alarm Push Interval

The longer the time interval, the less push disturbance you may experience.
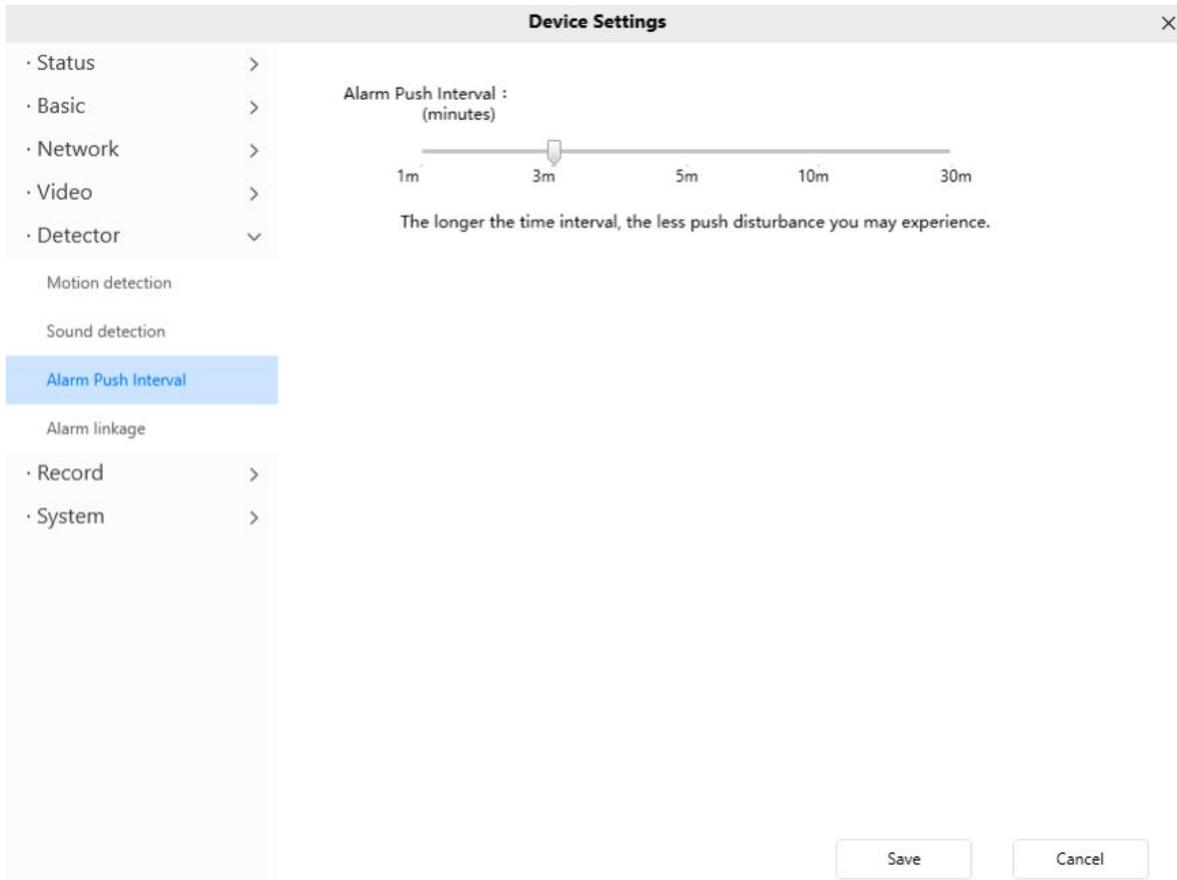


### 4.6.5.4 Alarm Linkage

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.

## 4.6.6 PTZ

This page will allow you to change the pan/tilt speed and do cruise tracks settings.
The PT function only supports some models, such as: R2M R2C R4S R4M FI9926P FI9928P SD2 SD4 SD2X HT2 D4Z VZ4 SD4H X3 X5 R3 R5, Models that support Zoom, such as FI9926P FI9928P SD2 SD4 SD2X HT2 D4Z VZ4 SD4H.

### 4.6.6.1 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.

**Guard position:** You can set a guard position here. After setting the interval between guard positions, the PT will automatically return to the guard position you set at the set time interval

**Guard position start-up time:** After setting the interval time for the guard position, the PT will automatically return to the guard position you set at the set time interval

**Start-up Option:** Here section will allow you to set the stop position after the camera reboots.
It supports two modes: Disable start-up, Go to home position and Go to preset point.

**Go to home position:** When rebooting, the camera will pa Providing Central Management Software to manage or monitor multi-cameras Pin / tilt and stops at center.

**Go to Preset pointion:** Select one preset position and save it. When rebooting, the camera will pan/ tilt

and stop at the preset position you have set.

**Disable Start-up:** When rebooting, the camera will not pan / tilt.(Except:SD2 SD4 SD2X HT2 D4Z VZ4)
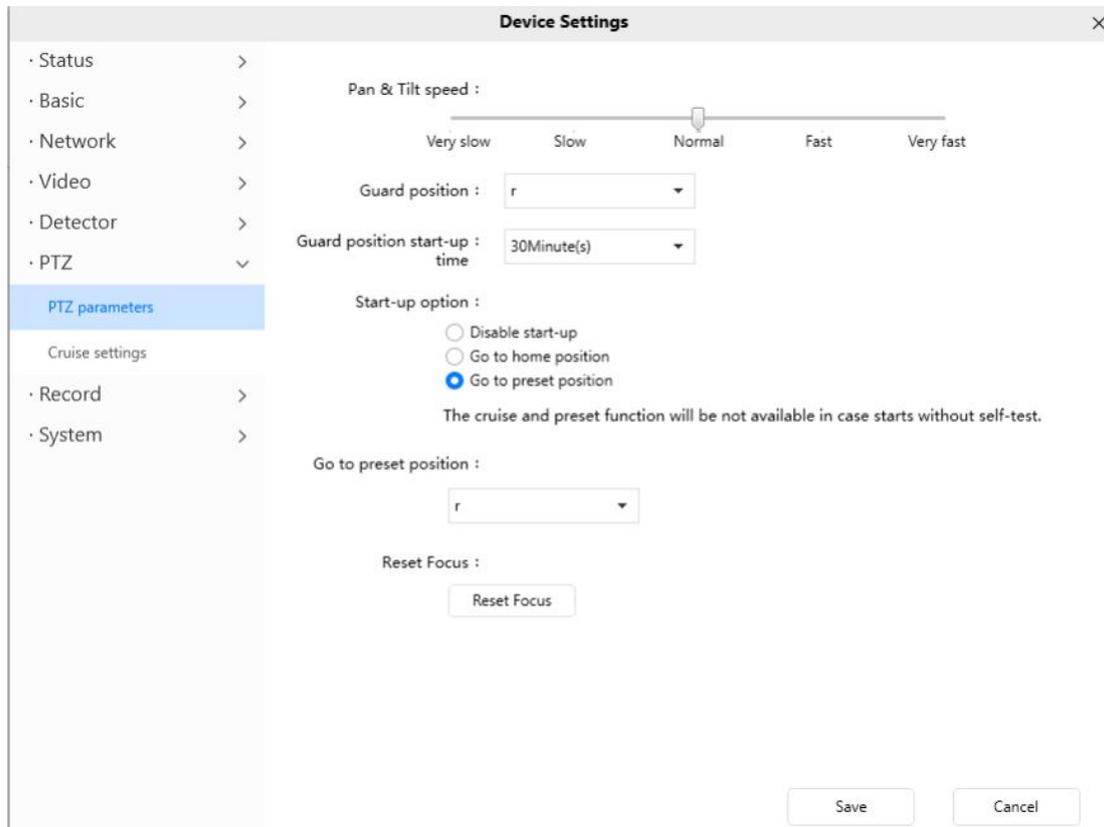


## 4.6.6.2 Cruise Settings(except R3 R5 X3 X5)

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

**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.

## 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 form 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.

**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.

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.



>: 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.
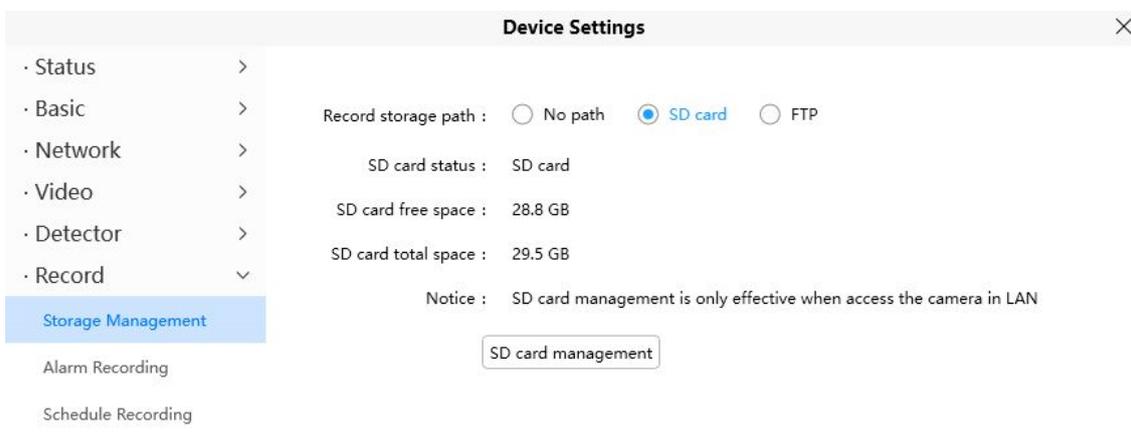
## 4.5.6.2 Alarm Recording

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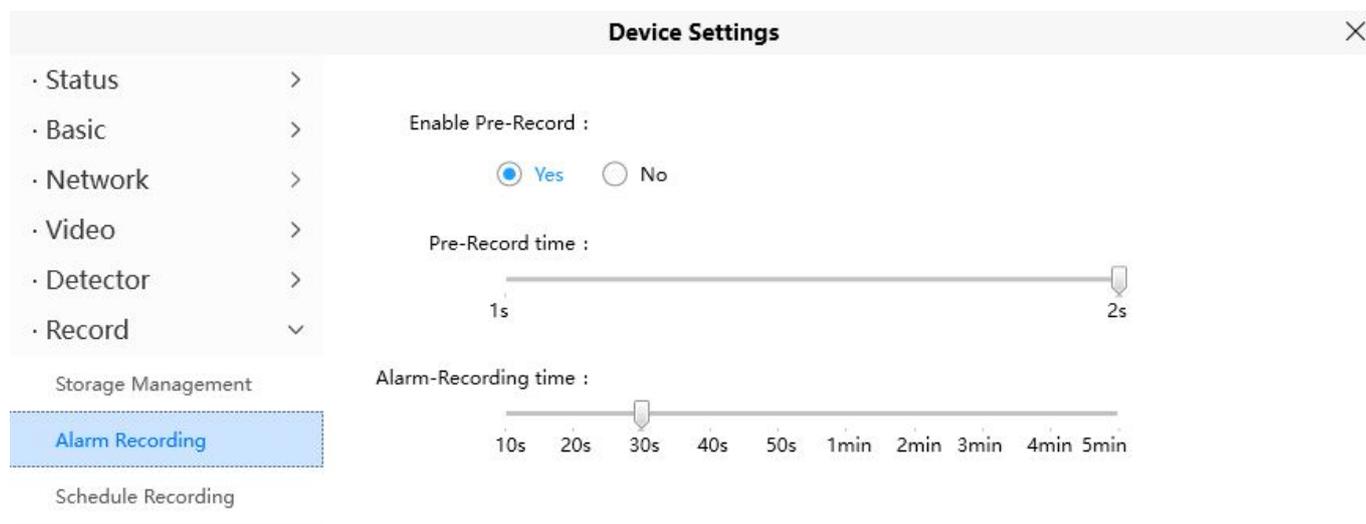


## 4.5.6.3 Schedule Recording

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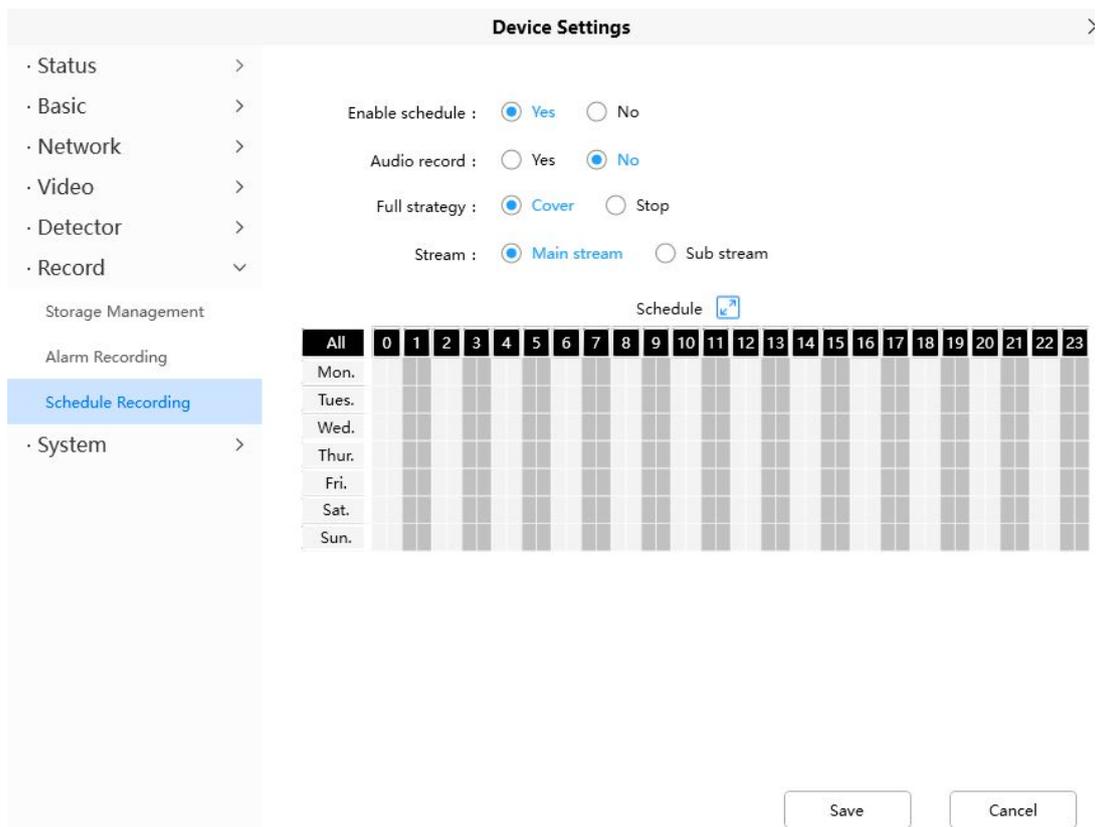
Click **Save** button to take effect.

## 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.
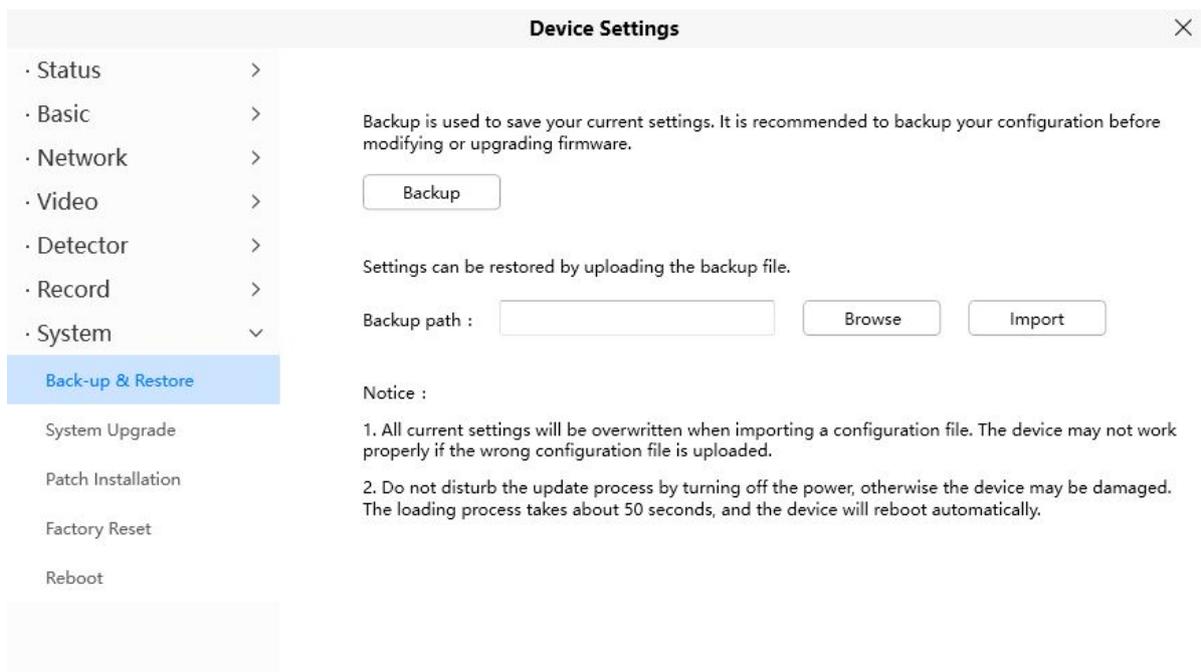
## 4.5.8.2 System Upgrade

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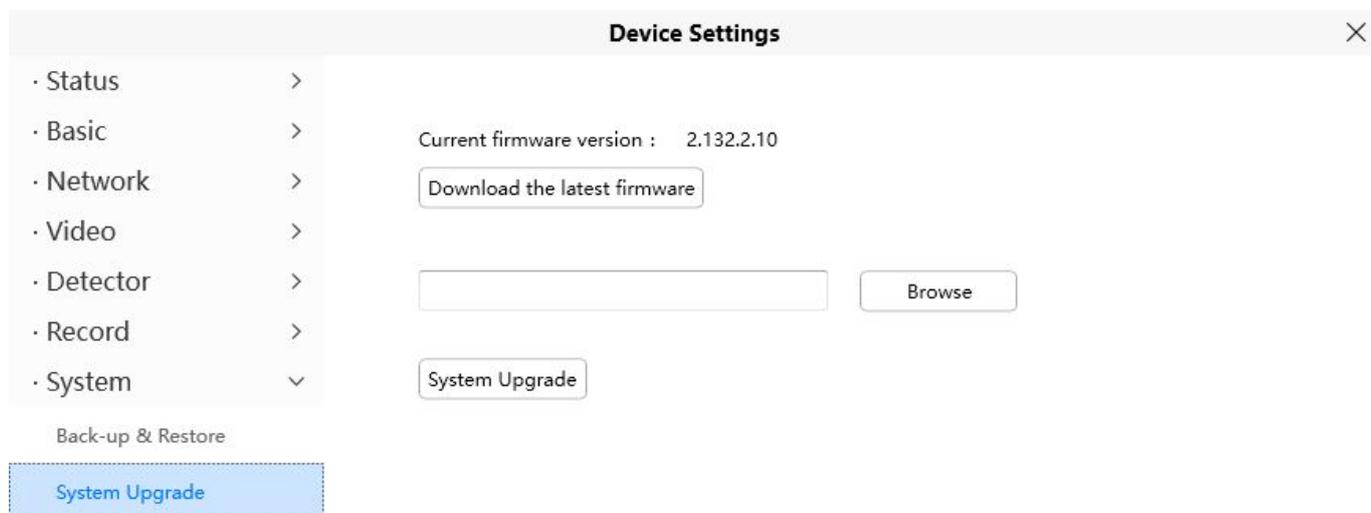


Your current firmware version will be displayed on your screen. You may go to the **Status > Device Information** page to check for the latest firmware versions available.
Click **Browse**, choose the correct bin file and then click **System upgrade**.
Don't shut down the power during upgrade. After 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.
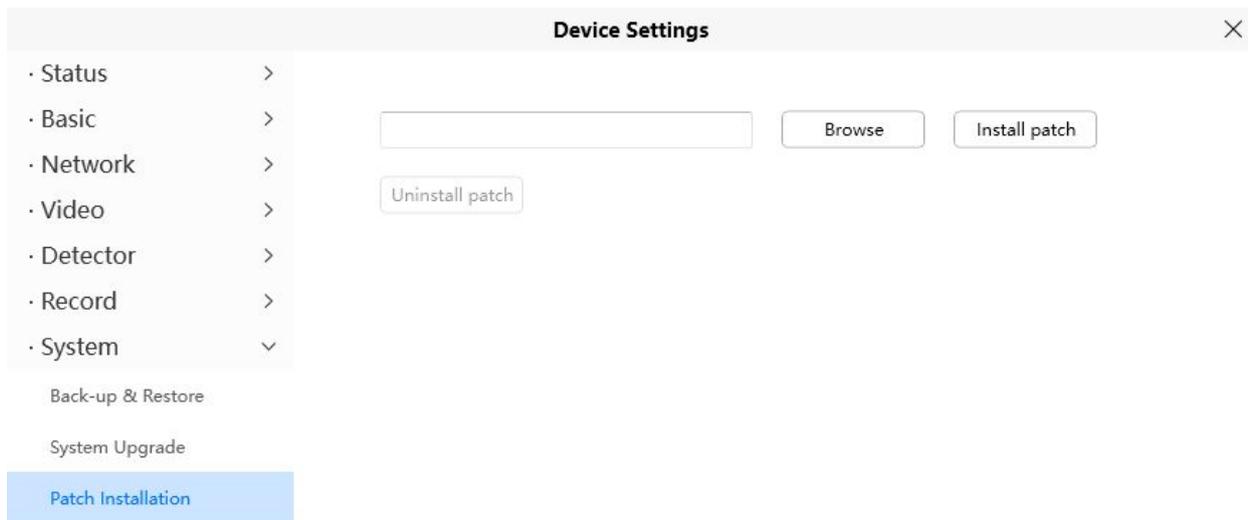
## 4.5.7.4 Factory Reset

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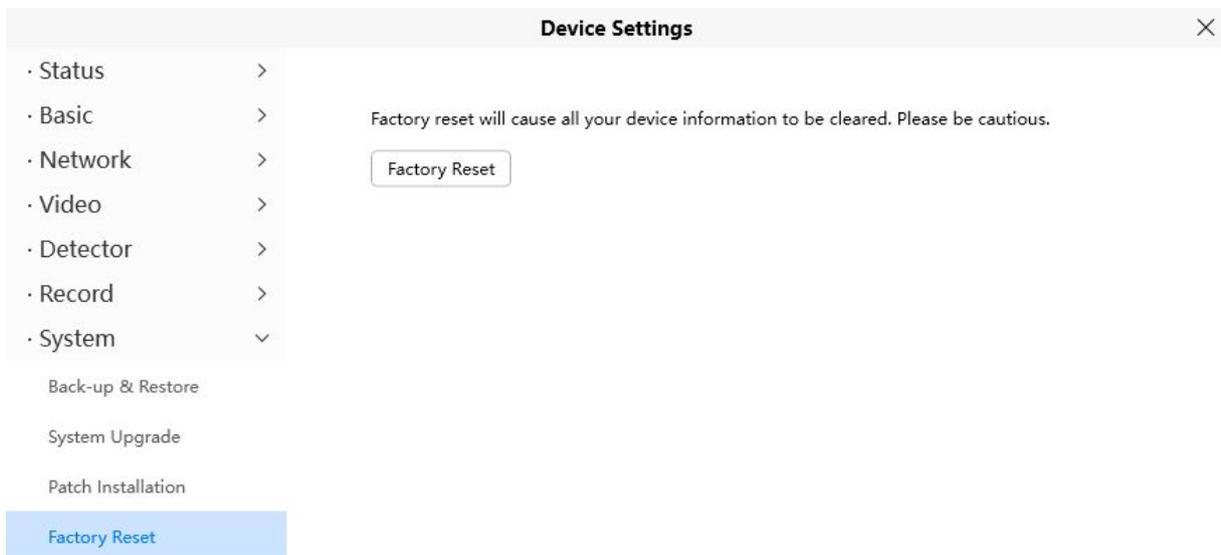


## 4.5.7.5 Reboot

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.
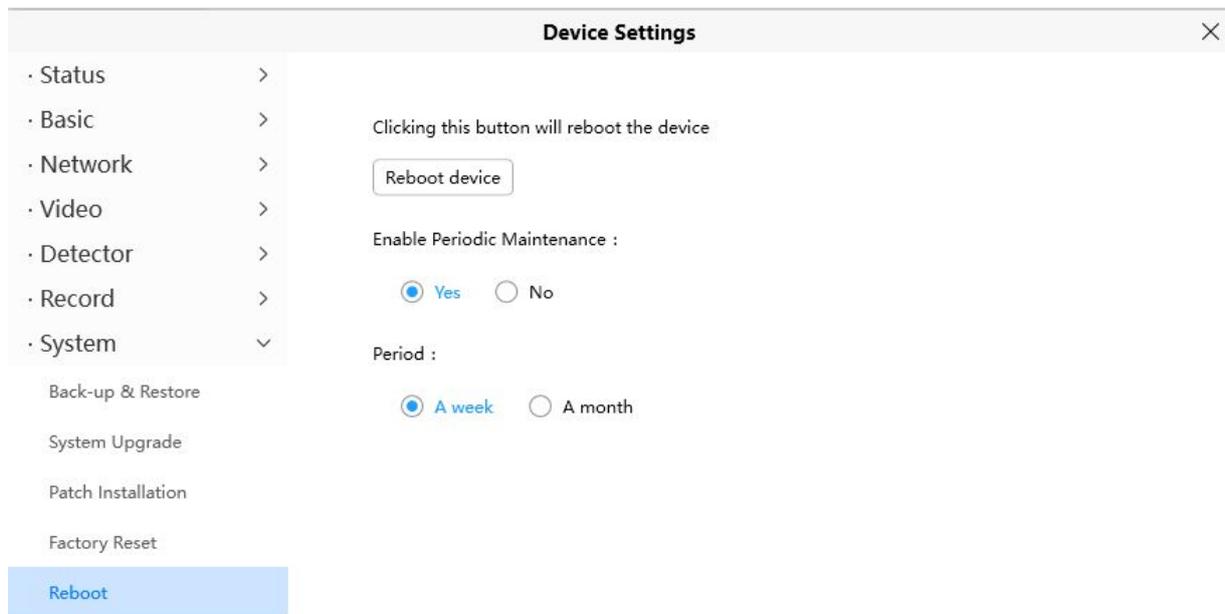
# 5 Works with Alexa and Google Assistant

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 using the Foscam application, a camera can only be added to one account at the same time. If you encounter a prompt indicating that the addition failed, please reset your camera and try adding again,If the reset camera still fails, please send a clear photo of camera's model sticker to Foscam support email 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**

# CE

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 retuned 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**

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.htm*l