FOSCAM

User Manual

（For Windows & Mac OS）

HD Wireless PTZ Dome IP Camera

Model:FI9828P

Table of Contents

1 Overview

FOSCAM FI9828W and FI9828P are an integrated wireless IP Camera with a color CMOS sensor enabling viewing resolution 1280*960. It combines a high quality digital video camera, with a powerful web server, to bring clear video to your desktop from anywhere on your local network or over the Internet.

FI9828P supports P2P function. Thanks to the P2P easy access technology, you don't need to do complicated Port Forwarding and DDNS settings, you just need to scan the QR code on the bottom of the camera to connect it on smart phone, or input the UID on CMS software to realize remote access.

FI9828W and FI9828P support the industry-standard H.264 compression technology, drastically reducing file sizes and conserving valuable network bandwidth.

The IPCAM is based on the TCP/IP standard. There is a WEB server inside which could support Internet Explorer. Therefore the management and maintenance of your device is simplified by using the network to achieve the remote configuration and start-up.

The camera is designed for outdoor surveillance applications such as courtyards, supermarket, and school. Controlling the IPCAM and managing images are simplified by using the provided web interface across the network utilizing wireless connectivity.

FOSCAM provides Phone Apps for Android and iPhone users, please search "Foscam Viewer" and install it through APP Store, then you can view your camera directly as a computer.

1.1 Key Features

◆ Standard H.264 video compression algorithm to satisfy the transmission of high definition video in narrow bandwidth network
◆ 1.3 Mega-Pixel
◆ P2P feature for easy access (FI9828P)
◆ Supports IE/Firefox/Google/Safari browser or any other standard browsers
◆ Supports WEP,WPA and WPA2 Encryption
◆ Wi-Fi compliant with wireless standards IEEE 802.11b/g/n
◆ IR night vision (Range:20m)
◆ Supports image snapshot
◆ Supports dual-stream
◆ Supports IR-Cut and the filter change automatically
◆ Embedded FOSCAM DDNS(dynamic domain name service) Service
◆ Supports remote viewing & record from anywhere anytime
◆ Multi-level users management with password protection
◆ Motion detection alert via email or upload image to FTP
◆ Supporting Third Party Domain name
◆ Providing Phone Apps for Android and iPhone users

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◆ Supports multiple network protocols: HTTP /HTTPS /RTSP / TCP/IP / UDP/ FTP/ DHCP/ DDNS/ UPNP /ONVIF

◆ Providing Central Management Software to manage or monitor multi-cameras

1.2 Read Before Use

Please first verify that all contents received are complete according to the **Package Contents** listed below. Before the IP Camera is installed, please carefully read and follow the instructions in the Quick Installation Guide to avoid damage due to faulty assembly and installation. This also ensures the product is used properly as intended.

1.3 Package Contents

● IP Camera × 1	● DC Power Adapter × 1
● Wi-Fi Antenna × 1	● CD×1
● Ethernet Cable × 1	● Warranty Card × 1
● Quick Installation Guide × 1	

1.4 Physical Description

Front Panel

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Infrared LED: 21 IR LEDs, night visibility up to 20 meters
LENS: CMOS sensor with zoom lens

Back View

WIFI Antenna: Wireless Antenna

Interface View

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1) I/O alarm terminal block

This network camera provides a I/O alarm terminal block which is used to connect to external input / output device. The pin(there are four number in the terminal block from NO. 1 to NO. 4) definitions are descripted below:

1– input
2- input
3- output
4- output

This camera supports I/O alarm, you can go to **Settings – Alarm – I/O** page to configure it.

2) Audio output interface

The jack is used to plug external speakers.

3) Power Interface

Connect the external power adapter, request for 12V/2A power.

4) Audio input interface

The jack is used to plug external microphone.

5) LAN

10/100M adaptive Ethernet interface. Through this interface, IPCAM can be connected with various network devices, such as hub, router, etc.

6) Reset button

Press and hold on the reset button for 5 seconds. Releasing the reset button, the password will back to the factory default administrator password. The default administrator user is admin with no password.

Bottom View

There are up to three labels located on the body of the camera; this is an important feature of original Foscam cameras. If your camera does not have labels as shown in the figure, it may be a clone one. Cloned Foscam cameras can not use original firmware and are not eligible for warranty or technical services.

NOTE：Only FI9818P has QR NO.

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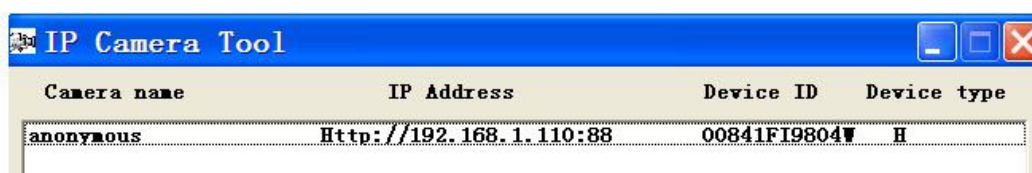Tel: 86 755 2674 5668 Fax: 86 755 2674 5168

2 Access the IP Camera

This chapter explains how to access the camera through browser and RTSP player.

2.1 Access the Camera in LAN

This camera supports HTTP and HTTPS protocols, you can access the camera by two ways.

(1) http:// LAN IP + HTTP Port NO.
Double click the IP Camera Tool icon and it should find the camera's IP address automatically after you plug in the network cable.

Double click the IP address of the camera; your default browser will open to the camera login page.

(2) https:// LAN IP + HTTPS Port NO.

The default Https port no is 443. You can use the url to access the camera: **https:// LAN IP + HTTPS port.**
Go to **Settings - Network - Port** panel , you can see and change the https and https port NO.

2.2 Access the Camera in WAN

2.2.1 Static IP Addresses

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

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

To obtain your WAN IP address, enter the following URL in your browser: http://www.whatismyip.com.The

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webpage at this address will show you the current WAN IP.

Access your IP Camera from the Internet

You can access the IP Camera from the Internet (remote access). Enter the WAN IP address and port number in your standard browser. For example, you would enter http:// 183.37.28.254:85

NOTE :
Make sure port forwarding is successful. You can do port forwarding two ways.

1. Login to your router to enable the "UPNP" function. You can then login to the camera as administrator, choose Network, and then choose UPnP to enable UPnP. Make sure that the status of UPnP reads "UPnP Successful" on the Device Status page.
2. Do port (HTTP port) forwarding manually.
If your router has a Virtual Server, it can do port forwarding. Add the camera's LAN IP and port which you had set earlier to your router's port forwarding settings.

NOTE:
If you plug the camera into a router, it will have a dynamic IP address and you need to set DDNS service settings to view it remotely.
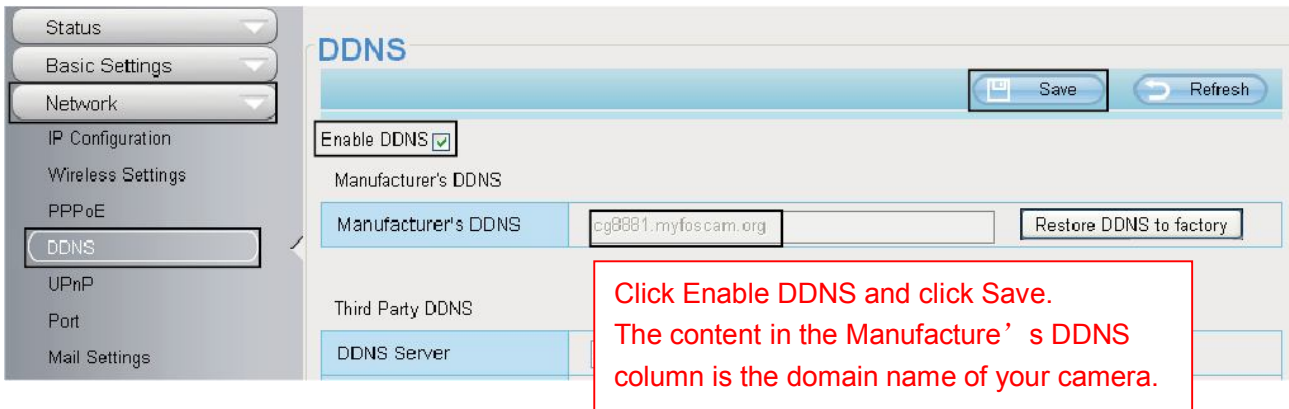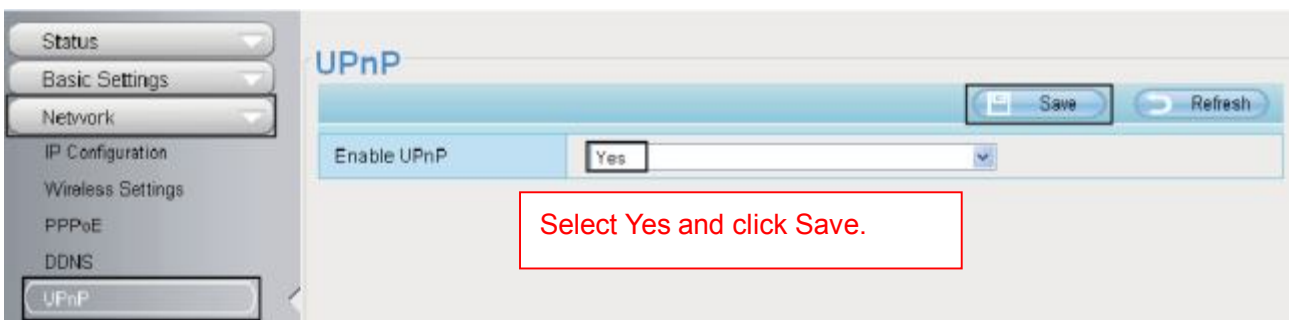
2.3.2 Remote Access

If you want to access your camera by web browser outside of your LAN, you need to configure following configurations.
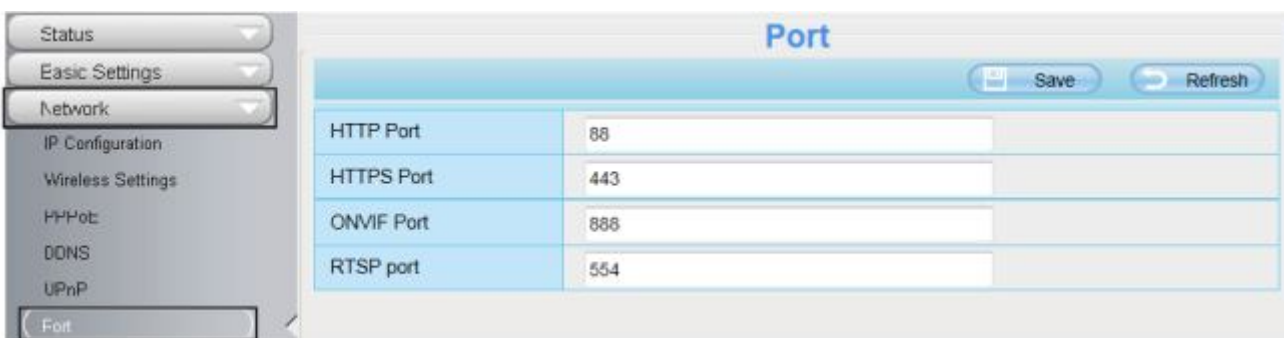
1.   Choose "Settings" on the top of the camera web page, then go to the "Network > IP Configuration" section on the left side of the screen, then uncheck the Obtain IP DHCP.

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IP Address: Set this in the same subnet as your computer , or keep it as default.
Subnet Mask: Keep it as default.
Gateway and DNS Server: Set it to the IP address of your router.
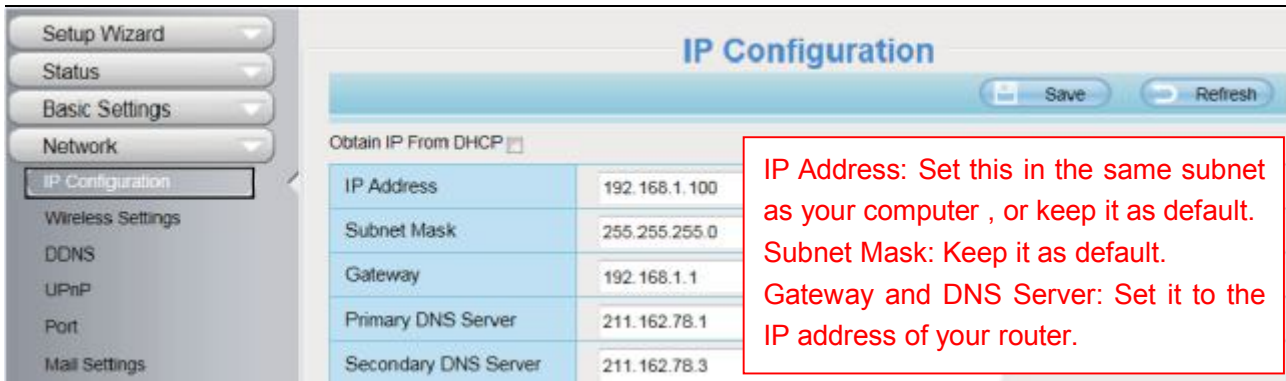
2. Enable UPnP and DDNS in the camera's settings page. We recommend you to use the DDNS by factory default.

Select Yes and click Save.


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

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

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4.   If the UPnP of the router has been enable, you do not need to perform following steps.   Otherwise, you need to select one of the following methods to configure port forwarding on your router. For these steps, we will be using the TP-LINK brand wireless router as an example.
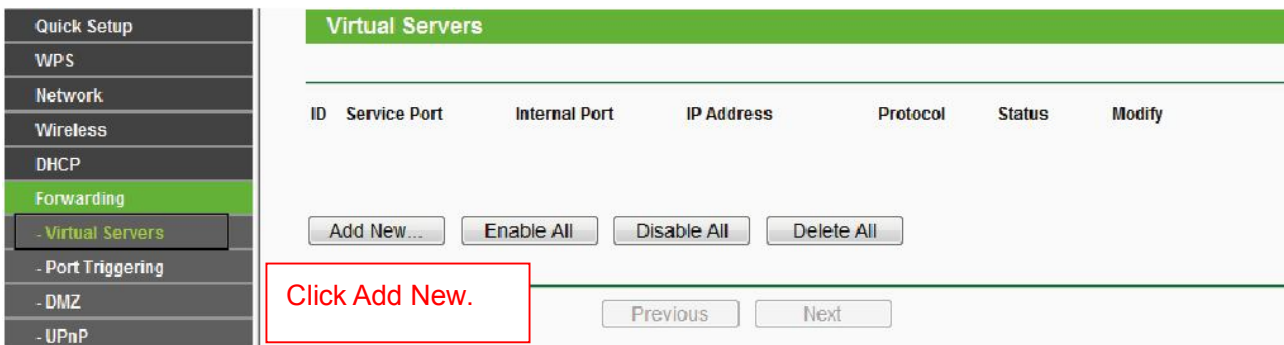
●   **If there is a UPnP function in your router：**
Choose "Forwarding > UPnP", make sure that the Current UPnP Status is Enabled.
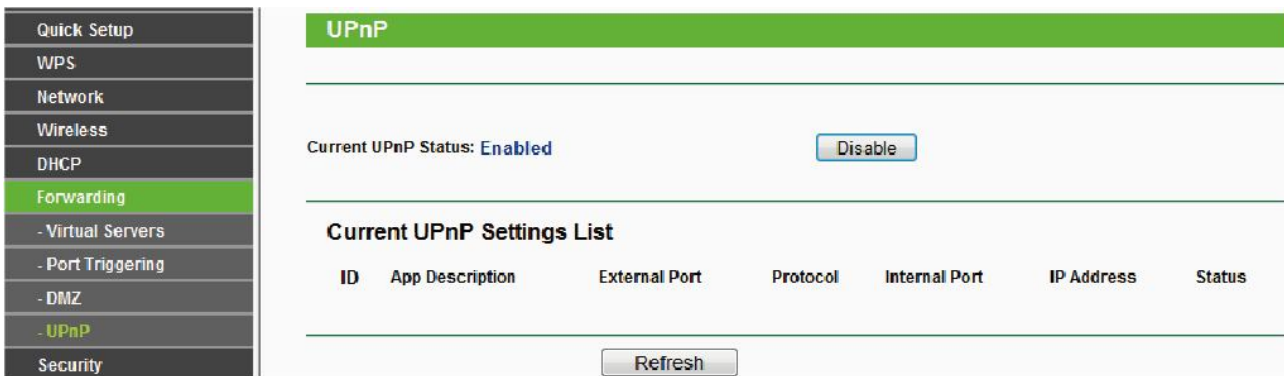
●   **If there is no UPnP function in your router：**
You need to manually add port(HTTPS port) forwarding, refer to the following steps. You need go to the "Forwarding > Virtual Servers" panel for setup.

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Here you have finished the Port Forwarding setup.
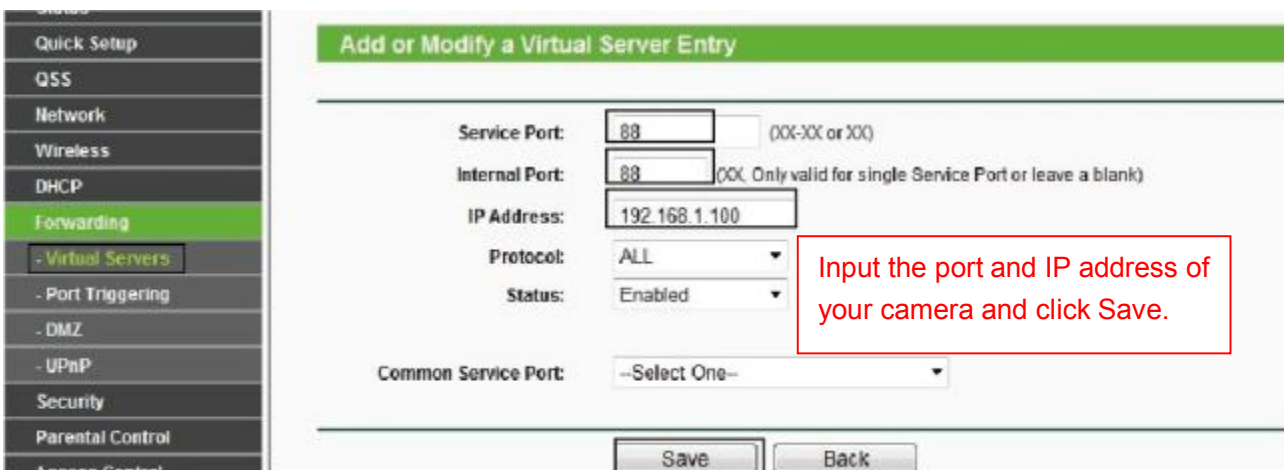
5. Now you can access your IP camera by https://domain name: HTTPS port via the Internet.

2.3 Using the VLC player

This camera supports RTSP streaming, here you can view the camera using VLC player.

RTSP URL rtsp:// [user name][:password]@IP:HTTP port number/videosream

The part in the square brackets may be omitted.
user name & password: The user name and password to access the camera. This part can be omitted.
IP: WAN or LAN IP address.
Videostream: Here support three mode: videoMain, videoSub and audio. When the network speed is bad, here you had better select videoSub. If you select audio, you can only hear the sound but cannot see the video.

For example:
IP: 192.168.1.11
HTTP Port number: 88
User name: admin
Password: 123

Here I can enter one of the following URLs in the VLC.

1) rtsp://admin:123@192.168.1.11:88/videoMain
2) rtsp:// @192.168.1.11:88/videoMain
3) rtsp://:123@192.168.1.11:88/videoMain
4) rtsp://admin@192.168.1.11:88/videoMain

Open the VLC, and go to Media→Open Network Stream option, then enter the URL into VLC.

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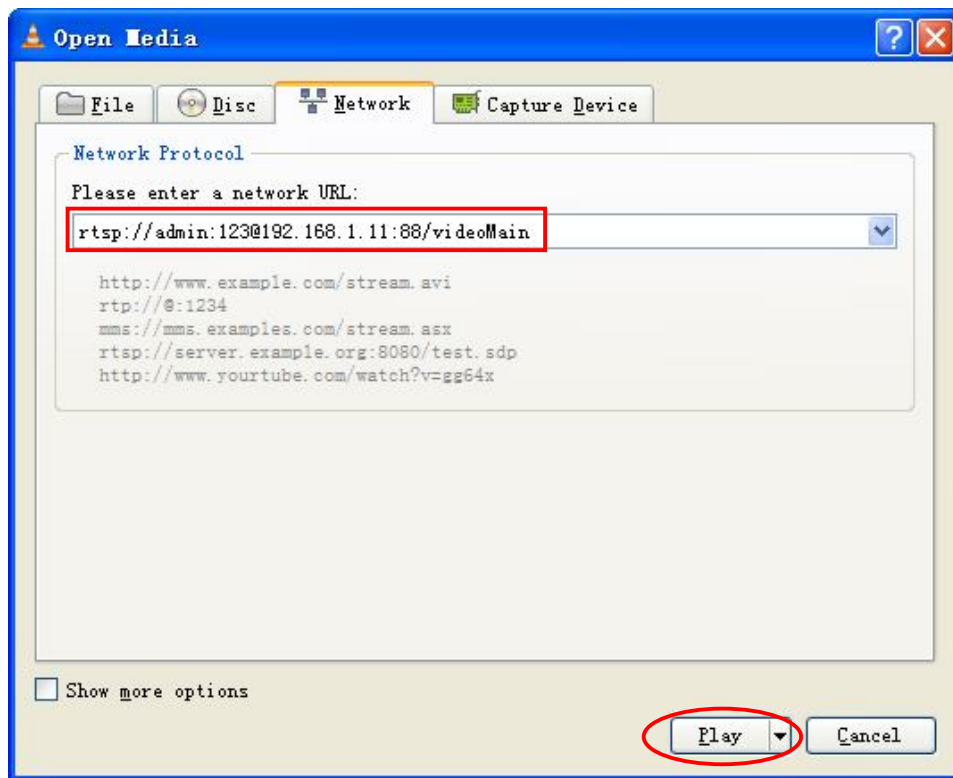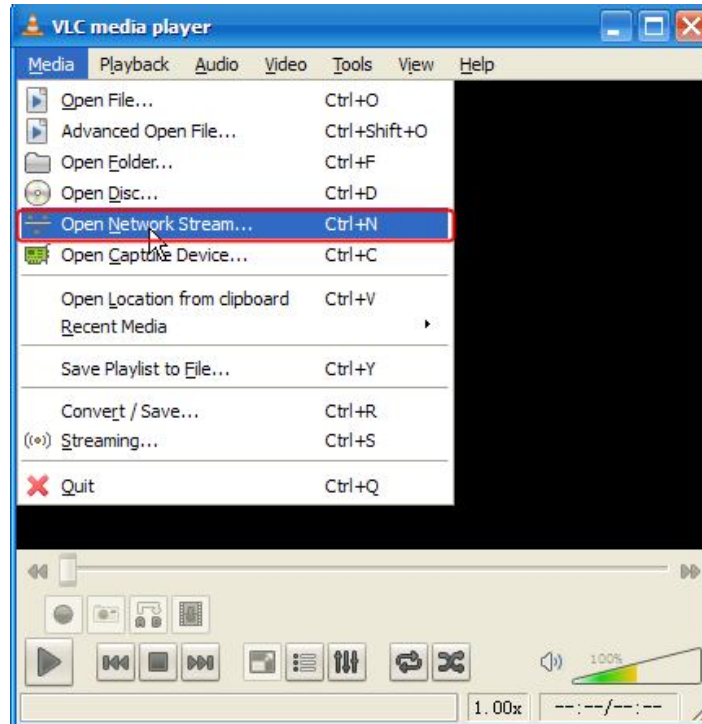
Sometimes you may need to enter the user name and password again. Click OK and you can see the real-time preview.
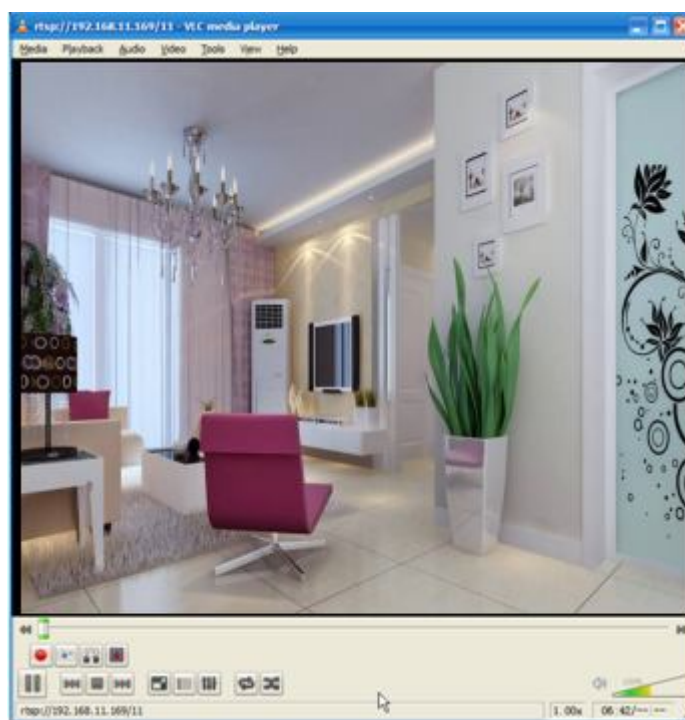
If you cannot play the video in the VLC player, please check the port mapping. You can read Quick Installation Guide about How to configure port forwarding.

NOTE:

If you modify the camera's username or password, you had better reboot the camera, or else the new username and password cannot take effect when you enter the authentication in the VLC.

2.4 IP camera connection to the server

Device supports ONVIF2.2.1 protocol,You can easily access the NVR with ONVIF or server with ONVIF.

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3 Surveillance Software GUI

Please refer to the Quick Installation Guide if you install the camera at first time. After finishing quick installation, you can take time to learn the operation of the software.

3.1 Login Window
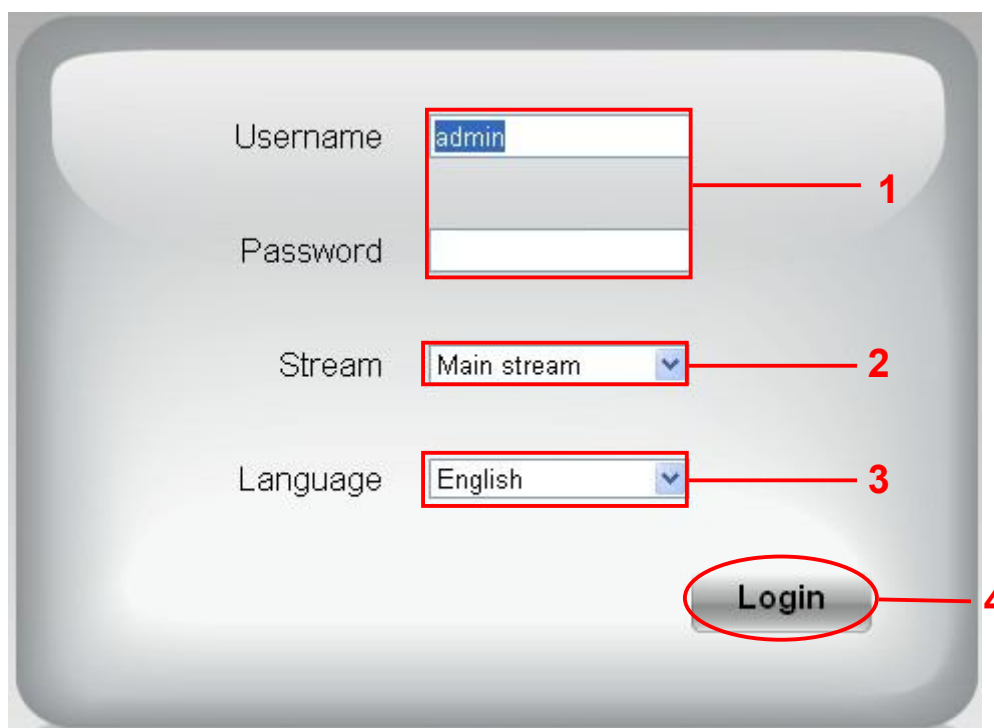
Section 1   Enter the User name and password

The default administrator username is admin with a blank password, please reset the password at first using and prevent unauthorized users login the camera (read chapter 3.2.4 about how to change).

Section 2   Stream

The camera supports two stream modes: Main stream and sub stream. If you want to access the camera form LAN, here you can select Main stream. If you want to access the camera from Internet, here we recommend sub stream.

Note: When the network bandwidth is badly you'd better select Sub Stream and the video will be more fluency.

Section 3   Select the language

You can select the language you need via click on the language dropdown list to switch.

Section 4   Login the camera

Click Login button and you will see the surveillance windows.(If login the camera for the first time, the page that modify the username and password will appears.)

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3.2 Setup Wizard

After logging in for the first time, you will go to "Setup Wizard" automatically. Here you can set the basic parameters of camera, such as camera name, camera time, wireless settings, IP configuration.

Device Name: You could give name for your camera.
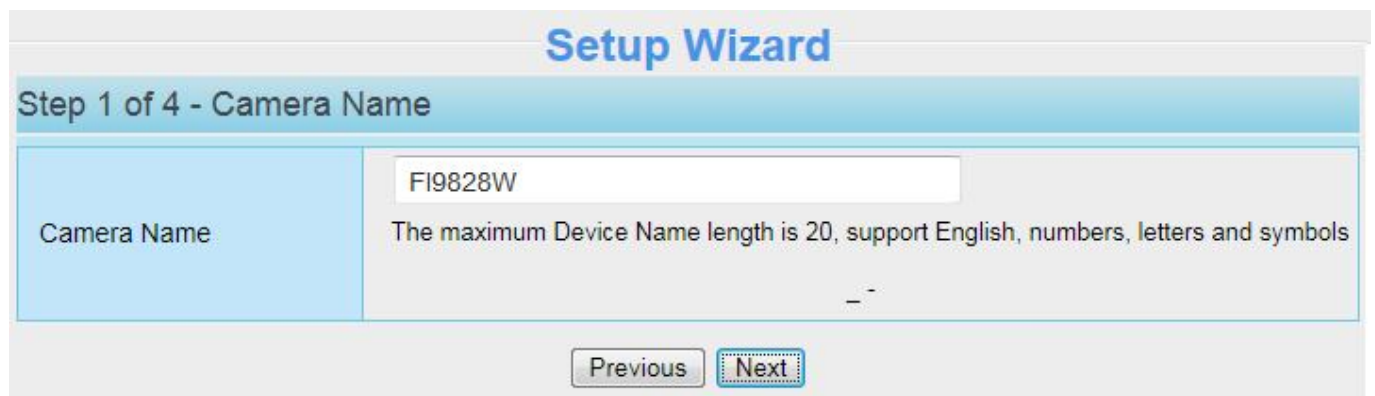
System Time: Select the time zone you need to set the date, time,format and so on.

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Setup Wizard

Step 2 of 4 - Camera Time

Time Zone	(GMT) Greenwich mean time; London, Lisbon, ▼

Sync with NTP server ☑

NTP Server	time.nist.gov ▼
PC Time	2014-1-1 12 ▼ 17 ▼ 29 ▼ PM ▼ Sync with PC
Date Format	YYYY-MM-DD ▼
Time Format	12-hour ▼

use DST ☐

Ahead Of Time	0 ▼ Minute

Previous   Next

Wireless networks: Click "Scan", find the SSID of your wireless router, select and enter the password.

Setup Wizard

Step 3 of 4 - Wireless Settings

Wireless Network List		1 Scan
SSID(Network Name)	Encryption	Quality
Tenda_373678	WPA/WPA2	▦
dlink-chenchen2.4G	WPA/WPA2	▦
TP_LINK_TEST	WPA2	▦
FOSCAM-docdev	WPA/WPA2	▦

SSID	FOSCAM-docdev
Encryption	WPA/WPA2 ▼
Password	●●●●●●●●●

The maximum password length is 63, including numbers, letters and symbols

IP: Set IP address of the camera. You could choose to obtain an IP automatically or set the IP address according to your needs.

3.3 Surveillance Window
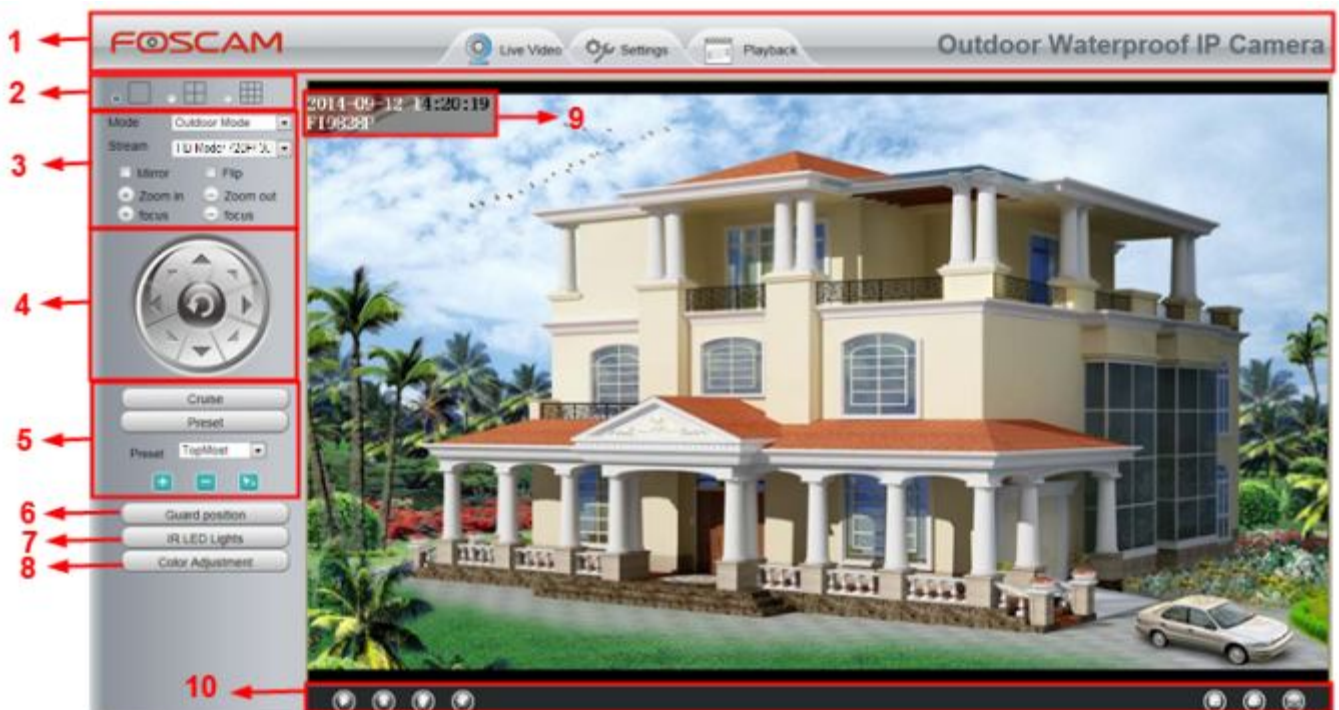
Section 1　FOSCAM Logo/ LiveVideo / Settings/Playback buttons

 ：FOSCAM LOGO

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

![Settings icon]: Path to Administrator Control Panel, Click it, and it will lead to Administrator Control Panel and do advanced settings.

Section 2   Multi-Device Window

The firmware inside the camera supports up to maximum of 9 cameras being monitoring at the same time. You can add other cameras in multi-device setting (read chapter 4.2.5).
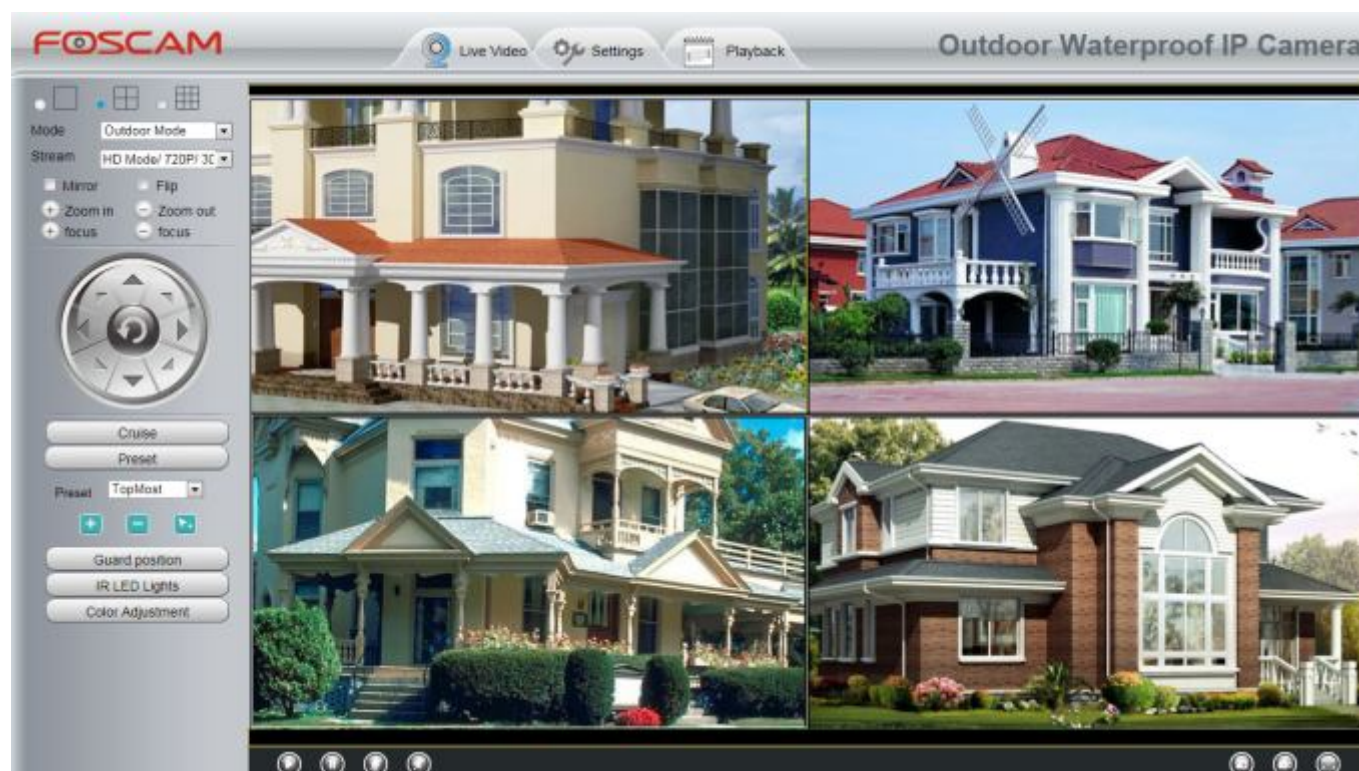
Section 3   Mode/ Stream / Mirror/ Flip buttons

Mode

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

You can reset the stream type on **Settings-> Video-> Video Settings** panel.

After changing, please re-login the camera and you can see the modification.

"Zoom in" or "Zoom out"

Device Support 3x 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.

"**focus**"

You can manually adjust the focus by clicking on the button ⊕ focus or ⊖ focus .
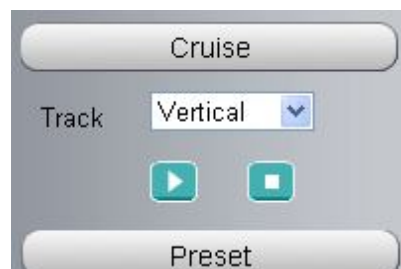
Section 4 Pan/Tilt Control
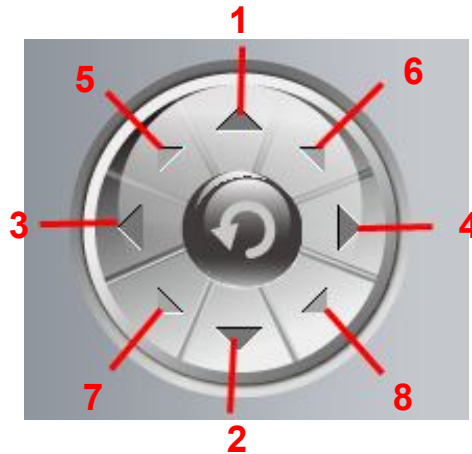
1----- Up control button,   2----- Down control button,
3----- Left control button,   4----- Right control button,
5----- Up-Left control button   6------ Up-Right control button
7----- Down-Left control button   8----- Down-Right control button

 Click this button and go to center

Section 5 Cruise / Preset settings

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.

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[image]: Start cruise.   [image]: Stop cruise.

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

How to do cruise?

Firstly: Select one track in the track dropdown list

Secondly: Click Start cruise button, the camera will cruise following the predefined path.
Thirdly: Click stop button and finish cruising.

Preset settings

IPCAM supports 16 preset positions, which is considered enough for DIY home & small business surveillance market

The default preset position is Topmost, Bottom most, Left most, right most, you can add other preset positions.

[image] **Add**   Click this icon to save the position you need the camera to remember

[image] **Delete**   Select one preset position and click this button to delete it.

[image] **GO**   Select one preset position in the preset dropdown 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 [image] 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

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dropdown list, and click go [icon] button, the camera will go to the preset position.

Section 6   Guard Position

After setting the guard position, your camcorder will automatically return to the guard position within a predetermined time (manually setting) when it stops moving (manually or cruise). You could refer to the following method in **chapter 4.7.4 (Guard Position Settings).**

Section 7   IR LED Lights
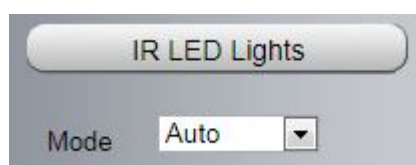
Click Infra led and there are three modes to adjust the infrared led: Auto, Manual and Schedule.
Auto: Select it and the camera will adjust the infra led (on or off) automatically.
Manual: Select it and you can turn on or turn off the infra led manually.
Schedule: Scheduled control. When it is selected, the function of switching on/off the infrared lamp as scheduled is enabled (Settings> Video > IR LED Schedule).

Section 8   Image quality settings

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

Section 9   OSD

If you have added time and camera name in the video, you can see it in the live window.
Go to **Settings --- Basic settings--- Camera name** panel, and you can change another device name. The default device name is anonymous.
Go to **Settings --- Basic settings--- Camera time** panel and adjust the device time.
Go to **Settings --- Video --- On Screen Display** panel, you can add or no add OSD.

Section 10   Play/Stop/ Talk/Audio/ Snap/ Record/ Full screen button

1   **2**   **3**   **4**   **5**   **6**   **7**

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

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

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

4----- Audio   Click this icon, the icon will become to   you can hear the sound around the camera by the earphone or speakers that connected with PC.

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

6----- Record   Click the icon   and the camera start recording, you can see a green dot in the live window. Click again and stop recording. The default storage path is C:\IPCamRecord. You can change the storage path: Go to Settings- >Record->Storage Location panel.

7----- Full Screen   Click it to make full-screen, or you can double click the surveillance screen to make full-screen. Double click again and exit full-screen.

Onscreen Mouse Control

Right click the mouse and you can adjust the screen ration, full screen and Zoom up.

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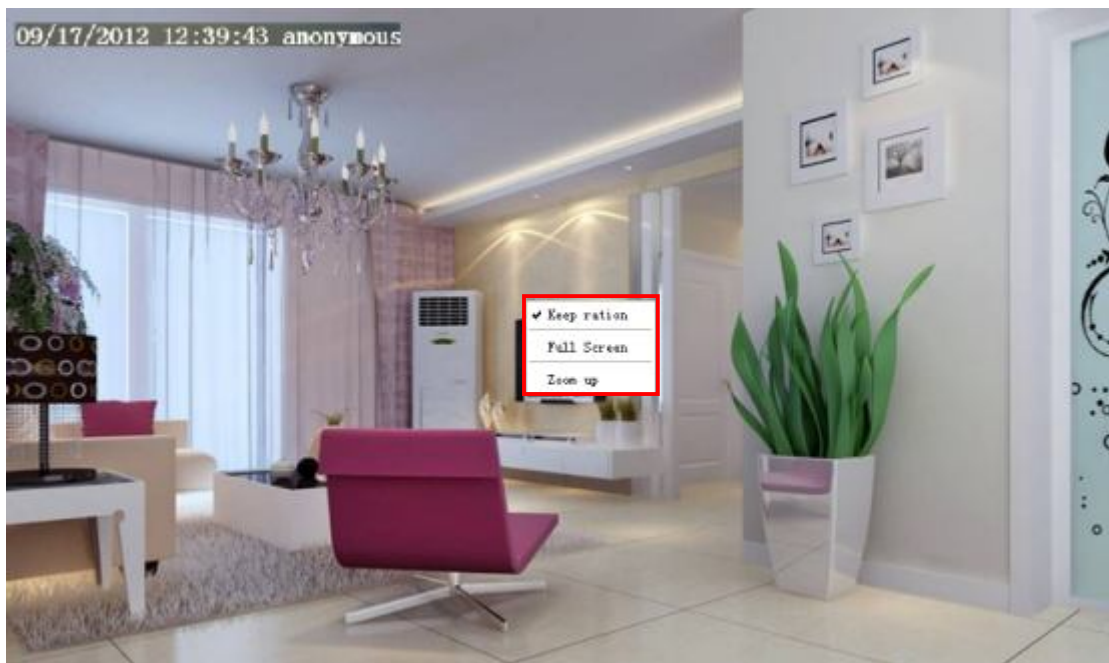
Keep ration: Select it and the camera will adjust the size of live window based on the the computer monitor automatically. Sometimes there is a black border around the video, please select Keep ration to get a better visual quality .

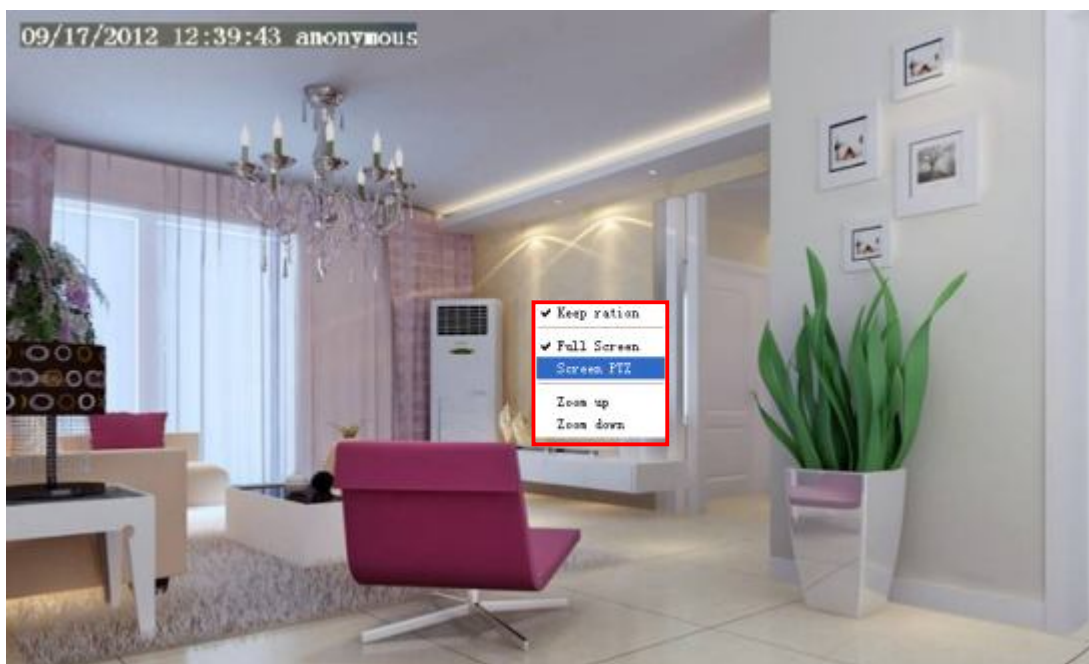**Full Screen:** Select it and Click it to make full-screen, press ESC and exit full-screen.

Zoom up:

First Method: Here is a convenient and fast solution to Zoom up/down screen by Clicking Video Screen and adjusting Mouse pulley, or by press the CTRL key and click the mouse left button.

Second Method: Click it and the live view will be digital zoomed up, then click Zoom Down and the live view back to original size.

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

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Click the **Screen PTZ** button and put the mouse on the screen to indicate the camera move direction you prefer, press the left mouse, the camera will move to the corresponding direction. Loosen the mouse and stop moving. Press Esc button or double click right mouse and cancel the function.

NOTE:
For Mac OS, the plugin cannot support Onscreen Mouse Control, so you cannot allow to use it.

4 Advanced Camera Settings

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

4.1 Status

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

4.1.1 Device Information

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

Camera ID: Display the wired MAC address of your camera. For example Device ID is HJYFI9828W03, the same MAC ID sticker is found at the bottom of the camera.

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

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

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

Web version: Display the web UI version of your camera

Plug-in version: Display the plug-in version of your camera

4.1.2 Device Status

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

4.1.3 Session Status

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

4.1.4 Log

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

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Reboot the camera and clear the log records.

4.2 Basic Settings

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

4.2.1 Camera Name

Default alias is anonymous. 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.

4.2.2 Camera Time

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

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Time Zone: Select the time zone for your region from the dropdown menu.

Sync with NTP server: Network Time Protocol will synchronize your camera with an Internet time server. Choose the one that is closest to your camera.

Sync with PC: Select this option to synchronize the date and time of the Network Camera with your computer.

Manually: The administrator can enter the date and time manually. Please select the date and time format.

use DST: Select the **use DST,** then select the daylight saving time from the dropdown menu.

Click Save button to submit your settings.

NOTE: If the power supply of camera is disconnect, you need set the camera's time again.

4.2.3 User Accounts

Here you can create users and set privilege, **visitor, operator** or **administrator**. The default user account is admin, with a blank password. You can enter the users accounts of visitor、operator and adminstrator Manually.

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How to change the password of administrator?

Firstly, select the account of administrator, then select "Change password", enter the old password and the new password, lastly click modify to take effect.

How to add account ?

Select one blank column, then enter the new user name, password and privilege, last click Add to take effect. You can see the new added account on the Account list.

Delete ：Select the account which you want to delete, then click Delete button to take effect.

Note: The default admin account cannot be deleted, but you can add other administrator users.

How to change the username ?

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

4.2.4 Multi-Camera

If you want to view multi-surveillance screens on one window, you need to login one camera, and set it as the main device, and do Multi-Device Settings, add other cameras to the first one camera. Before you do multi-cams settings, you need to assign different port such as 81, 82, 83, 84, 85, 86, 87, 88 to the cameras if there is 8 cams installed.

The firmware within the camera can support a maximum of 9 devices monitoring all at the same time. This page you can both add FOSCAM MJPEG and H.264 series cameras to the first camera and view multi-surveillance screen on one window.

Add cameras in LAN

In Multi-Device Settings page, you can see all devices searched in LAN. The 1st Device is the default one. You can add more cameras in the list in LAN for monitoring. The camera's software supports up to 9 IP Cameras online simultaneously. Click **The 2nd Device** and click the item in the **Device List in LAN**, the Alias, Host and Http Port will be filled in the boxes below automatically. Enter the correct username and password then click **Add**. Add more cameras in the same way.
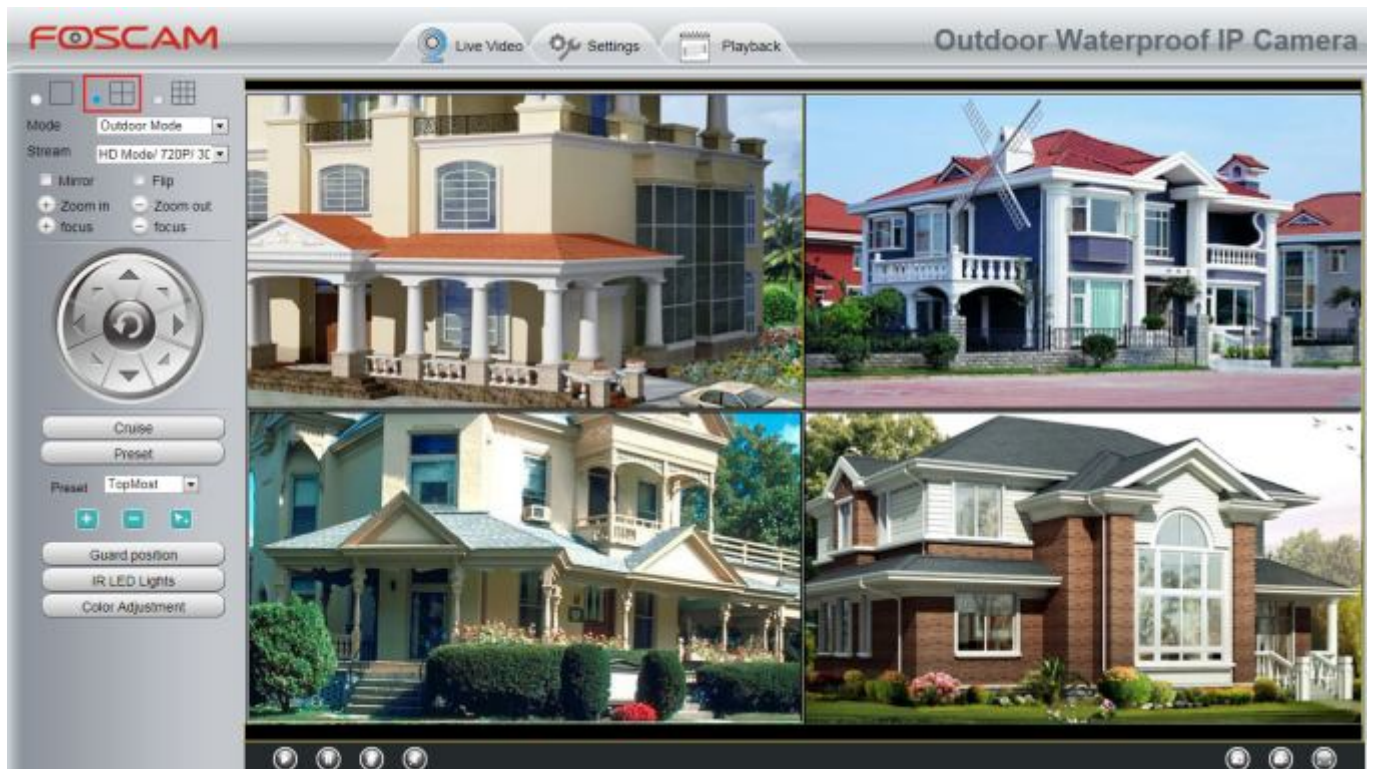
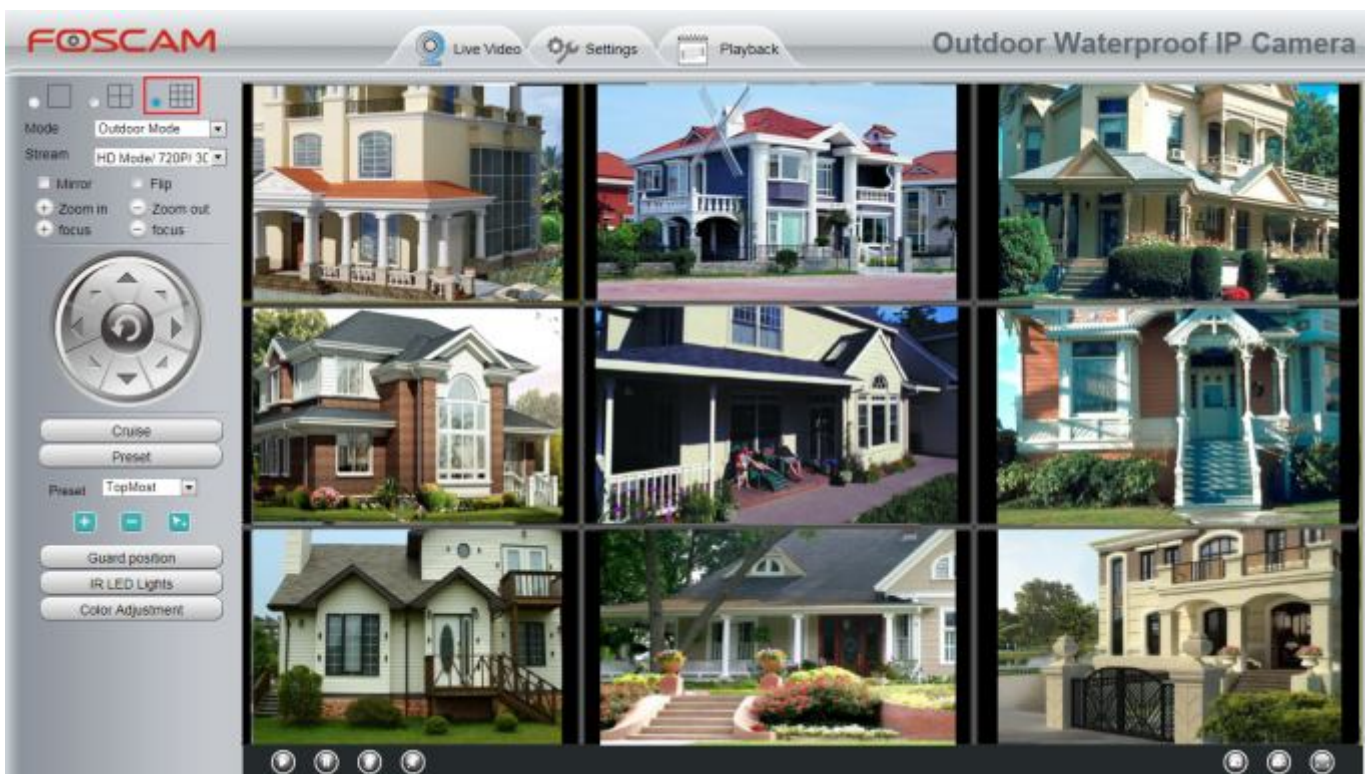**Camera Model:** Our Company produces two series cameras: MJPEG and H.264. Here will show you which series the camera belongs to.

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

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Add cameras in WAN

If you want to view all cameras via the internet(remote computer), you will need to add them using DDNS domain name. Firstly, make sure all of the cameras you added can be accessed through the internet. (**Read How to configure DDNS settings in chapter 4.3.3**)

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

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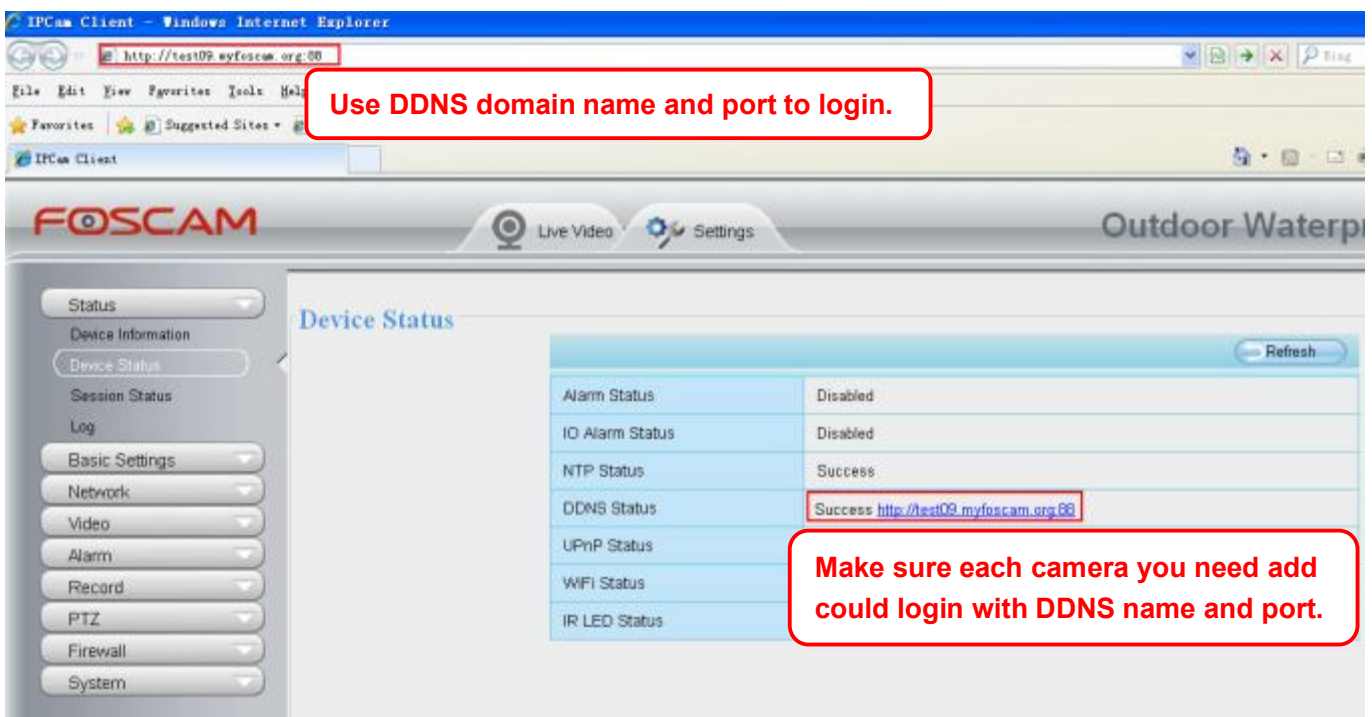
Click **Multi-Device Settings**. Choose **The 2nd Device**. Fill in the 2nd camera's name, DDNS domain name, port number. Enter user name and password and then choose Add.

1---- The camera model: MJ or H264.

2---- The 2nd camera's name

3---- Fill in the 2nd camera's DDNS host not LAN IP

4---- Enter the 2nd camera's user name and password

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

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

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Return to video window. You will see all of the cameras accessible through the internet.

When you are away from home, you can use the first camera's DDNS domain name and port to view all the cameras via internet.

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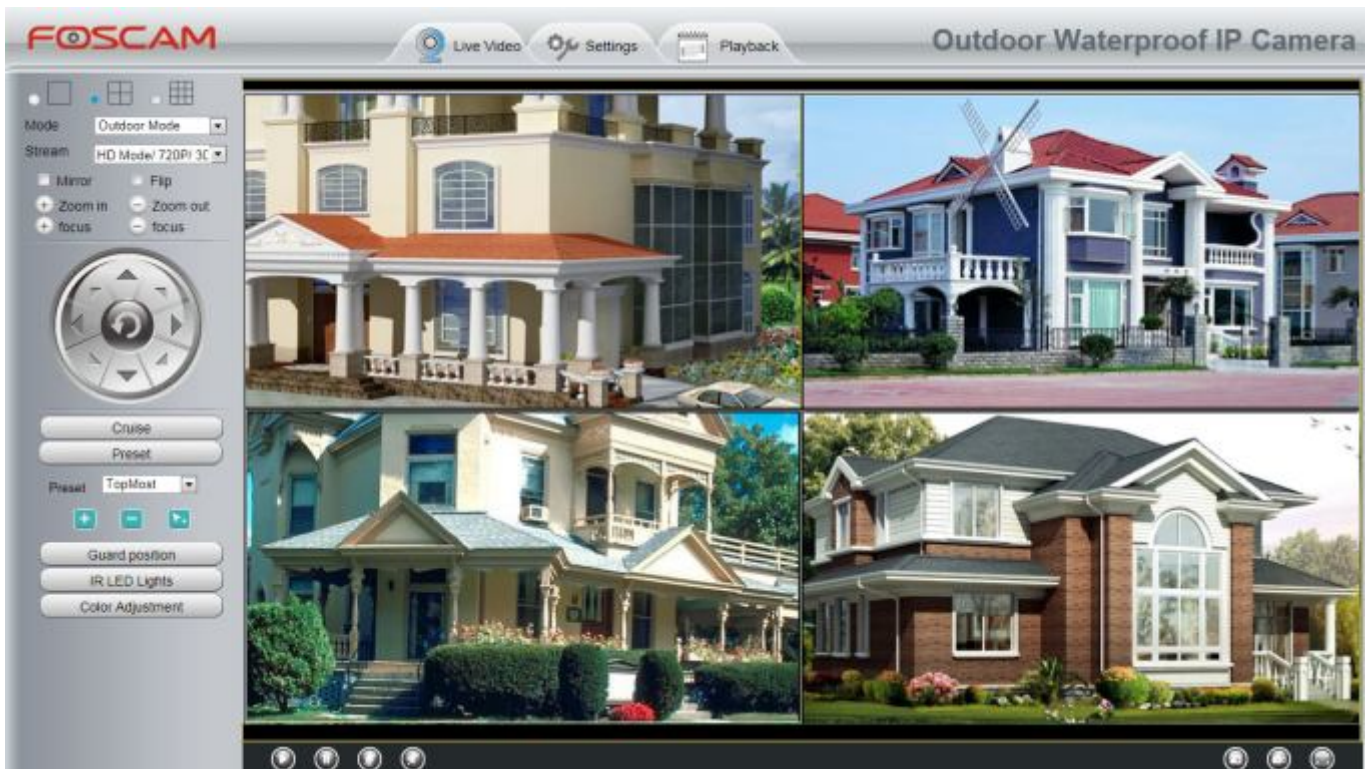
4.3 Network

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

4.3.1 IP Configuration

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

Obtain IP From DHCP ☐	
IP Address	192.168.0.109
Subnet Mask	255.255.255.0
Gateway	192.168.0.1
Primary DNS Server	192.168.0.1
Secondary DNS Server	202.96.134.133

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

Changing settings here is the same as using the IP Camera Tool.

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

Control Panel → Network Connections →Local Area Connections →Choose Support → Details.

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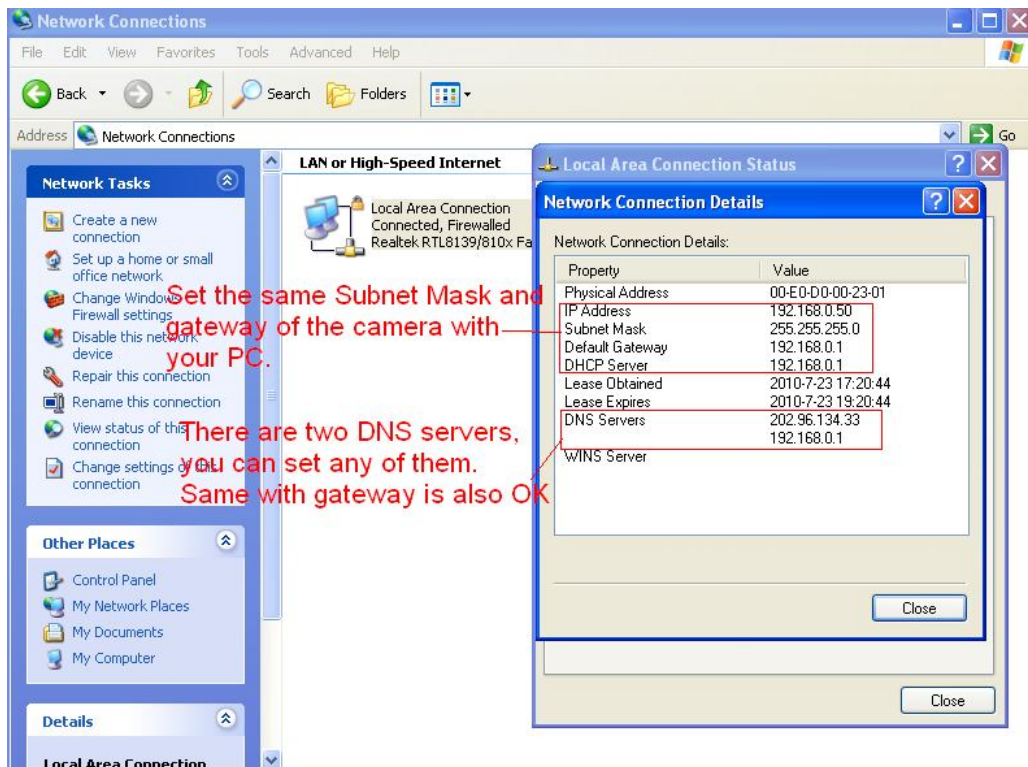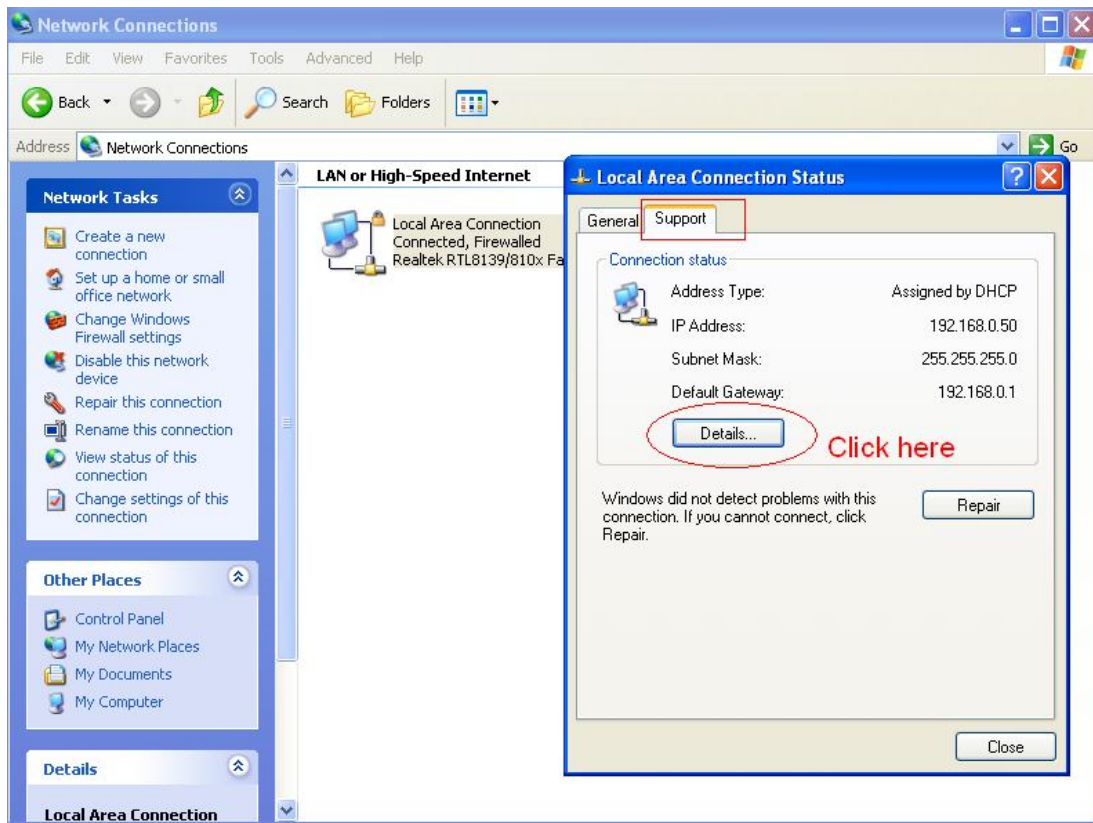
If you don't know the DNS server, you can use the same settings as the Default Gateway.

4.3.2 Wireless Settings

Step 1: Choose "**Settings**" on the top of the camera interface, and go to the "**Network**" panel on the left side of the screen, then click "**Wireless Settings**."
Click the **Scan** button and the camera will detect all wireless networks around the area. It should also display your router in the list.

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.

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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 IP Camera Tool when the camera is configuring a wireless connection. Wait about 1 minute, the camera should obtain a wireless connection, and the LAN IP of the camera will show again on the window of the IP Camera Tool. The IP address may have changed after the camera receives a wireless connection; we recommend setting a static local IP address if this IP address changes by right clicking the camera in IP Camera Tools, setting a static IP, and pushing OK. Congratulations! You have set up the wireless connection of the camera successfully.

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

4.3.3 PPPoE

If you are using a PPPoE connection, enable it and enter the User Name and Password for your PPPoE account.

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4.3.4 DDNS

FOSCAM camera has embedded a unique DDNS domain name when producing, and you can directly use the domain name, you can also use the third party domain name.

FOSCAM domain name

Here take **test09.myfoscam.org** for example. Go to option of **DDNS** on the **Settings->Network** panel, you can see the domain name.

Now you can use http:// **Domain name + HTTP Port** to access the camera via internet.

Take hostname **test09.myfoscam.org** and HTTP Port NO. 800 for example, the accessing link of the camera via internet would be http:// test09.myfoscam.org:800

Restore DDNS to factory: If you have configured Third Party DDNS successfully, but you want to use Manufacturer's DDNS again , here click this button and start Manufacturer's DDNS Service.

Third Party Domain Name Settings

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

Here take **www.no-ip.com** for example:

① **Step 1, Go to the website www.no-ip.com to create a free hostname**

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Firstly: Login on www.no-ip.com and click No-IP Free to register.
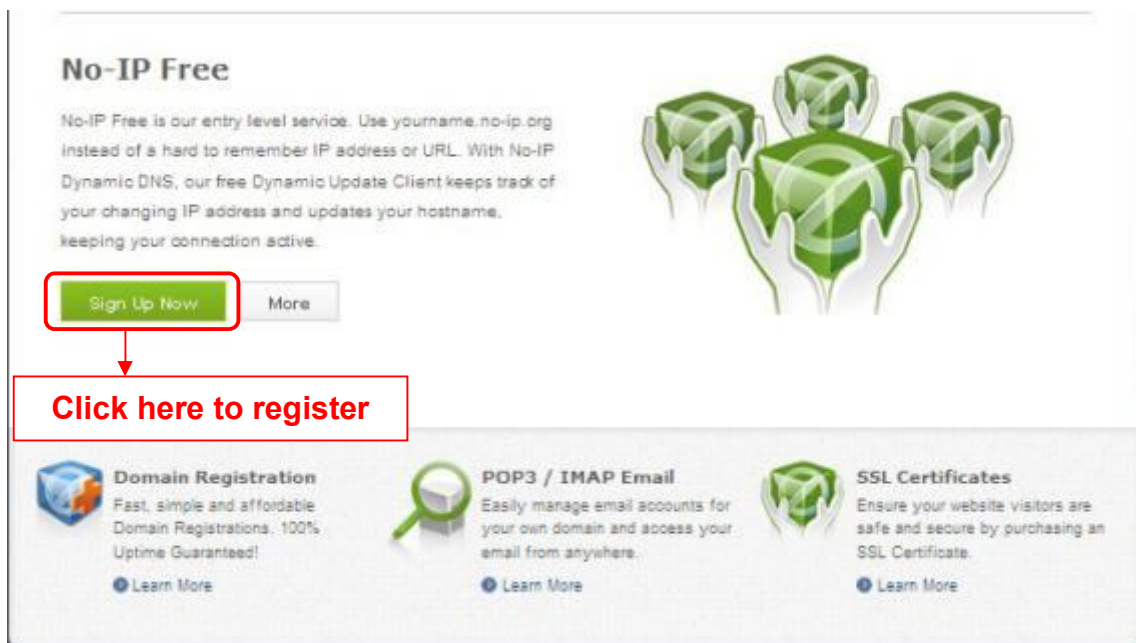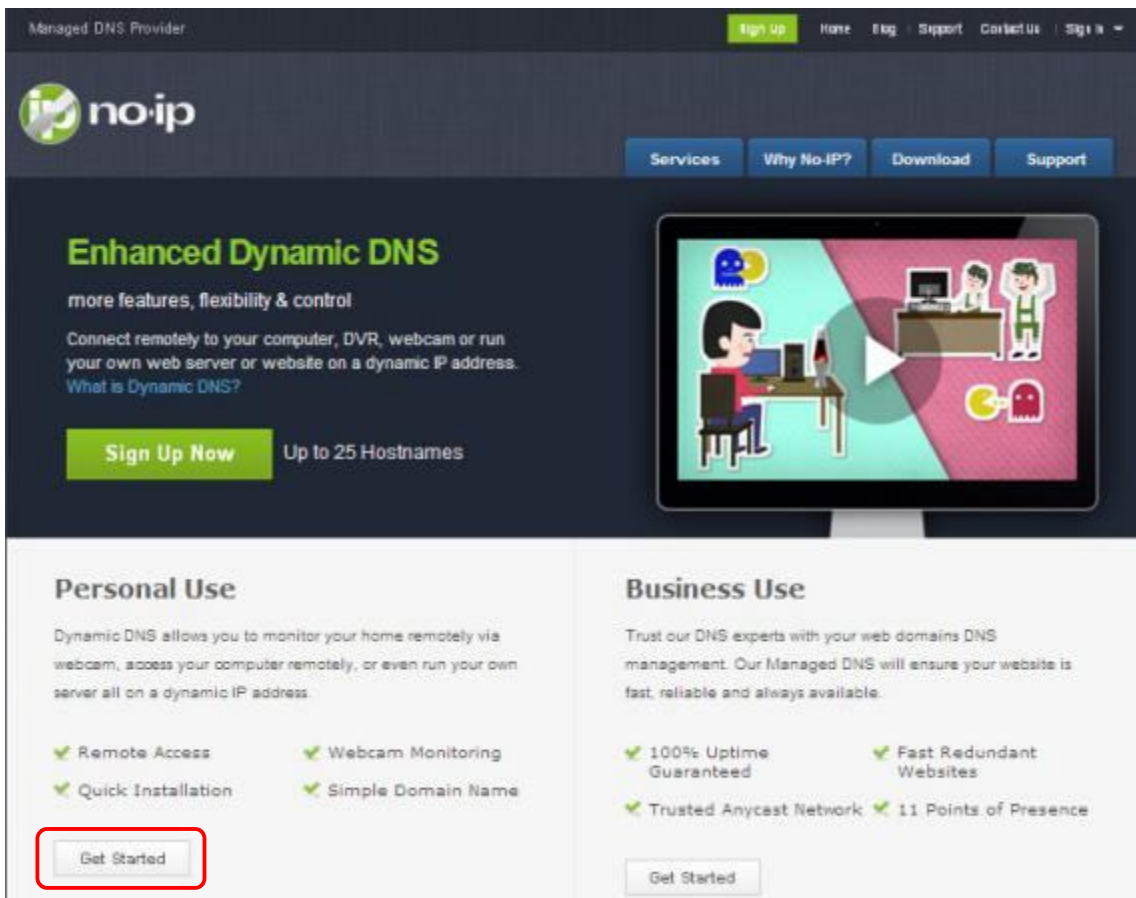
Please register an account step by step according to instructions on www.no-ip.com

After registration, please login your email which used to register. You will receive an email from website, please

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click the link to activate your ACCOUNT as indicated in email.

Secondly: Login the link with the registered username and password to create your domain name.
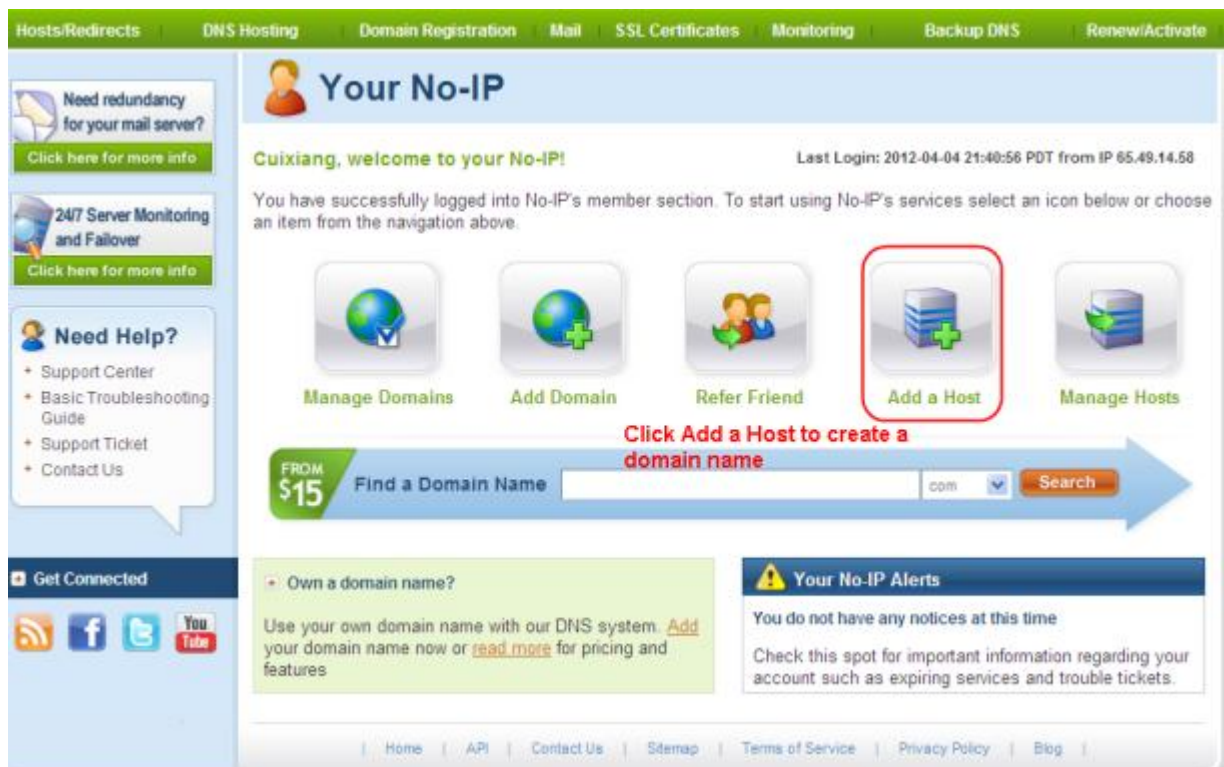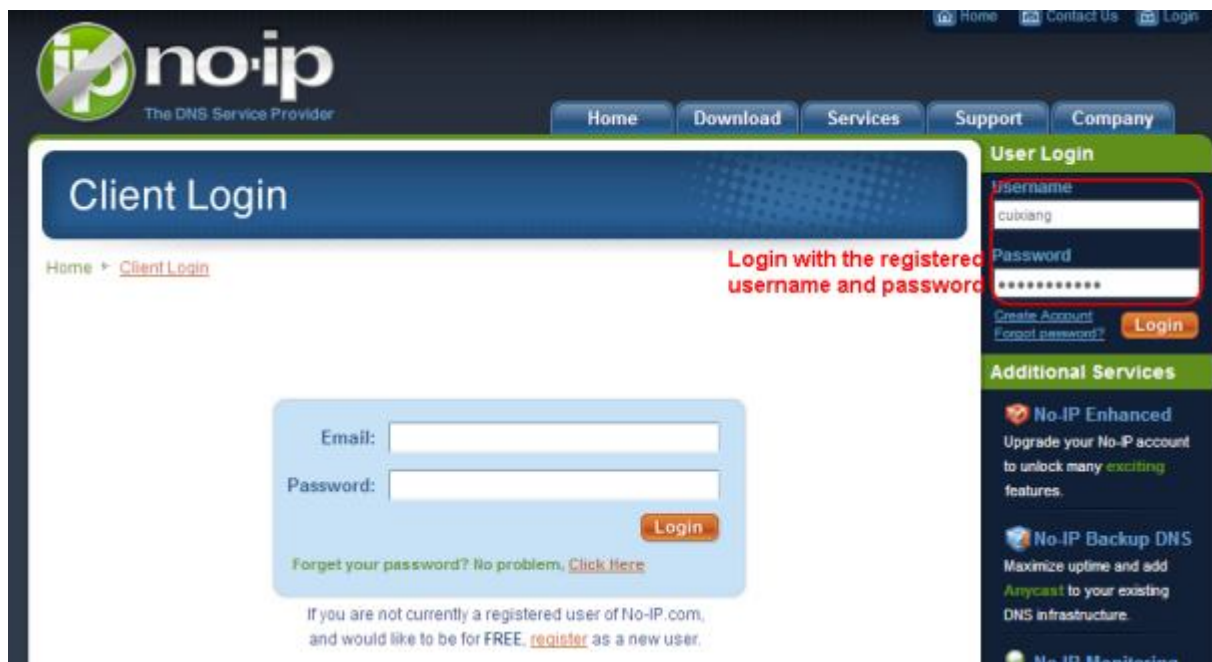
Please create the domain name step by step according to instructions on www.no-ip.com

Step 2, DO DDNS Service Settings within the Camera

Please set **DDNS Settings** within the camera by **hostname**, a **user name** and **password** you've got from

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www.no-ip.com

Take **hostname ycxgwp.no-ip.info**, user name **foscam**, password **foscam2012** for example.

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

Secondly, select No-Ip as a server..

Thirdly, fill **foscam** as DDNS user, fill password **foscam2012** as DDNS password, fill **ycxgwp.no-ip.info** as DDNS domain and server URL, Then click save to make effect. The camera will restart and to take the DDNS settings effective.

Fourthly, after the restart, login the camera, and go to option of **Device Status** on the administrator panel, and check if the DDNS status is successful.

If failed, please double check if you have input the correct hostname, user name, and password, and try to redo the settings.

NOTE：

If you have set Third Party DDNS successfully ,the Foscam Domain Name will be invalid. The Third Party DDNS and the Foscam Domain Name cannot work at the same time, the last time you configured will take effect.

② **Do port forwarding within the router**

Example: The camera's LAN IP address is http://192.168.8.100:2000 , Media port no. is 9200.

Firstly, login the router, goes to the menu of **Port Forwarding or Port Trigger** (or named Virtue Server on some brands of router). **Take Linksys brand router as an example, Login the router, and goes to Applications & Gaming->Single Port Forwarding.**

Secondly, Create a new column by LAN IP address & HTTP Port No. of the camera within the router showed as below.

③ **Use domain name to access the camera via internet**

After the port forwarding is finished, you can use the **domain name+ http no.** to access the camera via internet. Take hostname **ycxgwp.no-ip.info and http no. 2000** for example, the accessing link of the camera via internet would be **http:// ycxgwp.no-ip.info:2000**

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4.3.5 UPnP

	Save	Refresh
Enable UPnP	Yes ▼	

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

Device Status

	Refresh
Alarm Status	Disabled
Record Status	Not Recording
NTP Status	Disable
DDNS Status	Success http://aa2022.myfoscam.org:8000
UPnP Status	Success
WiFi Status	Not connected
IR LED Status	Off

The camera's software will be configured for port forwarding. There may be issues with your routers security settings, and sometimes may error. We recommend you configure port forwarding manually on your router.

4.3.6 Port

This camera supports HTTP Port. HTTP Port is used to access the camera remotely. If you want to access the camera and view the video, the HTTP Port must both be configured correctly.

HTTP port: By default, the HTTP port 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.

	Save	Refresh
HTTP Port	88	
HTTPS Port	443	
ONVIF Port	65533	

Another way to change the HTTP port NO.

Step 1: Open the IP Camera Tool, select the camera you would like to change the port of, right click on the IP

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address, and click on "Network Configuration", this brings up the network configuration box as shown in following figures.
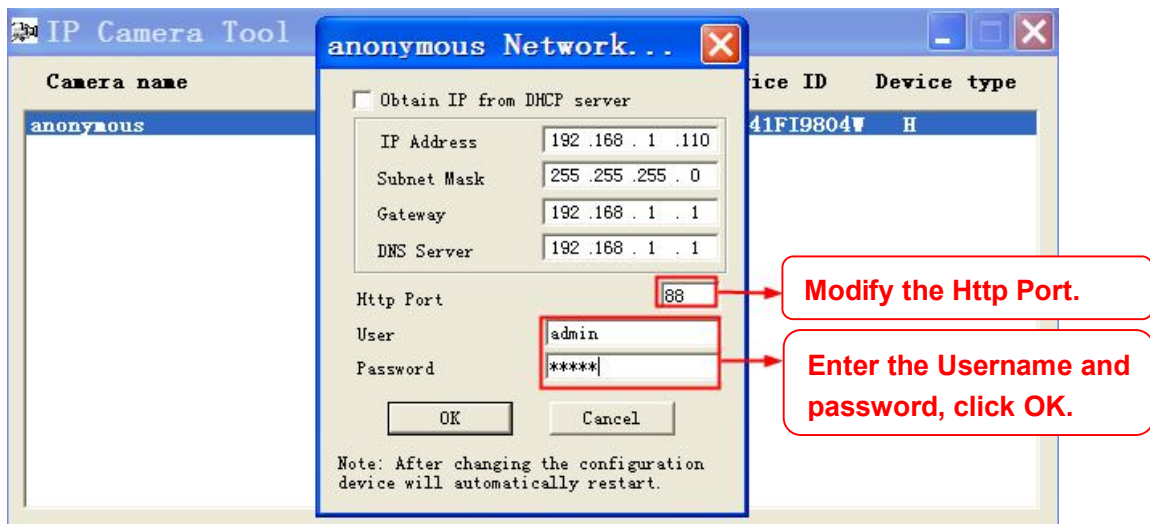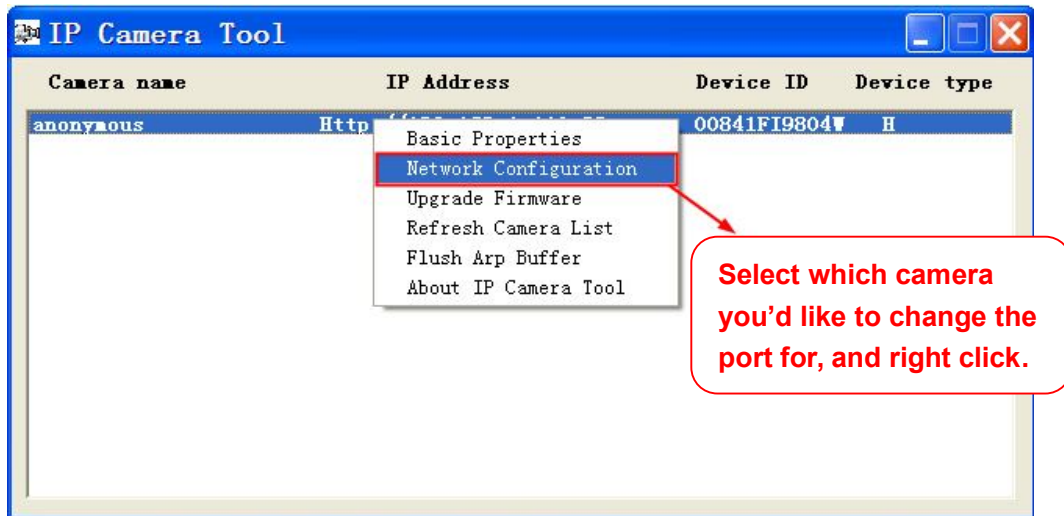
Step 2: Enter the username and password of the Administrator (default username is admin with a blank password), and click "OK" to apply changes.

Step 3: Wait around 10 seconds, you'll see that the camera's LAN IP address has changed. In our example it was changed to 2000, so we see http://192.168.8.102:2000 in IP Camera Tool. Also, the LAN IP address is now fixed at a static IP address of http://192.168.8.102:2000. This IP address will not change even if the camera is powered off and back on, the camera will remain on this LAN IP address. This is very important that a static LAN IP address is set, or you may have problems later with remote access and seeing the camera remotely if the camera loses power and reconnects on a different LAN IP address. Make sure you set a static LAN IP address!

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Note: If the camera cannot be accessed, please make sure the port forwarding is succeed.
HTTPS port: The default port is 443. You can use the url to access the camera: **https:// IP + HTTPS port**
Sometimes you need to add the url to the Trusted Sites.
Open Internet Explorer if it is not already opened. Click on **Tools**, then click **Internet Options**.
Next, click the **Security** tab, then click the **Trusted sites** button.
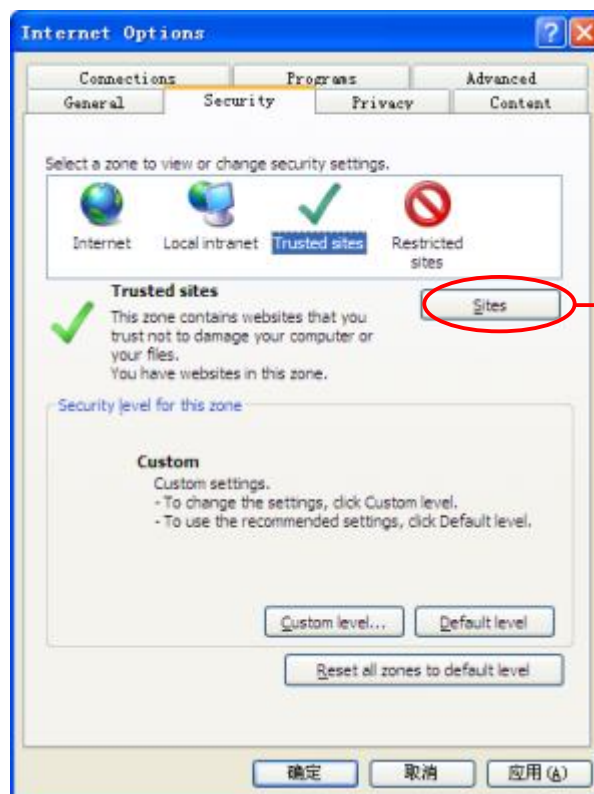
Click **Sites** then you can add the camera's https web site to the internet explorer.

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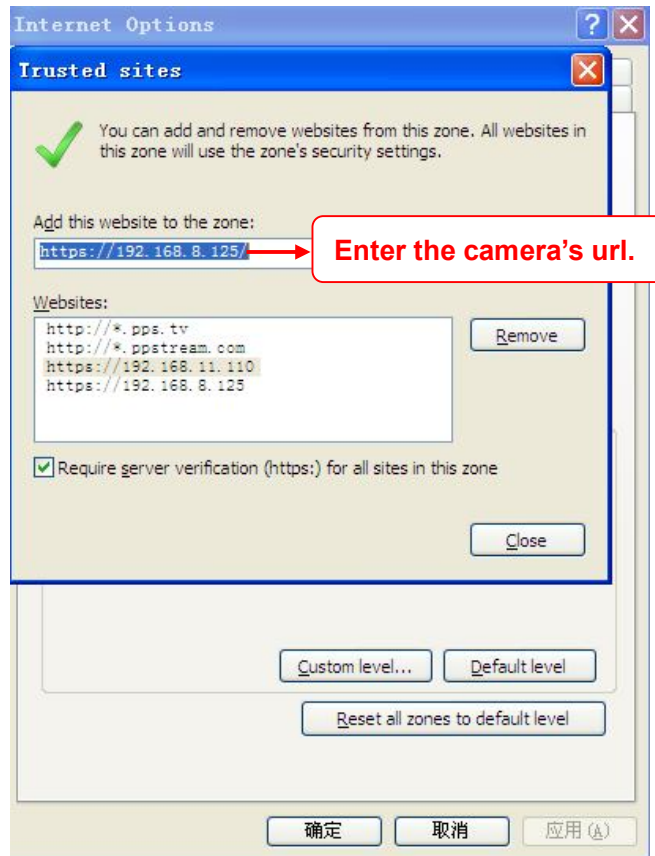
For **Firefox,** you can add the trusted as the following way:

Tools ---- Options ---- Advanced --- View Certificates --- Servers

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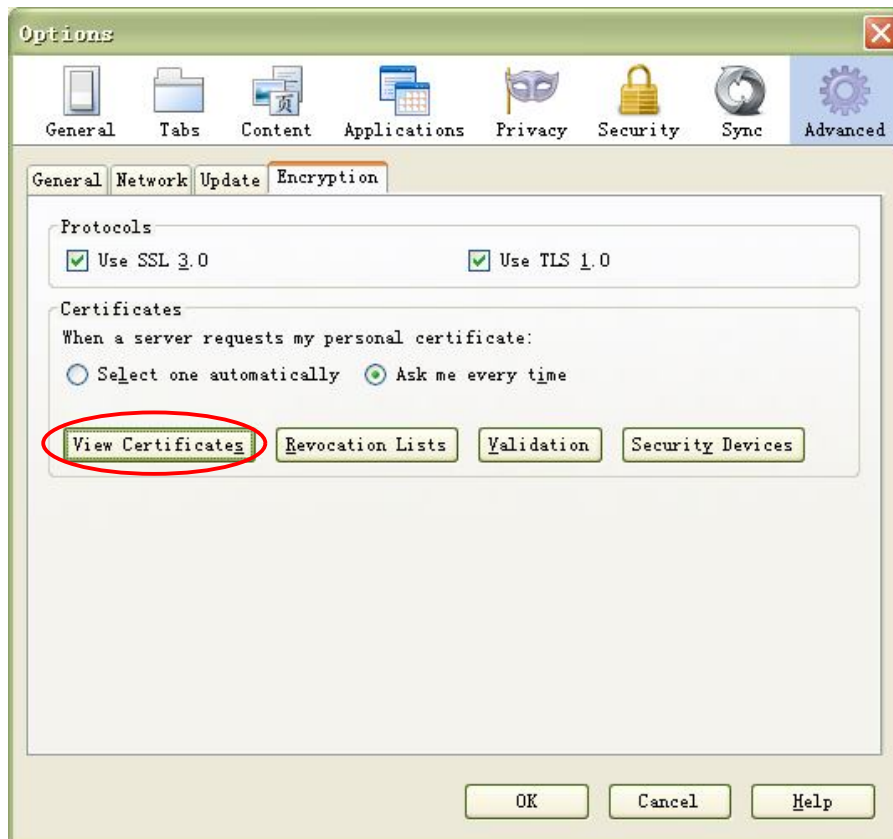
Click **View Certificates**, and go to **Servers** option.
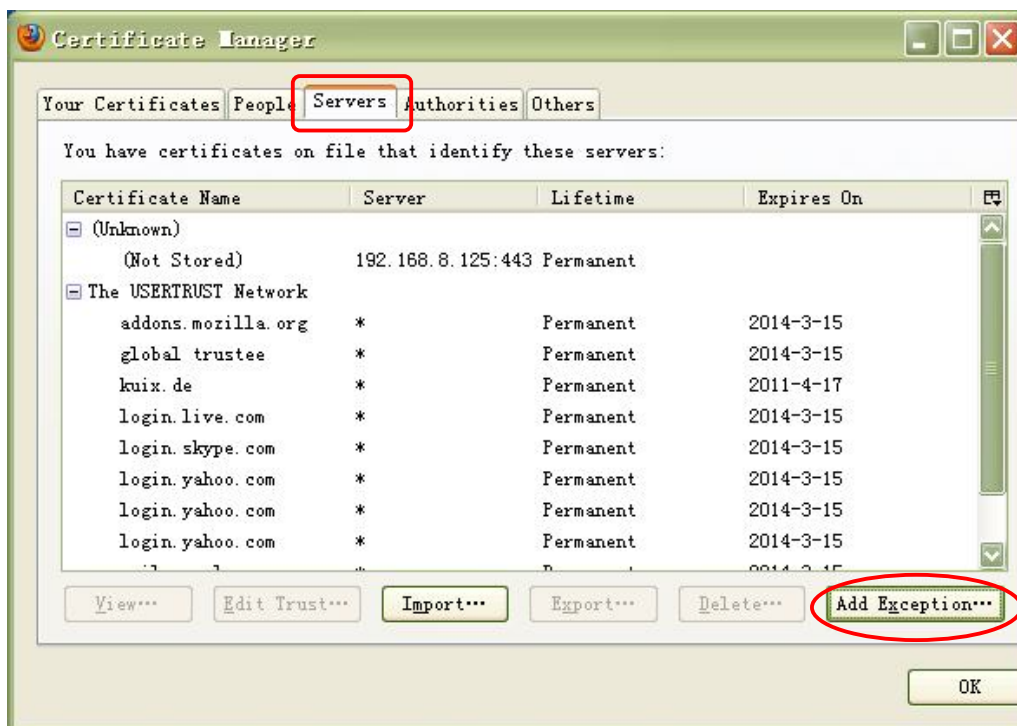
Go to **Add Exception** panel.
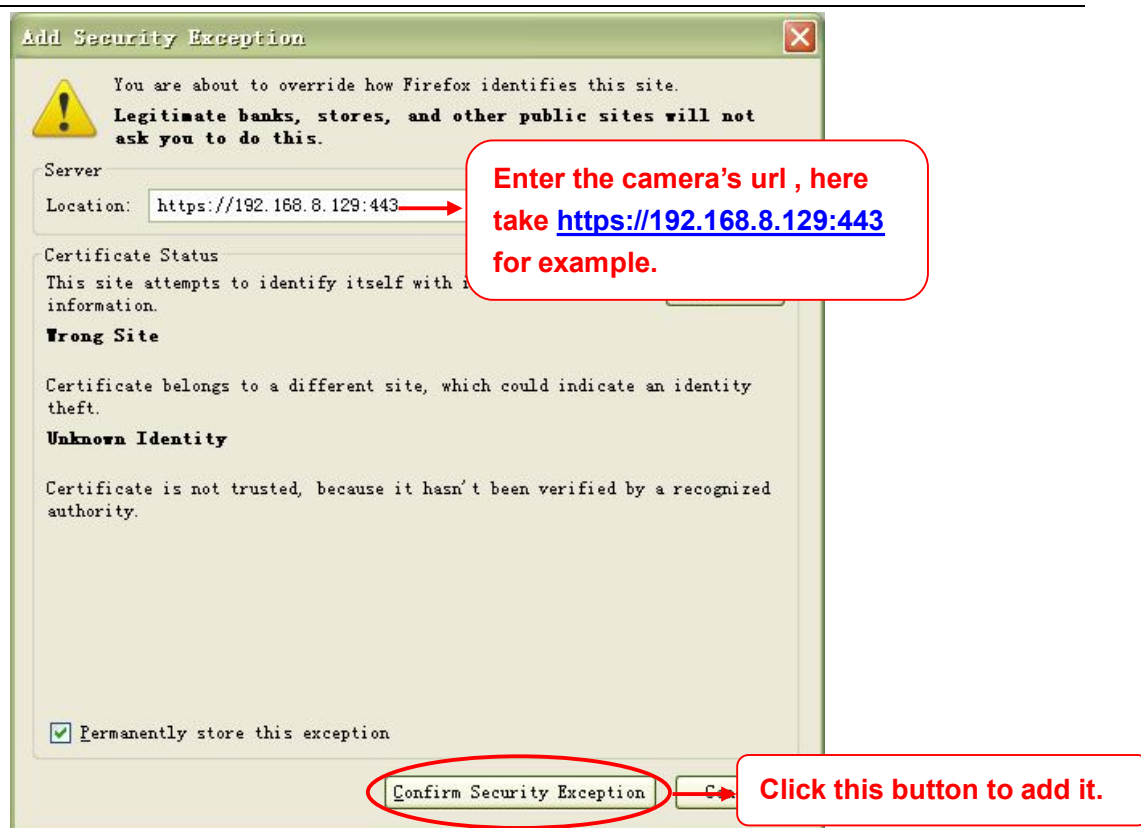
ONVIF port: By default, the ONVIF port is set to 888. Also, they can be assigned with another port number between 1 and 65535 (except 0 and 65534). But make sure they can not be conflict with other existing ports.

4.3.7 Mail Settings

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

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

2---- SMTP Username/ password   ID account and password of the sender email address

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

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

5---- Save   Click Save to take effect

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

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

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

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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

4.3.8 FTP Settings

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

Figure a

Figure b

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

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

Port: Default is port 21. If changed, external FTP client program must change the server connection port accordingly.

FTP Mode: Here supports two modes: PORT and PASV.

Username/password: The FTP account and password.

Click **Save** to take effect.

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

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4.3.9 P2P (For FI9828P)

Access the IP Camera by Smart Phone (Android or iOS operating system)
First of all, you need to open the P2P function of the IP Camera at "Settings --> Network --> P2P."

Setup Wizard		P2P
Status		
Basic Settings		Save Refresh
Network	UID	F5MT8U6PSXEFAH6MY7ZJ
IP Configuration	Enable P2P ☑	
Wireless Settings	P2P Port	59950
PPPoE		
DDNS		
UPnP		
Port		
Mail Settings		
FTP Settings		
P2P		

Search and install **Foscam Viewer** on Google Play and APP Store for for Android and iOS devices.
If you want to know more details of the iOS APP or Android APP, see the *iOS App User Manual* or *Android APP User Manual*.

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

4.4 Video

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

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4.4.1 Video Settings

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

Resolution: The camera supports three types: 720P, 960P, 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.

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.

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.

4.4.2 On Screen Display

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

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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.

4.4.3 Privacy Zone

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

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 **Back** button and return to the OSD page, click Save to take effect.

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

4.4.4 Snapshot Settings

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

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

Alarm Pictures Save Path: FTP. If you have done FTP and Alarm settings, when alarming, the camera will snap pictures to the FTP automatically.

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.

4.4.5 IR LED Schedule

You can set the period of time during which the infrared lamp is turned off. You can also turn off the infrared lamp on the video preview page at any time.

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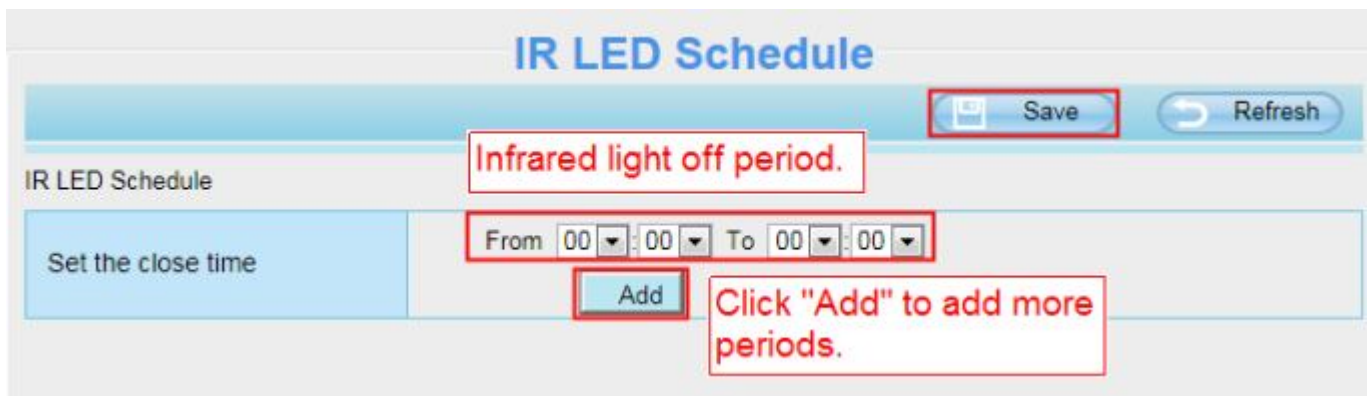
4.5 Alarm

4.5.1 Motion Detection

IP Camera supports **Motion Detection Alarm**, when the motion has been detected, it will send emails or upload images to FTP.
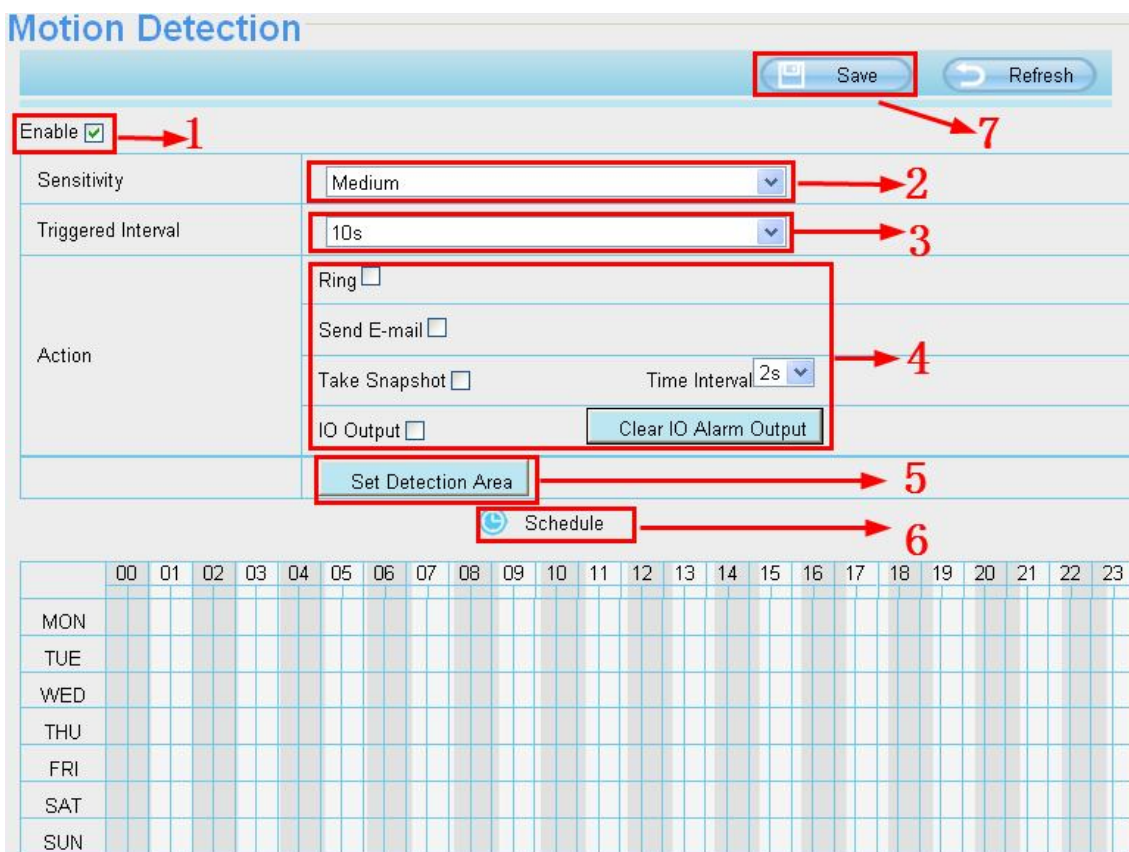
To enable motion detection, follow the steps below:

Step 01:   Enable Motion detection

Step 02: Sensitivity---- It supports three modes: Low, Middle and High. The higher the sensitivity, the camera

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will be more easily alarmed. Select one motion sensitivity.

Step 03: 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.

Step 04:   Select the alarm indicator

When the motion has been detected, the alarm status will turn to Detect alarm.

	Refresh
Alarm Status	Detect alarm
Record Status	Recording
SD Card Status	SD card
SD Card Free Space	3.0G
SD Card Total Space	3.6G
NTP Status	Disable
DDNS Status	Success http://test09.myfoscam.org:88
UPnP Status	Success
WiFi Status	Connected to:foscam-wifi
IR LED Status	Off

There are four alarm indicators:

A Ring
There is an embedded speaker inside the camera, so if you select Ring, when the motion has been detected, the people around the camera will hear beep alarm sound.

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

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

Capture interval: The interval time between two pictures.

D IO Output
If IO alarm is triggered and IO alarm output device will always alarm (sound alarm is issued a warning sound, alarm lights in flash etc.). Click "Clear IO alarm output" , the alarm output device will stop alarming. If IO alarm

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is triggered again after alarm interval, IO alarm output device will be restart.

Step 05:   Set detect area

Click set detect area and it pop up a window, then you can draw the detection area. Click **OK** button after settings. When something moving in the detection area, the camera will alarm.
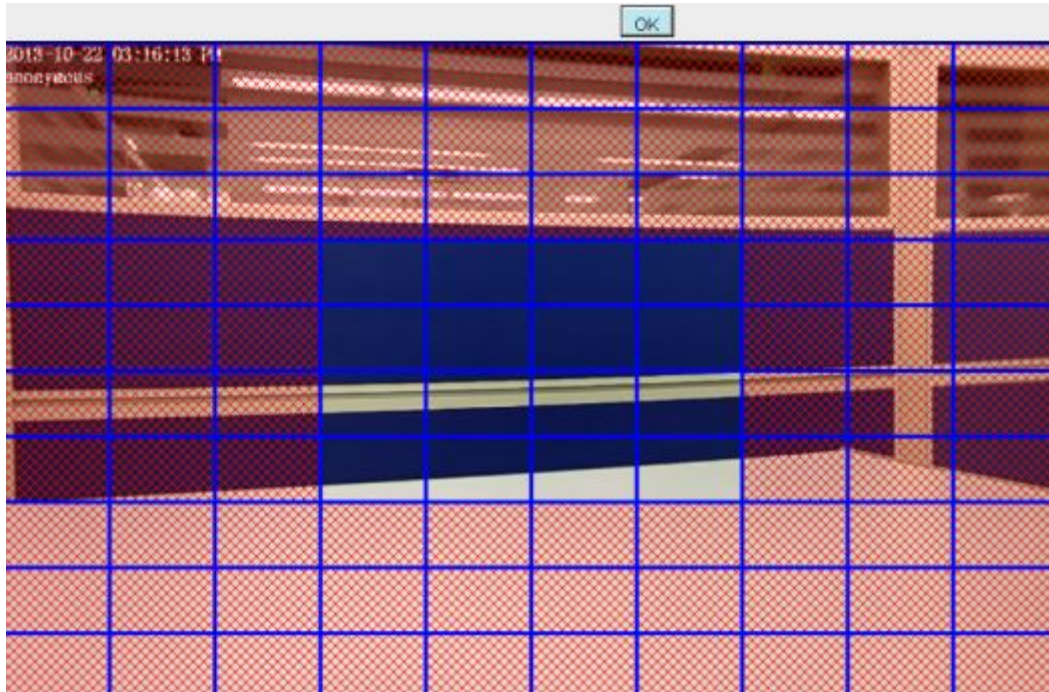
Step 06:   Alarm Schedule

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,

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Step 07:   Click Save button to take effect.

When the motion has been detected during the detection time in the detection area, the camera will alarm and adopt the corresponding alarm indicators.

NOTE:

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

4.5.2 IO

This IP camera provides a I/O alarm terminal block which is used to connect to external input / output device. The alarm device(door sensor, infrared sensor, smoke detectors, etc) send input command to the network camera, then the network camera send output command to the alarm output device(local audible alarm, lights alarm,etc.).
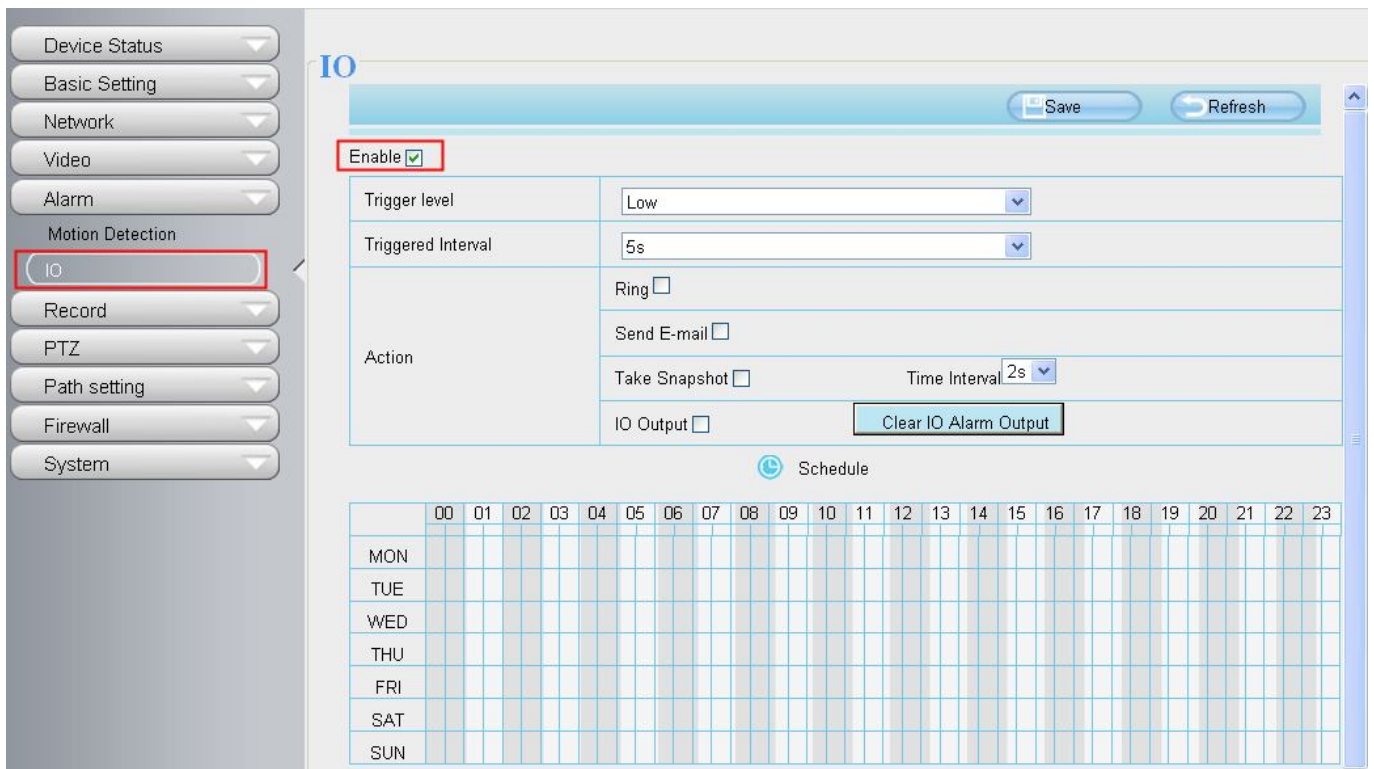
There is an IO alarm input/output lines in the FOSCAM camera tails, as shown in following figure. Enable IO

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alarm need this cable to connect to the alarm device (door sensor, infrared sensor, smoke detector, etc.).

I/O Alarm has four ports:

- Port 1 and port 2 indicate IO alarm input
- Port 3 and port 4 indicate IO alarm output

Setting IO alarm

On the IO page, Enable the I/O alarm, select the "**Send E-mail**"and "**Snapshot**" before you have configured the mail and FTP.

If an IO alarm is triggered and IO alarm output device will always alarm (sound alarm is issued a warning

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sound, alarm lights in flash etc.). Click "Clear IO alarm output" , the alarm output device will stop alarming. If IO alarm is triggered again after alarm interval, IO alarm output device will be restart.

Note: motion detection alarm can also be triggered IO alarm output.

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4.6 Record

4.6.1 Storage Location

On this page you can change the manually recording storage path, the default storage path is D:\ipc.

4.6.2 Alarm Recording

4.6.3 Local Alarm Recording

On this page you can enable local alarm record, and select the local alarm record time.

4.6.4 Schedule Recording

On this page you can enable schedule record.

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Record Schedule

Save   Refresh

Enable Schedule record ☑

Edit Record Schedule

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

Scheduled recording only supports video saved to the SD card or FTP server.

4.6.5 SD Card Management

This camera supports SD Card and the max size of SD card must be under 32G.
When you plug in the SD card during the camera work process, please reboot the camera again, or else the SD Card may be cannot work well.
Go to the **Settings→Status→Device Status** page, you can see the SD card status.

Device Status

Refresh

Alarm Status	No alarm
Recording Status	Not Recording
SD Card Status	SD card
SD Card Free Space	372.2MB
SD Card Total Space	7.4GB
NTP Status	Failed
DDNS Status	Failed
UPnP Status	Disabled
WiFi Status	Connected to:FOSCAM-docdev
IR LED Status	Off
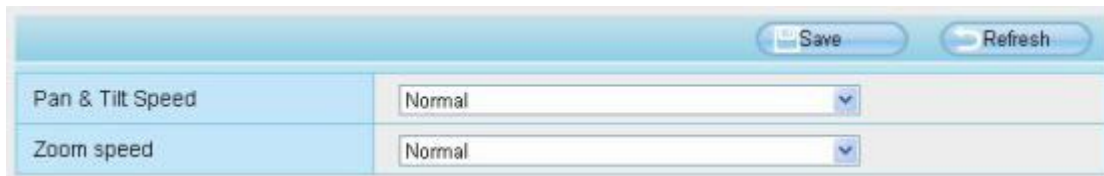
The default storage path of alarm record files is SD card, when the available size of SD card is less than 256M, the old record files will be deleted automatically.

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4.7 PTZ

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

4.7.1 Pan/Tilt Speed

There are five Pt speed types: very fast, fast, normal, slow and very slowly. Select the desired PTZ speed type and click save button.

4.7.2 Cruise Settings
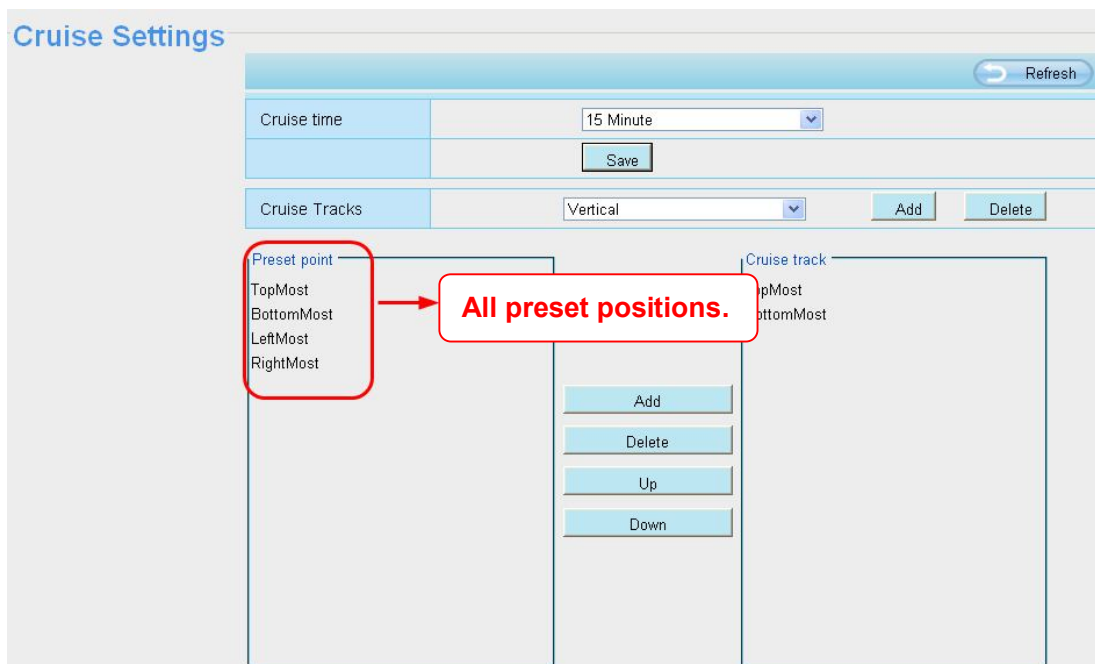
This section explains how to add/ delete/ alter one cruise track.
Cruise Time: Select the time from dropdown list.
There are two default cruise tracks: Vertical and Horizontal.
Vertical: The camera will rotate from up to down
Horizontal: The camera will rotate form left to right.
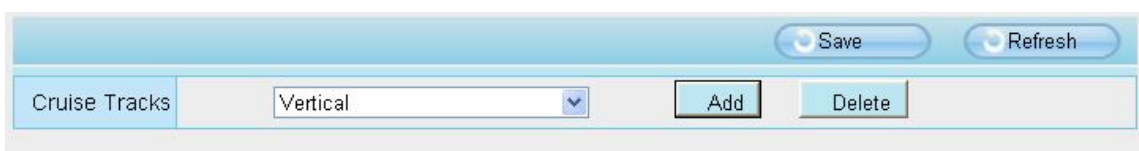
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Add: Add one cruise track.

Delete: Select one cruise track and delete it.

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 **OK** button and the cruise track will take effect.

You can add other cruise track as the same method.

For example: I have added three preset points to the "track 1", that means : When I select the "track 1" on the surveillance window, the camera moves as the following track: upright then Right Most last downleft.

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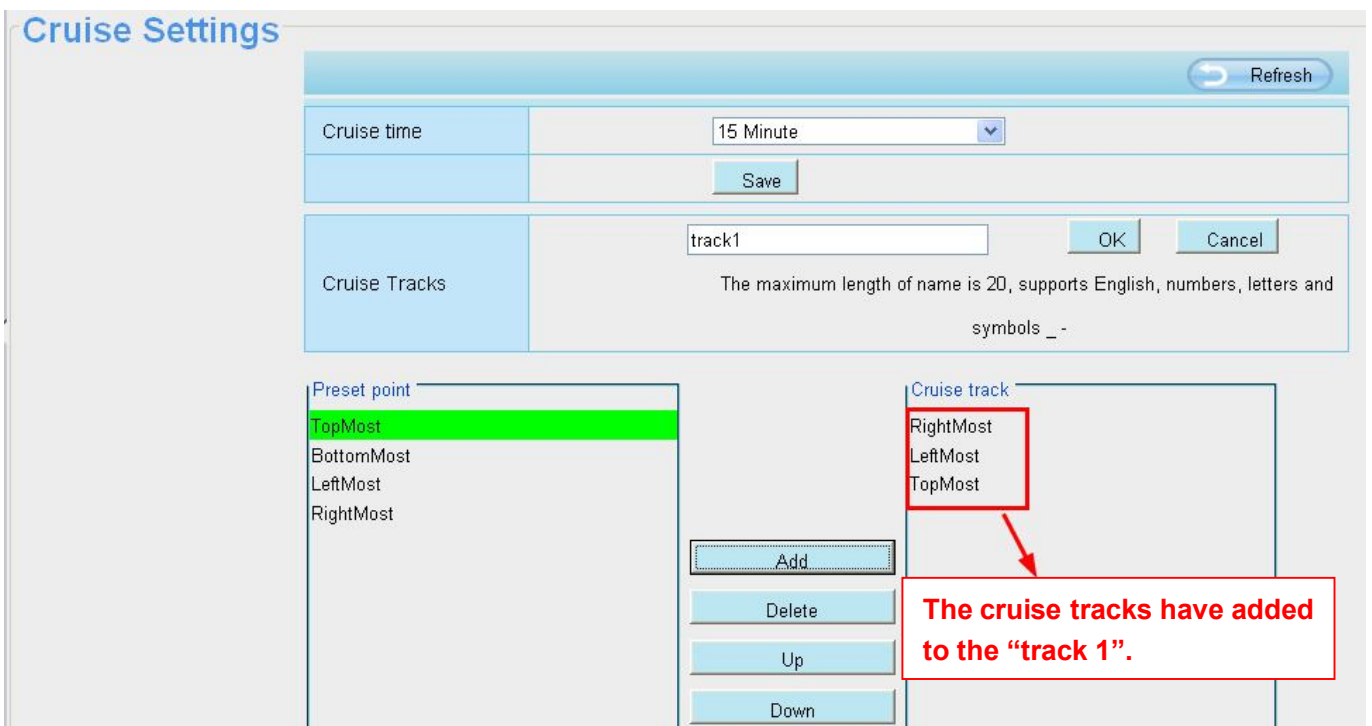
After add the cruise track, back to the surveillance window, click Cruise, her you can see all cruise tracks you have added.
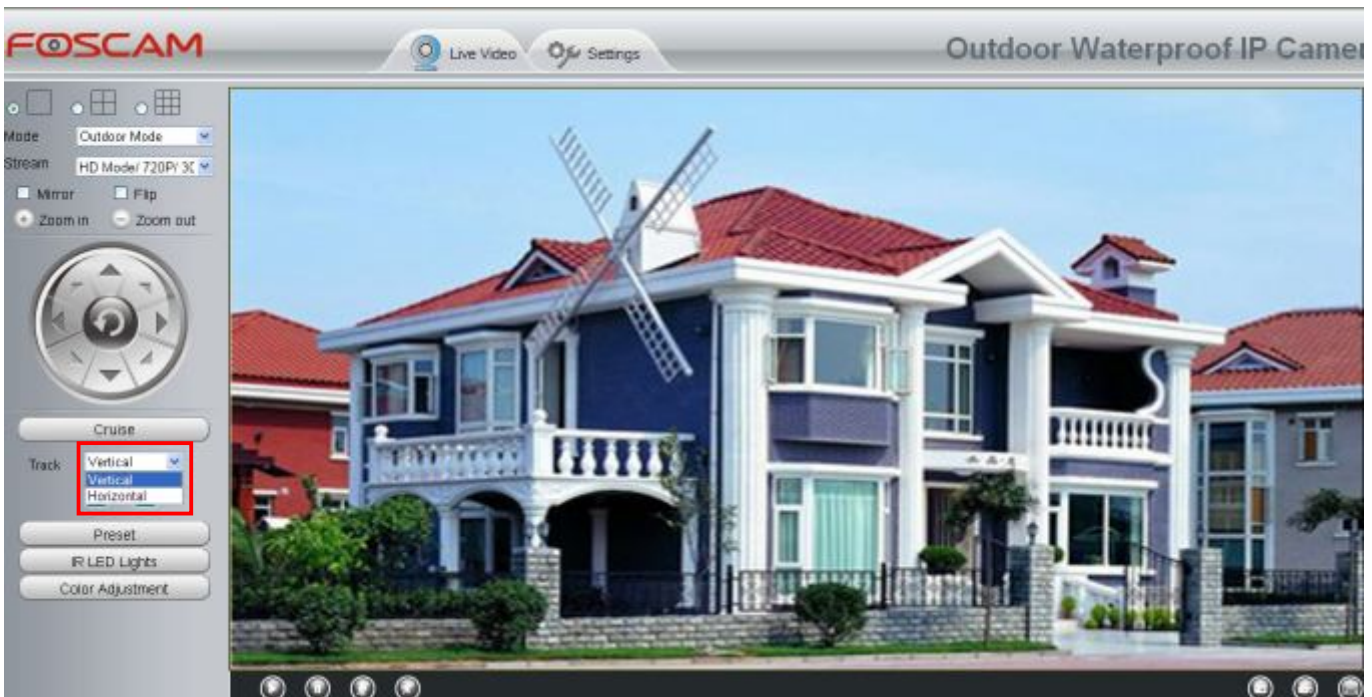
There are other buttons between the Preset points and Cruise track, you can use these buttons to adjust the order of preset points or add/delete one preset points in one cruise track,

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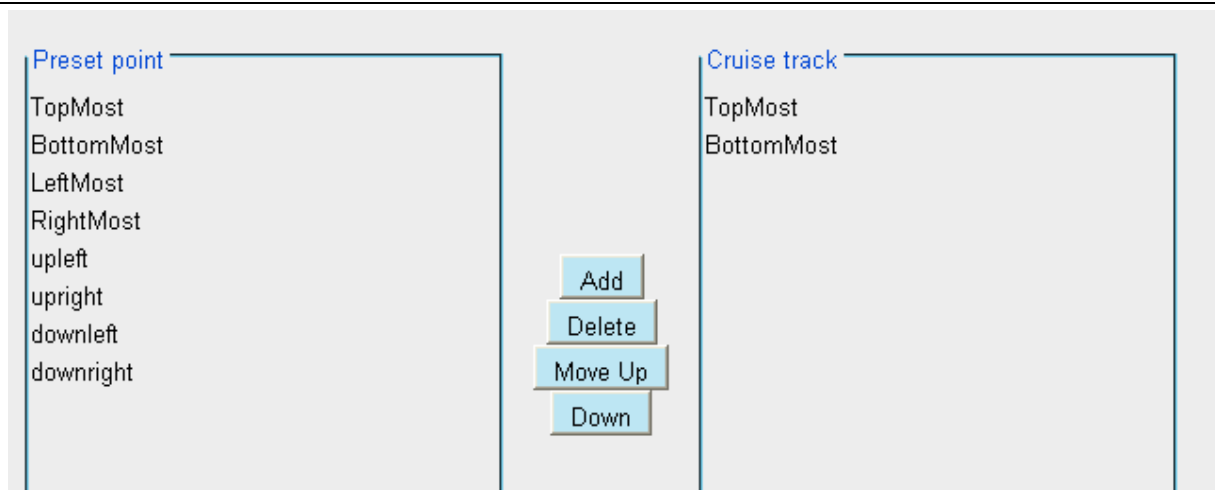
Add: Select one preset points and add it to the selected cruise track.

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

Move up/ down: Select one cruise track, adjust the order of preset points in one cruise track.

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

4.7.3 Start-Up Options

Here section will allow you to set the stop position after the camera reboots.

It supports three modes: No self test, Goto home position and Goto preset point.

No self test: When rebooting, the camera will not pan / tilt.

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

Goto Preset point: Select one preset position and save it. When rebooting, the camera will pan/ tilt and stops at the preset position you have set.
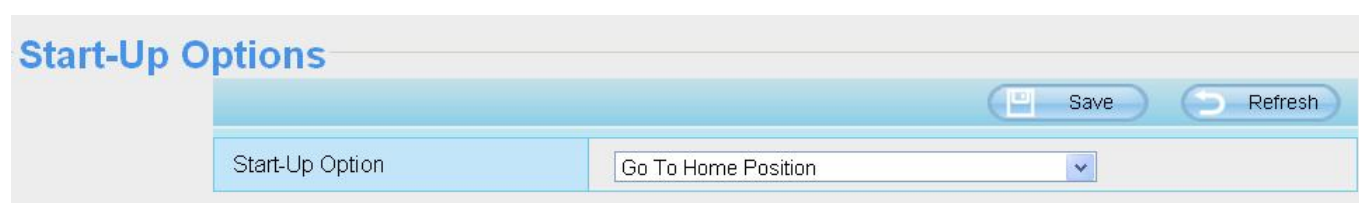
4.7.4 Guard Position Settings

After setting the guard position, your camcorder will automatically return to the guard position within a predetermined time (manually setting) when it stops moving (manually or cruise). You could refer to the following method:

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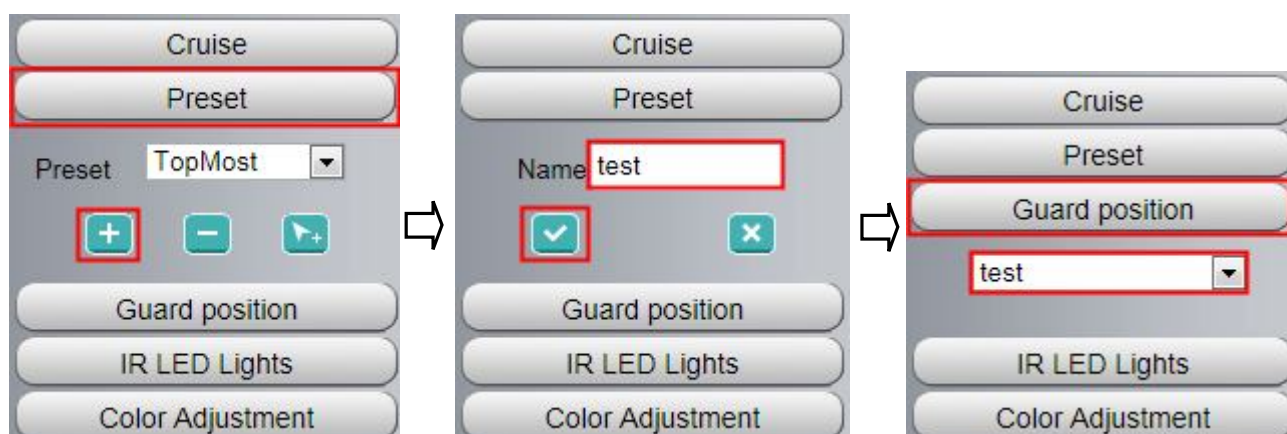
Then go to the "Settings" page to set time (min):
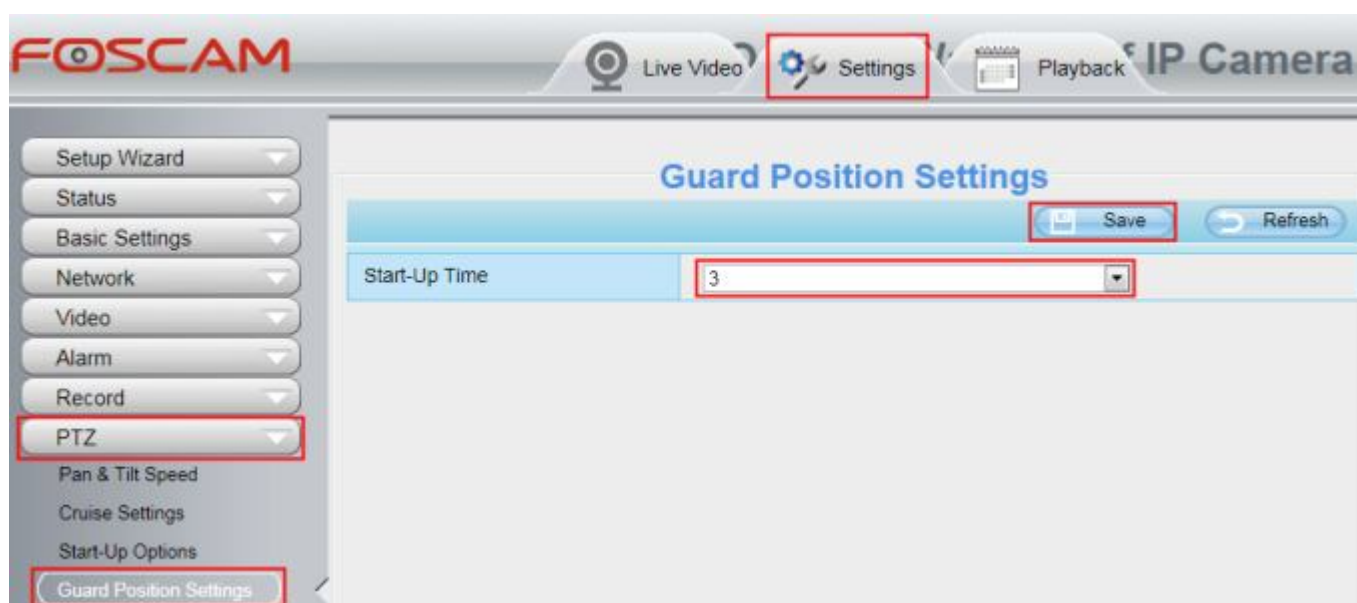
4.8 Firewall

This section explains how to control the access permission by checking the client PC's IP addresses. It is composed of the following columns: **Block access from these IP addresses** and **Only allow access from these IP addresses**.

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Enable firewall, If you select Only allow access from these IP addresses and fill in 8 IP addresses at most, only those clients whose IP addresses listed in the **Only allow access from these IP addresses** can access the Network Camera. If you select **Block access from these IP addresses,** only those clients whose IP addresses are in the IP list cannot access the Network Camera.

Click **Save** to take effect.

4.9 System

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

4.9.1 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.

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Backup is used to save your current settings. It is recommended to backup your configuration before modifying or upgrading firmware.

[Backup]

Settings can be restored by uploading the backup file.

Path: [_____] [Browse...] [Submit]

Note:

1. All current settings will be lost when importing a configuration file. If an incorrect file is loaded, the camera may stop working correctly.

2. Keep the power on during this process, or you may damage your camera. Your camera will reboot automatically once restoration is completed.

4.9.2 System Upgrade

Click "Download the latest firmware", you will see the following screen. And click "save" to save the firmware on your computer locally.
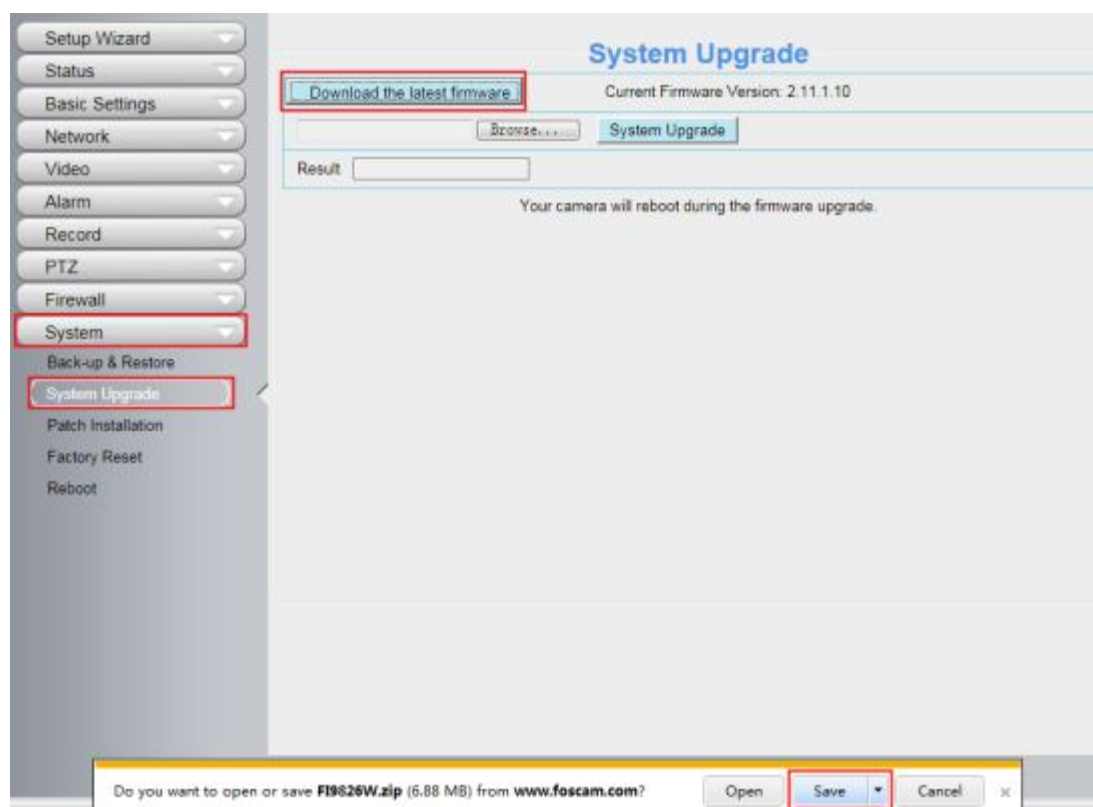
Your current firmware version will be displayed on your screen. You may go to the **Status→ Device Information** page to check for the latest firmware versions available.

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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.
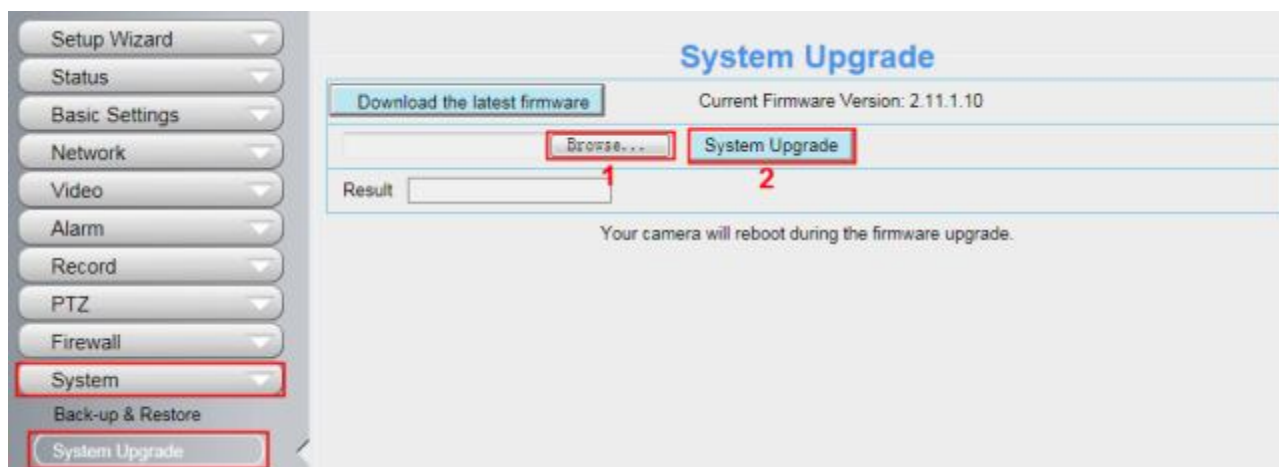
Upgrade Firmware by IP Camera Tool

Double click the IP Camera Tool shot icon , select the Camera IP that you want to upgrade the firmware. Then select Upgrade Firmware and enter the username and password, choose the firmware file, and upgrade.

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

NOTE:

1) Before upgrade the firmware, please reboot the camera, don't upgrade the firmware in WAN through the web UI, or else the upgrade process may be failed.

2) Please ensure you have download the correct firmware package for your camera before upgrading. Read the upgrade documentation (readme.txt file) in the upgrade package before you upgrade.

3) Upon downloading the firmware check the sizes of the .bin files. They must match the size in the readme.txt file. If not, please download the firmware again until the sizes are the same. Your camera will not function correctly if a corrupt .bin file is used.

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

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

6) After upgrade successfully, please uninstall the old plugin and re-install it, then reset the camera to the default factory settings before using the camera.

4.9.3 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.
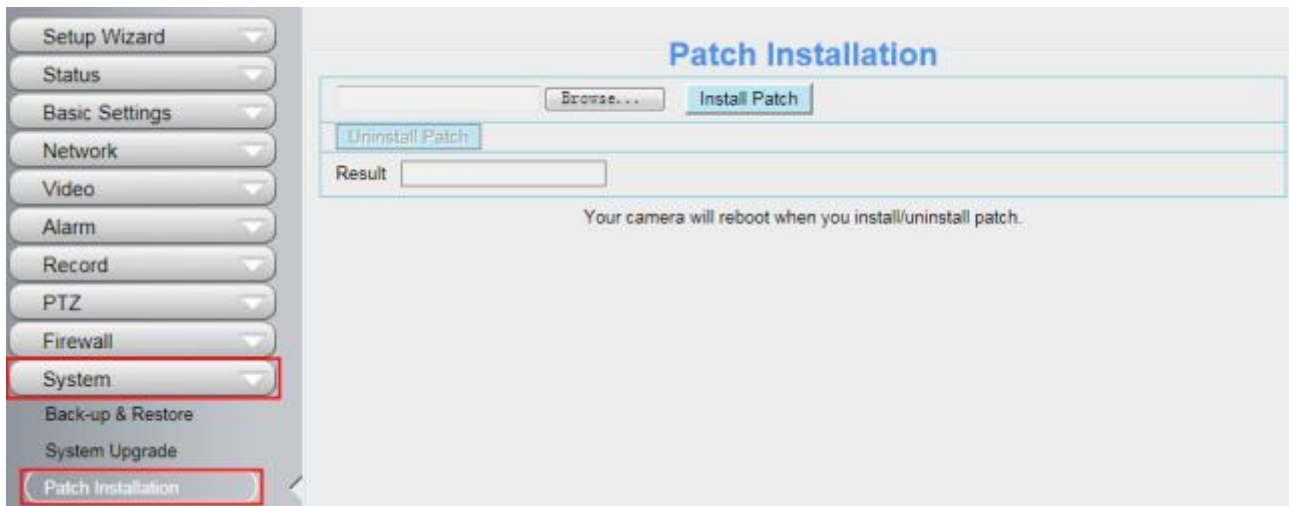
4.9.4 Factory Reset

Click All reset and all parameters will return to factory settings if selected. This is similar to press the Reset button on the bottom of the camera..
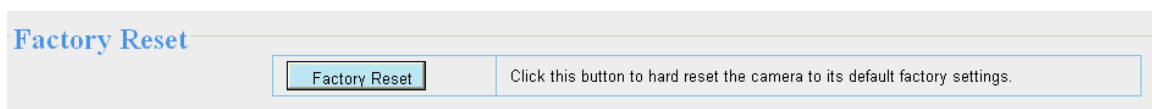
4.9.5 Reboot

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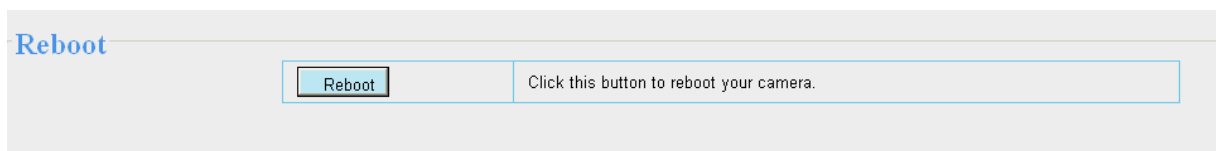
5 Phone Apps

FOSCAM provides APP for Android and iOS system, which helps to view and listen to your world anywhere...... anytime. Search and install Foscam Viewer on Google Play for Android devices, search and install Foscam Viewer on APP Store for iOS devices.

If you would like to read more details on the Android APP or iOS APP, Please refer to the *Android APP User Manual* or i*OS App User Manual*.

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6 Appendix

6.1 Frequently Asked Questions

NOTE: Any questions you would meet, please check Network connections firstly. Check the working status revealed by the indicators on the network server, hub, exchange and network card. If abnormal, check the network connections.

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

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

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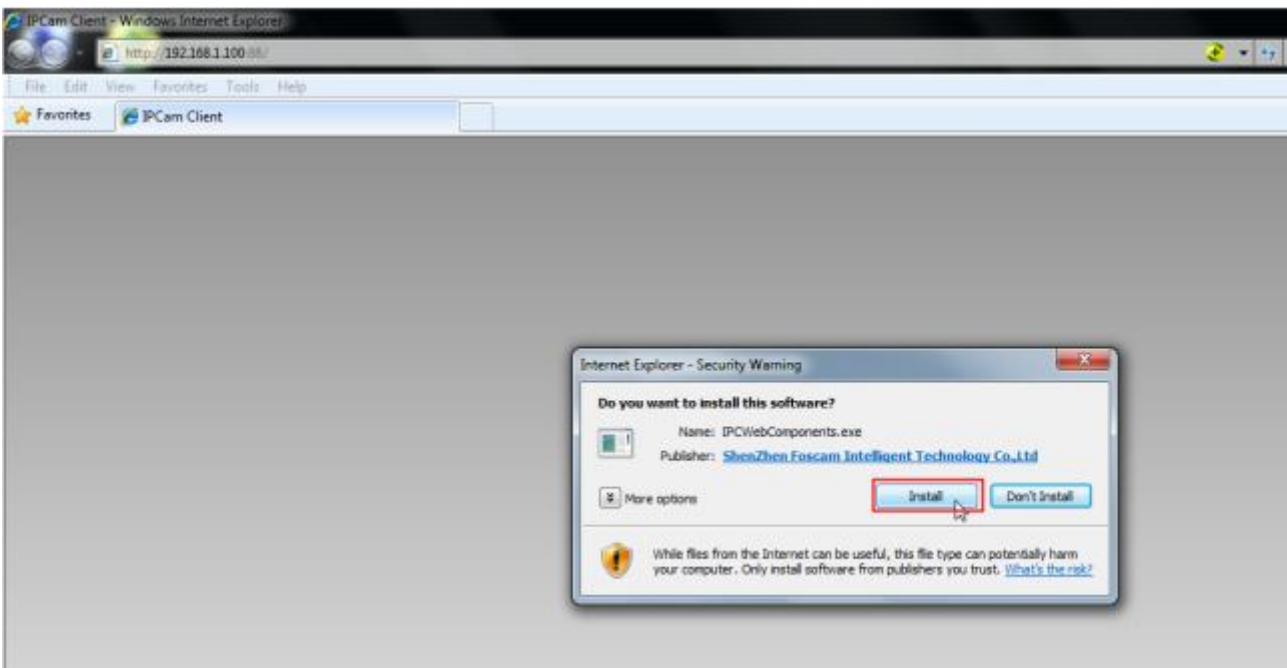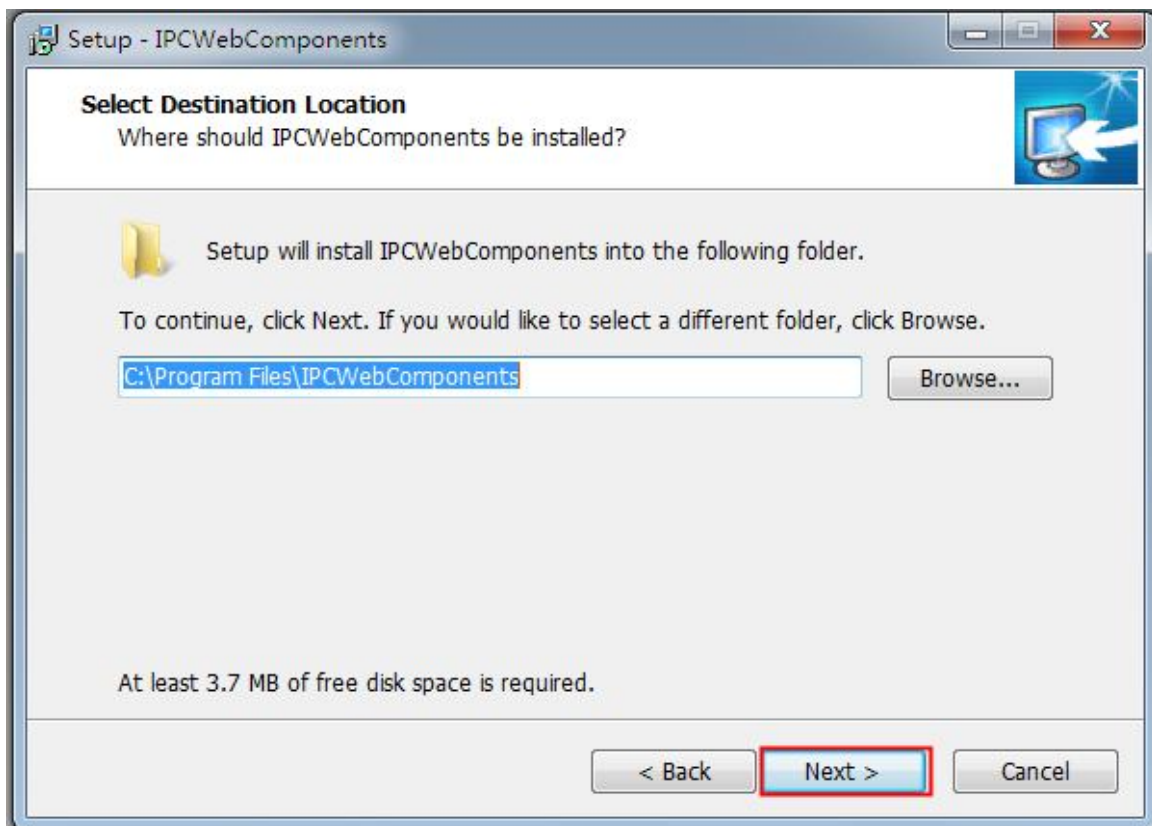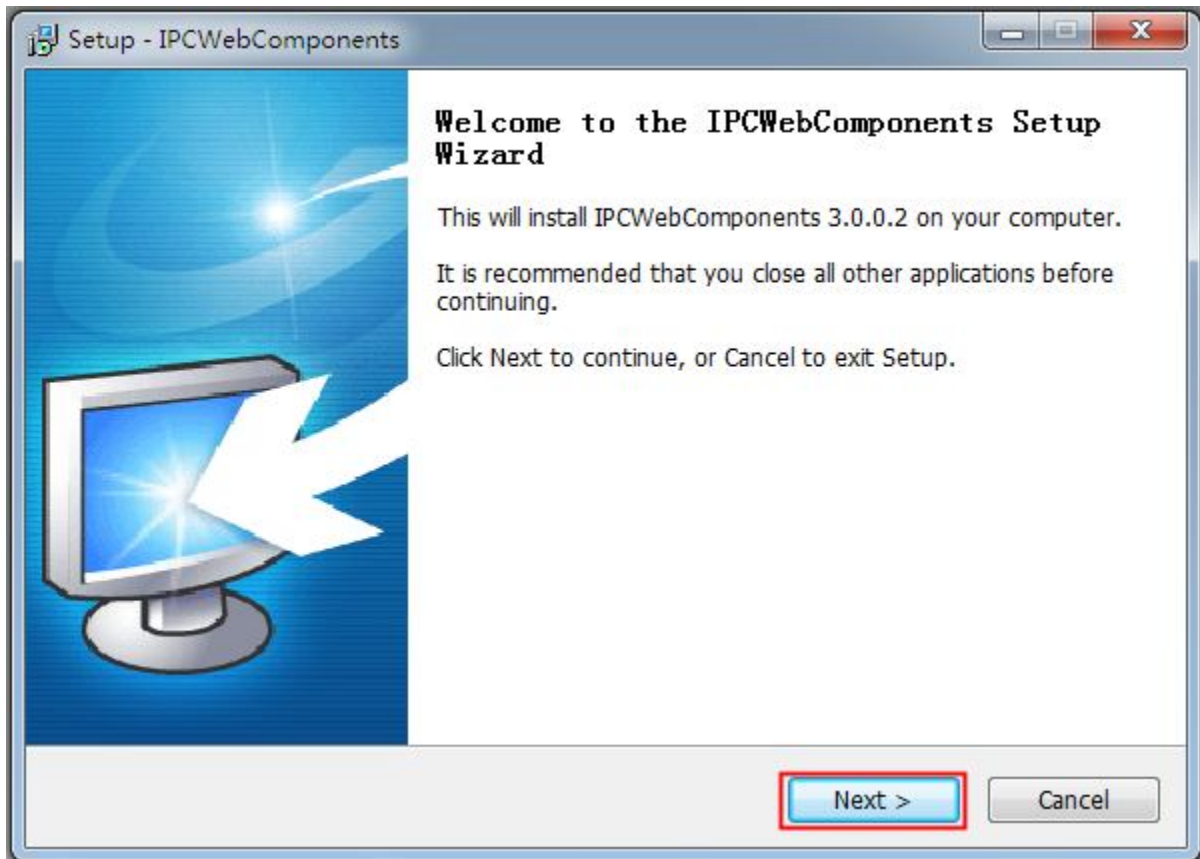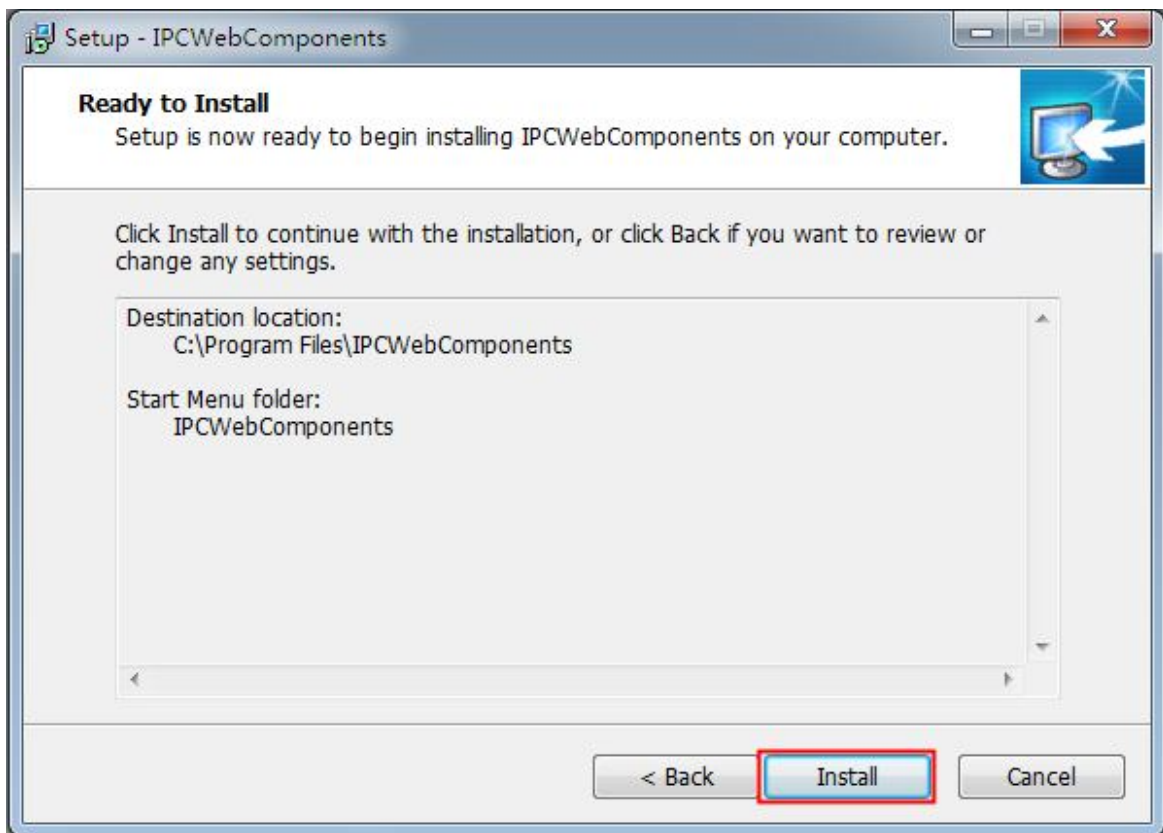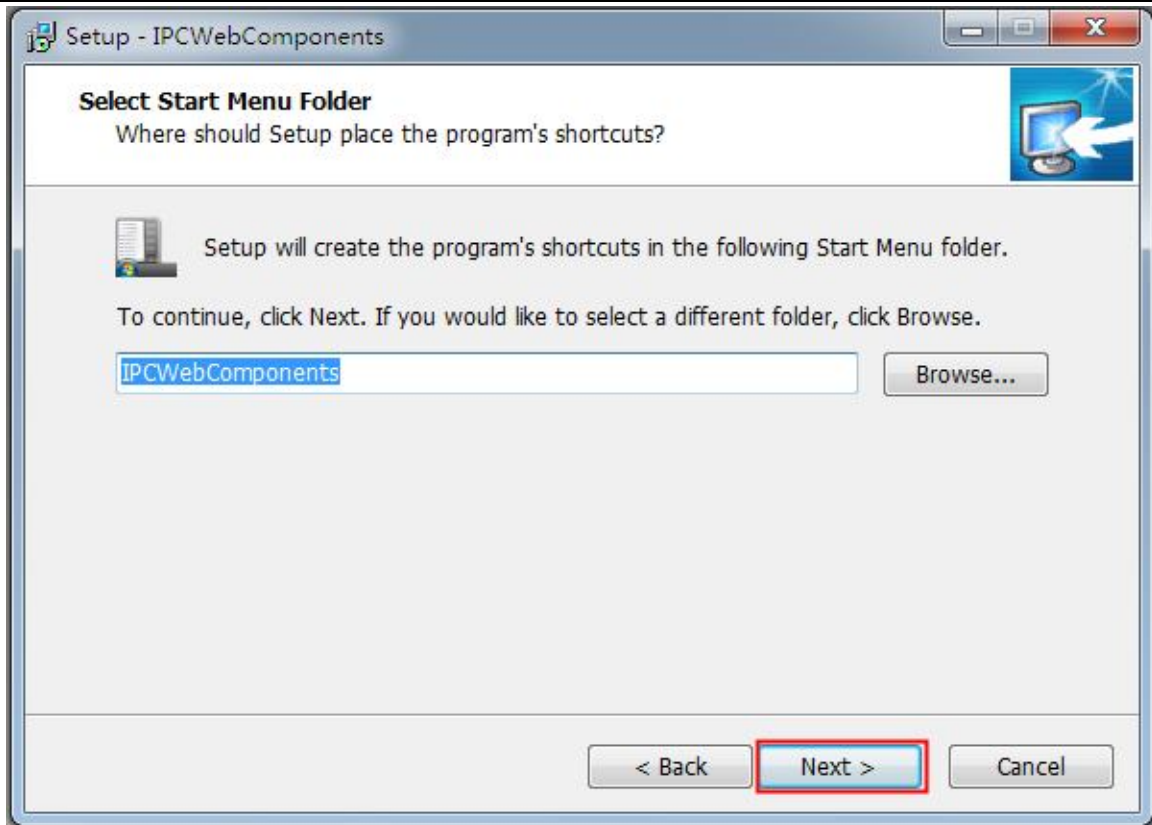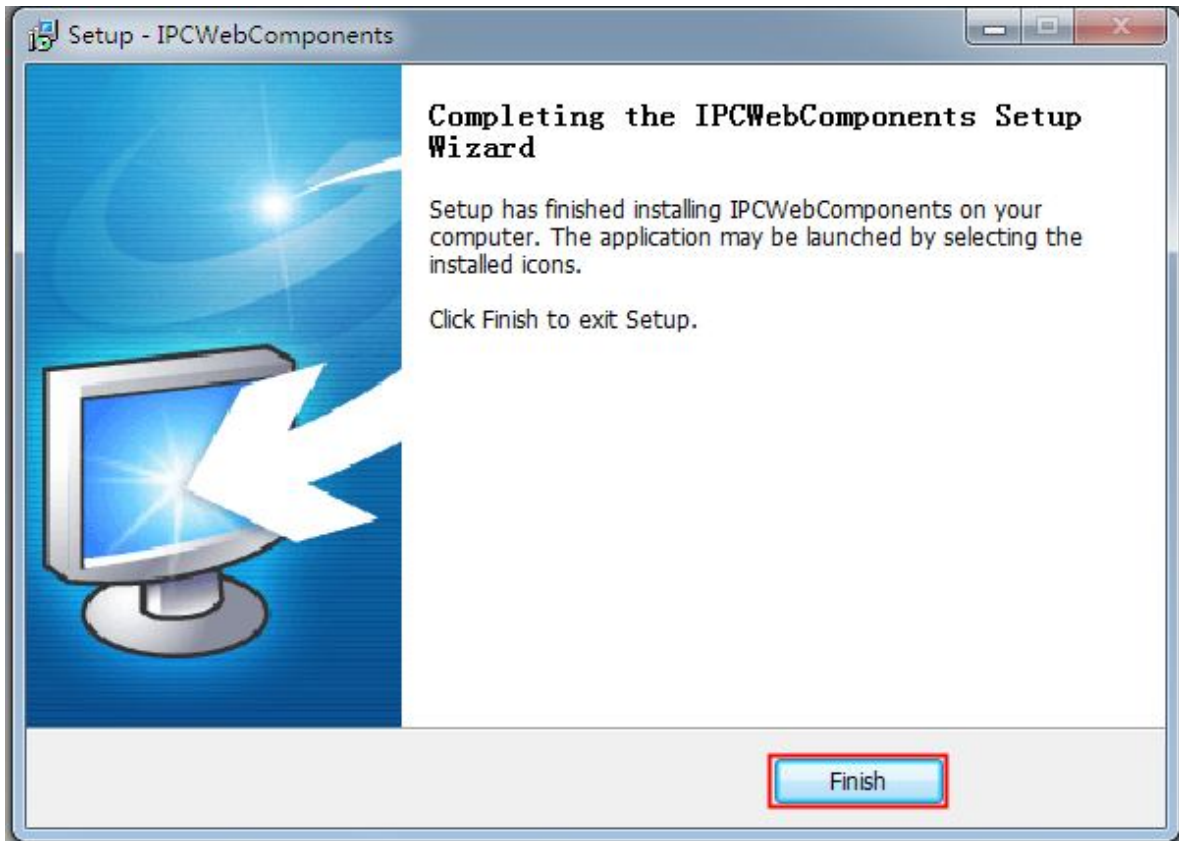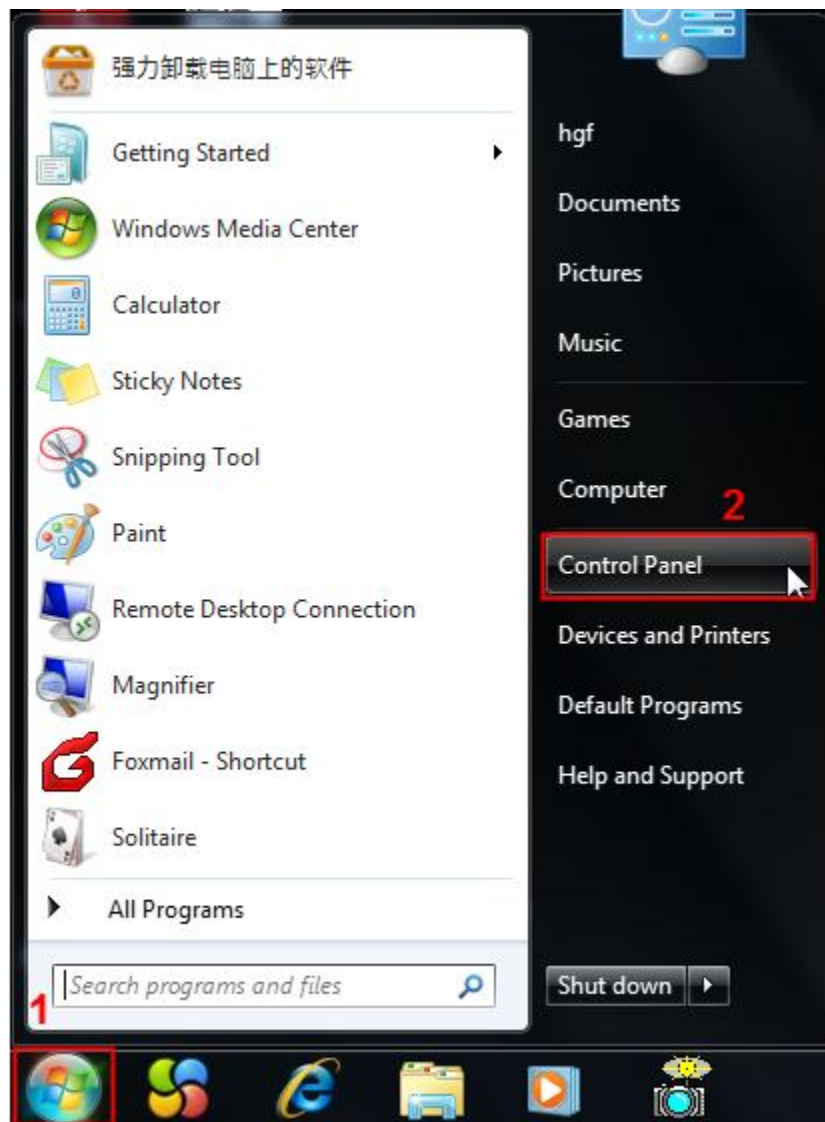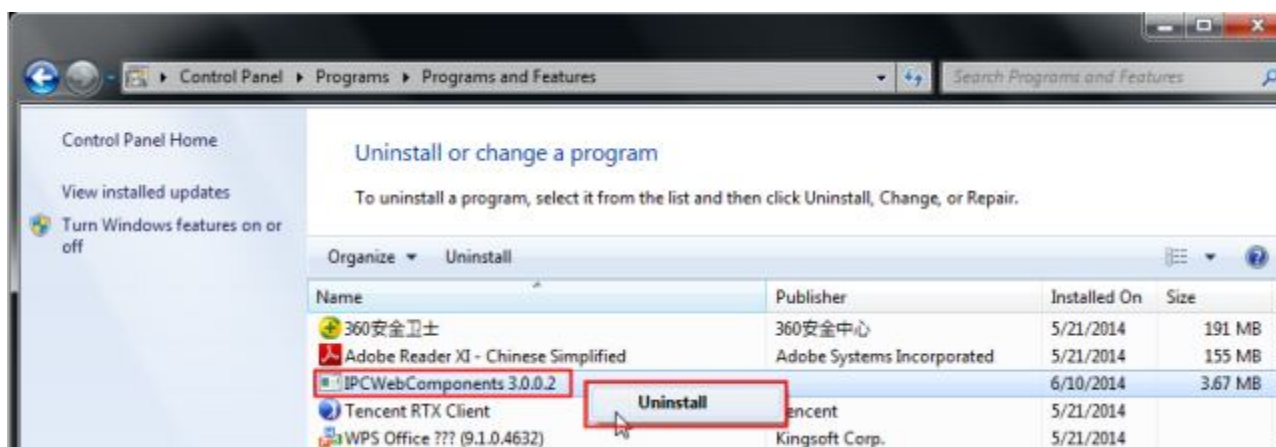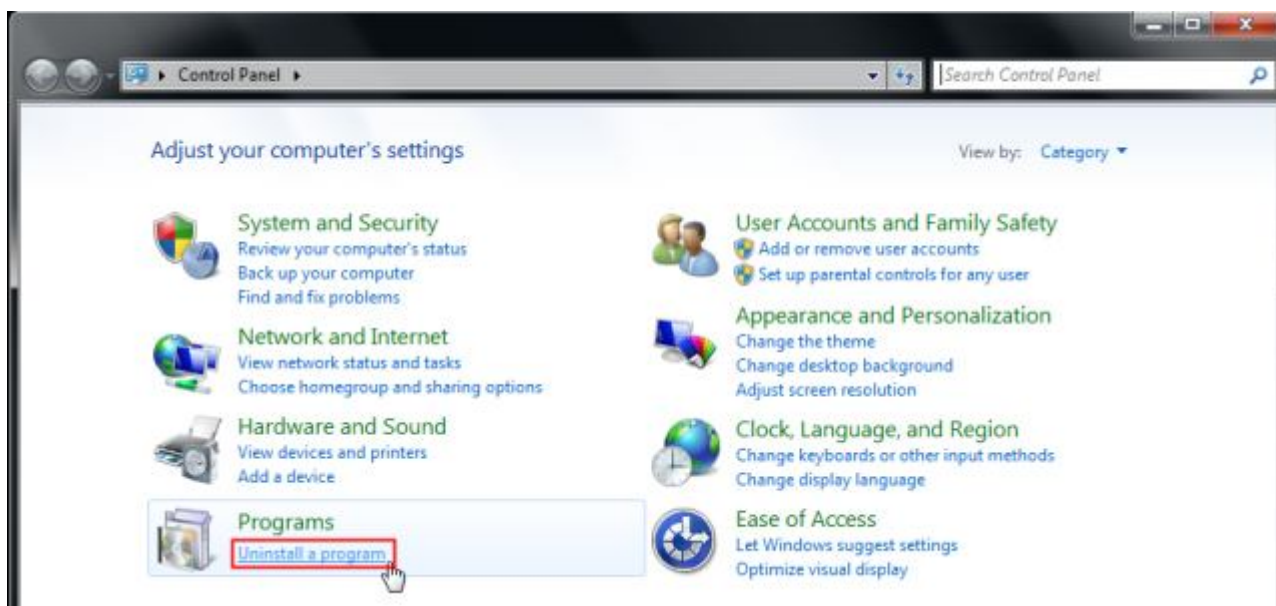
6.1.3 I have forgotten the administrator password

To reset the administrator username and password, press and hold down the RESET BUTTON for 5 seconds. Upon releasing the reset button, wait for 20 seconds, the camera will reboot and the username and password will return to the factory default administrator username and password. Please power on the camera before reset

Default administrator username: **admin**

Default administrator password: No password

6.1.4 Camera can not record

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

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

There are two ways to resolve this problem:

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(1) Please add the camera as a trusted site to resolve this issue. The steps are

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

(2) Open IE browser, then right click, select "Run as administrator"

6.1.5 Subnet doesn't match

Check whether your ipcamera in the same subnet of your computer. The step is **Control Panel→Network Connections→**Dbclick **Local Area Connections →** Choose **General→Properties**. Check subnet mask, IP address and gateways. When you set IP address please make sure they are in the same subnet. Otherwise you can't access camera.

6.1.6 No Pictures Problems

The video streaming is transmitted by the ActiveX controller. If ActiveX controller isn't installed correctly you will see no video image. You can resolve this problem by this way:
Download ActiveX controller and set the safety property of IE in the PC when you view it first time: IE browser→Tool→Internet Proper→Security→Custom Level→ActiveX control and Plug-ins. Three options of front should be set to be "Enable", The ActiveX programs read by the computer will be stored. As follows:
Enable: Download unsigned ActiveX controls
Enable: Initialize and script ActiveX controls not marked as safe
Enable: Run ActiveX controls and plug-ins
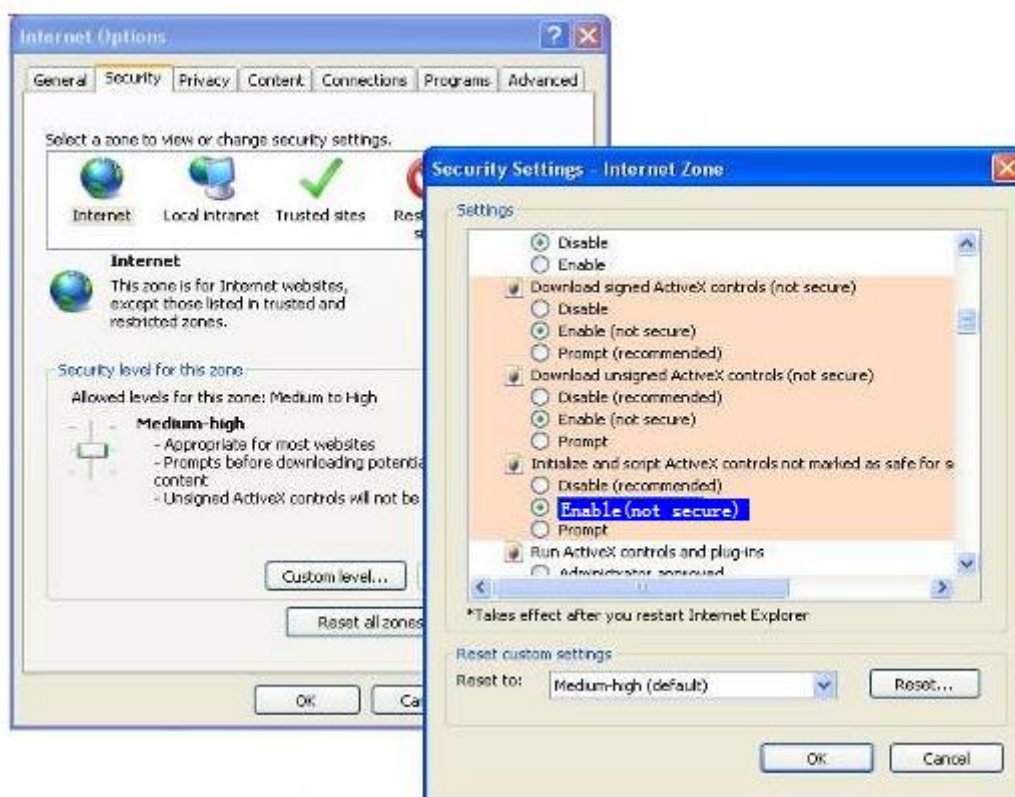
If you allow the ActiveX running, but still could not see living video. Please change another port number to try.

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Don't use port 8000.

NOTE:

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

6.1.7 Can't access IP camera in internet

There are some reasons:

1、ActiveX controller is not installed correctly

2、The port which camera used is blocked by Firewall or Anti-virus software. Please change another port number and try again.

3、Port forwarding is not successful

  Check these settings and make sure they are correct.

6.1.8 UPnP always failed

UPnP only contains port forwarding in our recent software. Sometimes, it may be failed to do port forwarding automatically because of firewall or anti-virus software. It also has much relation with router's security settings. So we recommend you do port forwarding manually. You can view your camera in internet successfully after you do port forwarding manually in your router.

6.1.9 Camera can not connect wireless

If your camera could not connect wireless after you set wireless settings and plug out the cable. Please check whether your settings are correct or not.

Normally, camera can't connect wireless mainly because of wrong settings.

Make sure broadcast your SSID; use the same encryption for router and camera.

6.1.10 Can't see other cameras listed in multi-device when using remote access

If you want to view all the cameras via the WAN, verify that each camera added in the multi-device settings can be accessed by using the DDNS name and port number. Use the DDNS domain name not the camera's LAN IP. (For more details see: How to add cameras in WAN)

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6.2 Default Parameters

Default network Parameters

IP address: obtain dynamically

Subnet mask: obtain dynamically

Gateway: obtain dynamically

DDNS: Embedded FOSCAM domain name

Username and password

Default admin username: admin with a blank password

6.3 Specifications

ITEMS		FI9828P
Image Sensor	Sensor	High Definition Color CMOS Sensor
	Display Resolution	1280 x 960 (1.3 Megapixel)
	Min. Illumination	0 Lux (With IR Illuminator)
Lens	Lens Type	Glass Lens
	focal length	f:3.7~14.8mm
	Aperture	F1.6
	Angle of View	70° maximum
Video	Image Compression	H.264
	Image Frame Rate	30fps maxmium, downward adjustable
	Resolution	(1.3Megapixel)1280 x 960, 720P(1280 x 720), VGA(640 x 480), VGA(640 x 360), QVGA(320 x 240),QVGA(320 x 180)
	Stream	dual stream
	Image adjustment	The hue, brightness, contrast, saturation, sharpness are adjustable
	Flip image	flip and mirror
	Infrared mode	Automatic or manual
	Pan/Tilt Angle	Horizontal:355° & Vertical: 90°
	Night visibility	21pcs IR-LEDs, night vision range up to 20 metres
Audio	Input/Output	External 3.5mm standard interface for two-way audio
	Audio Compression	PCM/G.726
	Ethernet	One 10/100Mbps RJ45 port

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Network	Wireless Standard	IEEE802.11b/g/n
	Data Rate	IEEE802.11b: 11Mbps(Max.); IEEE802.11g: 54Mbps(Max.); IEEE802.11n: 150Mbps(Max.).
	Wireless Security	WEP, WPA, WPA2
	Network Protocol	IP、TCP、UDP、HTTP、HTTPS、SMTP、FTP、DHCP、DDNS、UPnP、RTSP
	Remote Access	P2P(FI9828P), DDNS
System Requirements	Operating System	Microsoft Windows XP, Vista, 7, 8; Mac OS; iOS、Android
	Browser	Microsoft IE7 and above version or compatible browser; Mozilla Firefox; Google Chrome; Apple Safari.
Other Features	Motion Detection	Alarm via E-Mail, upload alarm snapshot to FTP
	Privacy Zone	Set privacy zone manually
	User Accounts	Three levels user role
	Firewall	Supports IP Filtering
	Reset	Reset button is available
Power	Power Supply	DC 12V/2.0A
	Power Consumption	10Watts (Max.)
Physical	Dimension(Lx WxH)	240(L)*140(W)*160(H) mm
	Net Weight	1800g
Environment	Operating Temperature	-20° ~ 55°C (-4°F ~ 131°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temperature	-20°C ~ 60° (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
Certification	CE, FCC, RoHS	
Warranty	Limited 2-year warranty	

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

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6.4 CE & FCC

Electromagnetic Compatibility (EMC)
FCC Statement

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

- This device may not cause harmful interference
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the installation manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is like to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

FCC Caution

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

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

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

CE Mark Warning

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

6.5 Warranty

ShenZhen FOSCAM Intelligent Technology Limited.("FOSCAM") values your business and always attempts to provide you the very best of service.

No limited hardware warranty is provided by FOSCAM unless your FOSCAM product ("product") was purchased from an authorized distributor or authorized reseller. Distributors may sell products to resellers who

then sell products to end users. No warranty service is provided unless the product is returned to an authorized return center in the region where the product was first shipped by FOSCAM or to the point-of-purchase, which may have regional specific warranty implications.

If you purchase your FOSCAM product from online store, please contact the point-of-purchase and ask for return/replacement/repair service.

Hardware Warranty Information

FOSCAM provide 2-year limited warranty for naked product and 6-month limited warranty for accessories.

Limited Hardware Warranty

● FOSCAM products are warranted to be free from manufacturing defects in materials and workmanship starting from the shipping date of FOSCAM.

This limited hardware warranty does not cover:

● Software, including the software added to the products through our factory-integration system, software that included in the CD,etc.
● Usage that is not in accordance with product instructions.
● Failure to follow the product instructions.
● **Abuse firmware upgrade without the authorized technician's guidance.**
● **Normal wear and tear.**

Return Procedures

● Please read FOSCAM warranty policy & policy of your reseller first before sending items back to point-of-purchase.
● Customer must first contact point-of-purchase to obtain a Return Merchandise Authorization (RMA) number before returning the product. If the product you received is suspected to be defective and the product warranty has not expired, The RMA number will allow your reseller to track your return much easier and help them expedite processing your request.
● After receiving your RMA case number, pack the item(s) very well with the original box and all the original accessories included such as power adapters, brackets, cables, manuals, and driver CD disks.
● Write your RMA number and the return reason (the problem of the product) on the warranty card along with the complete package to send them back.

Replacement Services

● **If customers ask for replacement service, please contact point-of-purchase and follow their policy.**
● Our technicians will inspect all items returned for replacement requests. If the 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.
- **Abuse firmware upgrade without the authorized technician's guidance.**
- Warranty is void for physical damage, altered, either internally or externally, improper or inadequate packaging when returned for RMA purposes.
- Warranty is void if damage has resulted from accident, dismantle, abuse, or service or modification by someone other than the appointed vendor, souse, fission or the spare part has been over the period of warranty.
- Warranty is void if product is damaged due to improper working environment or operation. (For example, improper temperature, humidity, unusual physical or electrical stress or interference, failure or fluctuation of electrical power, static electricity, using wrong power adapter, etc.)
- Warranty is void if damaged by the use of parts not manufactured or sold by FOSCAM.
- Damage caused by improper installation of third-party products.
- Warranty is void if damaged for irresistible cause, such as earthquake, fire, lightning, flood, etc.
- Product beyond limited warranty.

Shipping Fee

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

Repair Service Out Of Warranty

- FOSCAM provide extra repair service for product that out of warranty, it is chargeable. The total fee contains device cost and service fee. Device cost (including accessories) is the standard uniform price provide by FOSCAM.
- Different region may have different service fee, please contact the point-of-purchase to confirm that before you ask for this service.
- Our technicians will quote the total price after detect the product, If customers refused to repair after the quotation, customers need pay for the test fee, $3.5/hour. If agree with the quotation, test will be free.
- Repaired product out of warranty will obtains 3-month warranty from the date of the product back to

customers.

Limitation of Liability

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

7 Obtaining Technical Support

While we hope your experience with the IPCAM network camera is enjoyable and easy to use, you may experience some issues or have questions that this User's Guide has not answered.
If you have problem with FOSCAM IP camera, please first contact FOSCAM reseller for solving the problems.
If our reseller cannot provide service, please contact our service department: tech@foscam.com

Shenzhen Foscam Intelligent Technology Co., Limited

Tel: 86 755 2674 5668 Fax: 86 755 2674 5168

FCC Warning

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

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.

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

This 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.