



# ***User Manual***

## **C2E**



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# Security Warning

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- Please change the password of your camera regularly, using a combination of numbers, letters and special characters.
- 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.

# 1. Overview

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Foscam Indoor HD IP Camera is designed for indoor surveillance with wide applications such as at home, in retail store and in office.

The camera is an integrated wireless IP Camera with a color CMOS sensor which enable to view in High Definition resolution. It combines a high quality digital video camera, and bring clear video to mobile devices over the Internet.

These cameras support P2P function. Thanks to the P2P easy access technology, you don't need to do complicated Port Forwarding settings, you just need to scan the QR code at the bottom of the camera to connect it to mobile device.

With flexible move of 350-degree horizontally and 180-degree vertically, Foscam IP Camera provides users with more comprehensive controls over a monitored site. The camera supports H.264 video compression technology, dramatically reduces file size and saves network bandwidth.

Foscam provides Smart Phone App for Android and iPhone users, please search and install Foscam App named Foscam on App Store and Google Play for iOS and Android devices, then you can view your camera anywhere, anytime on your smart mobile devices.

## 1.1. Key Features

- Standard H.264 video compression algorithm to satisfy the transmission of high definition video in narrow bandwidth network
- P2P feature for easy access
- Megapixel HD video
- Support WPA and WPA2 encryption
- Wireless connection is compliant with IEEE 802.11b/g/n WI-FI
- IR Range up to 8m (26ft)
- Support image snapshot
- Support single-stream
- Support SD Card storage up to 32GB
- Support IR-Cut auto switch
- Support two-way audio
- Provide free Android and iPhone App for viewing live video
- ◆ Supports push messages

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

## 1.3. Package Contents

● IP Camera x 1	● DC Power Adapter x 1
● Quick Setup Guide x 1	● USB Power Cable x 1

## 1.4. Download Foscam App

- To download the free Foscam App, simply scan the QR Code below.
- You can also search for "Foscam" in the App Store or Google Play store to download and install Foscam App as well.

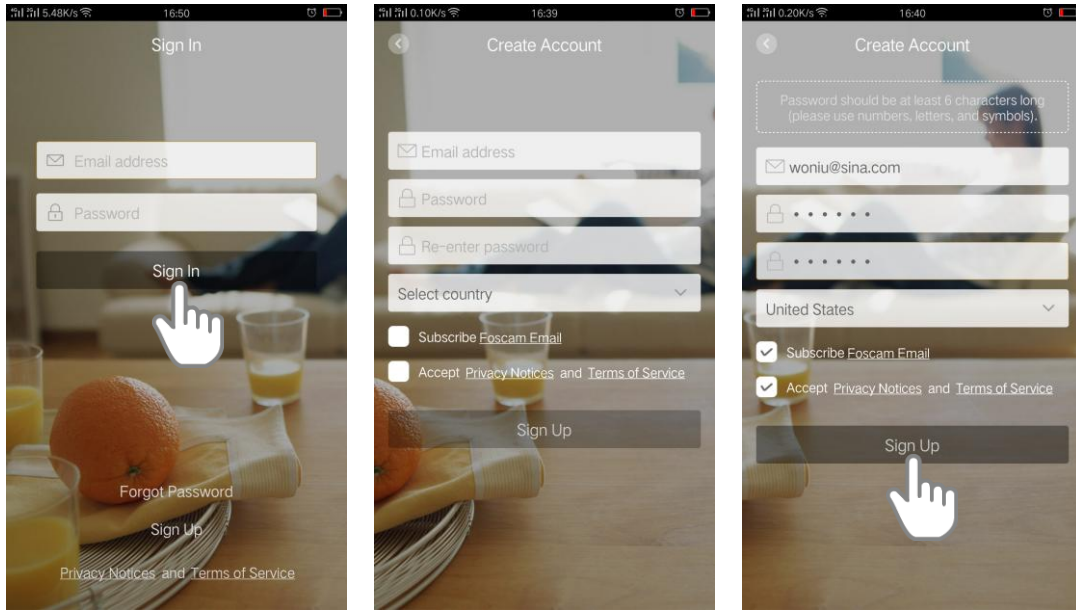


With the Foscam App, you can turn your iOS or Android smartphone into a monitoring center for your security system.


## 1.5. Get a New Free Foscam Account


- **To create a new Foscam account**

launch the Foscam App from your smartphone, tap the **Sign Up** button, and follow the onscreen instructions.

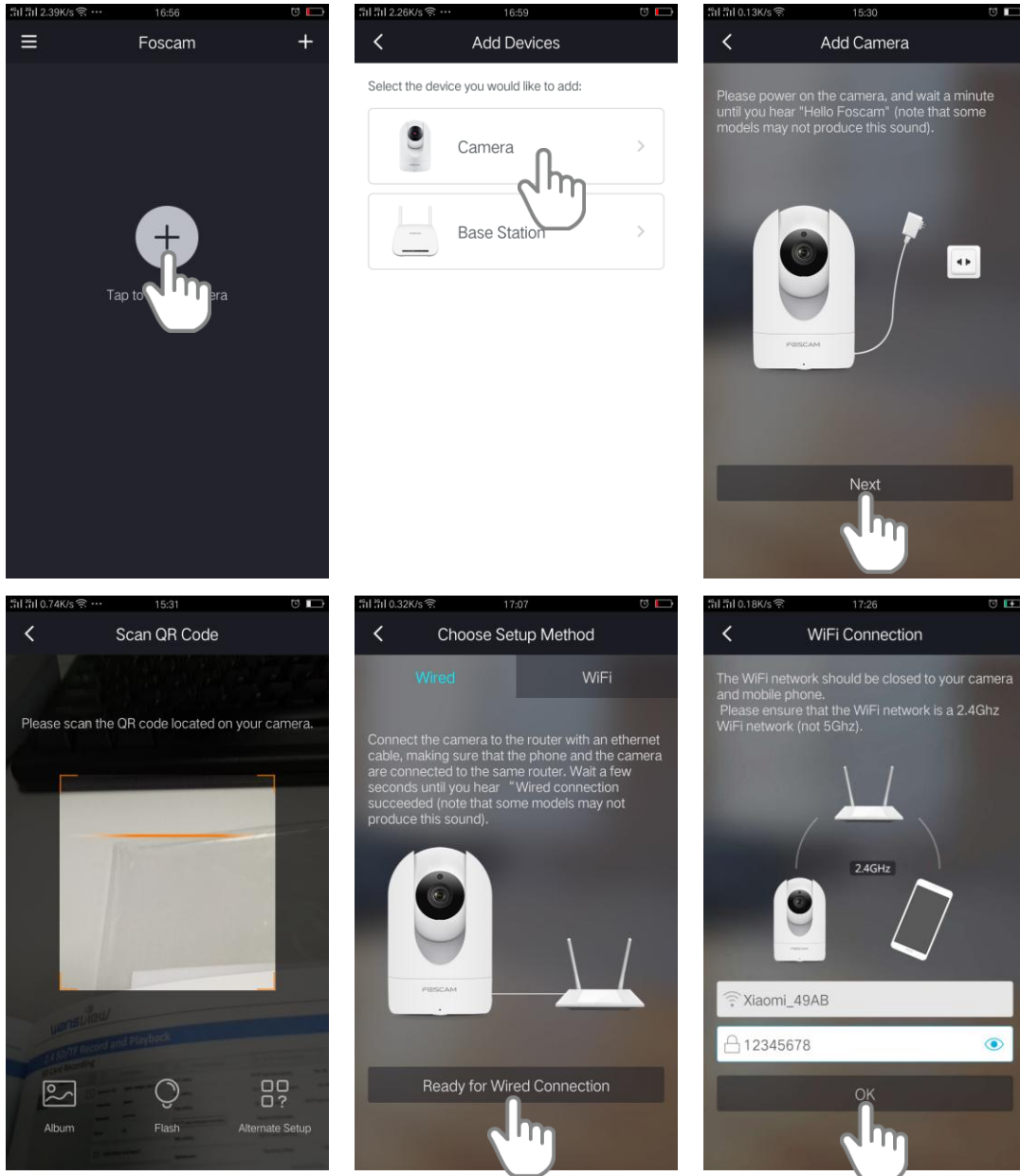


## 1.6. Add the Camera to an Existing Foscam Account

If you already have a Foscam Account, tap the Foscam icon  on your mobile phone, then sign in your Foscam Account.

1. Tap .
2. Select **camera**.
3. Tap **Next** to scan the QR code of the camera.
4. Scan the QR code.
5. Click **Ready for Wired Connection** to input the WiFi password.
6. Input the password and click **OK**.

Wait for a moment, the camera will be connected.



## 1.7. View Your Video Footage

When you launch the Foscam App, the devices page will display. To view and listen in on a live feed, tap or click **Live** on the camera feed image. View your camera's alert video recordings in the Foscam Cloud by tapping the timebar in the live page.

Your system is now set up and ready to go.



## 2. View Your Content

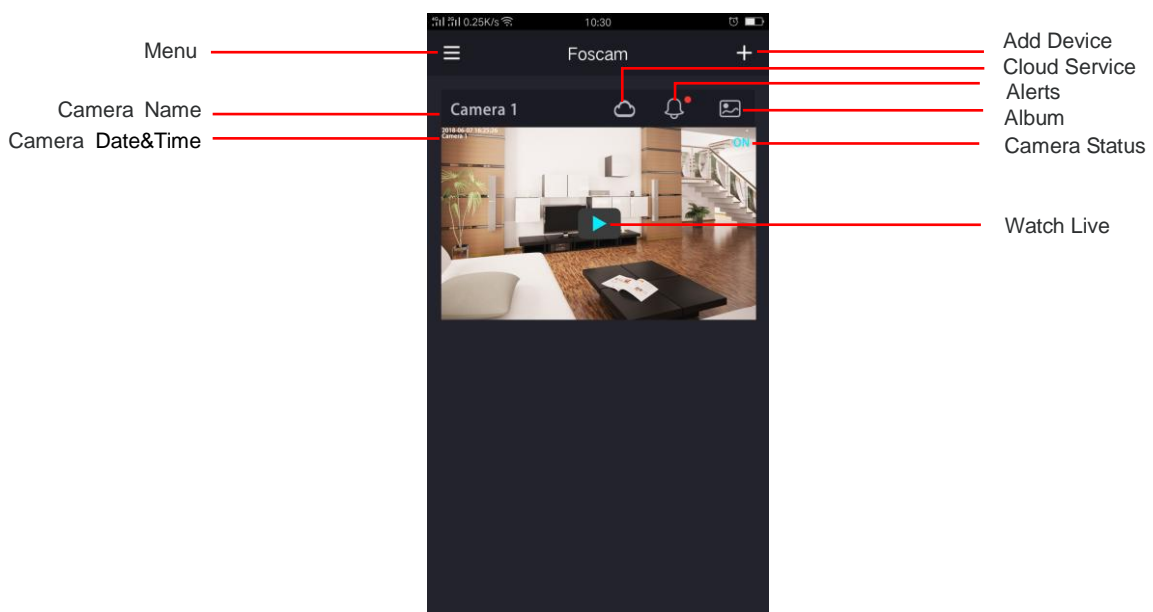
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To view and listen to a live feed, tap **Live** on the camera feed image.


To view your camera's alert video recordings in cloud by tapping the timebar in the live page.

### 2.1. View the Devices Page

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



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

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

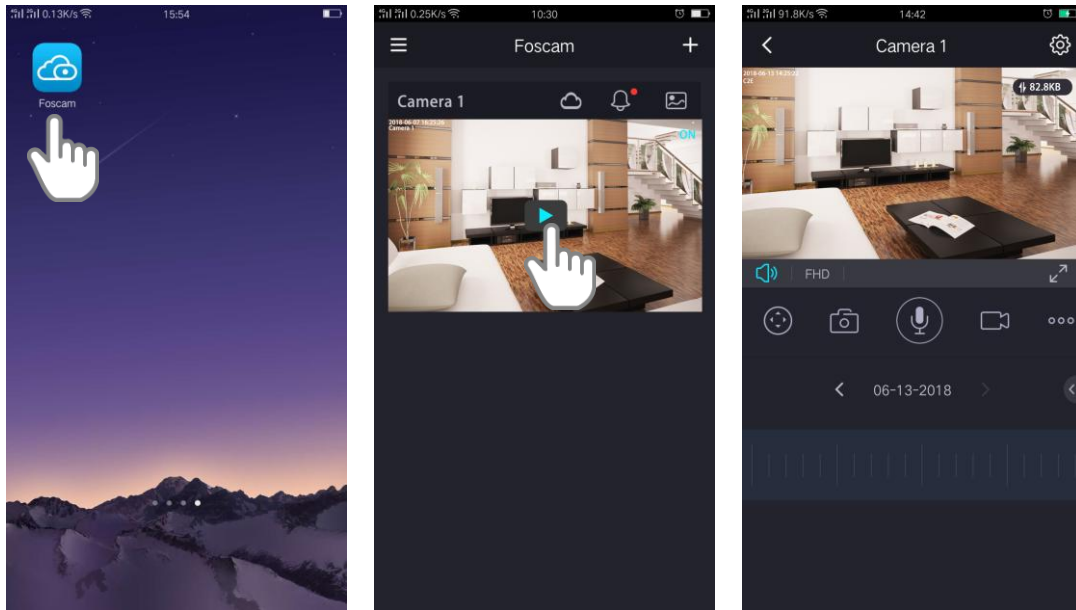
Camera Info .



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

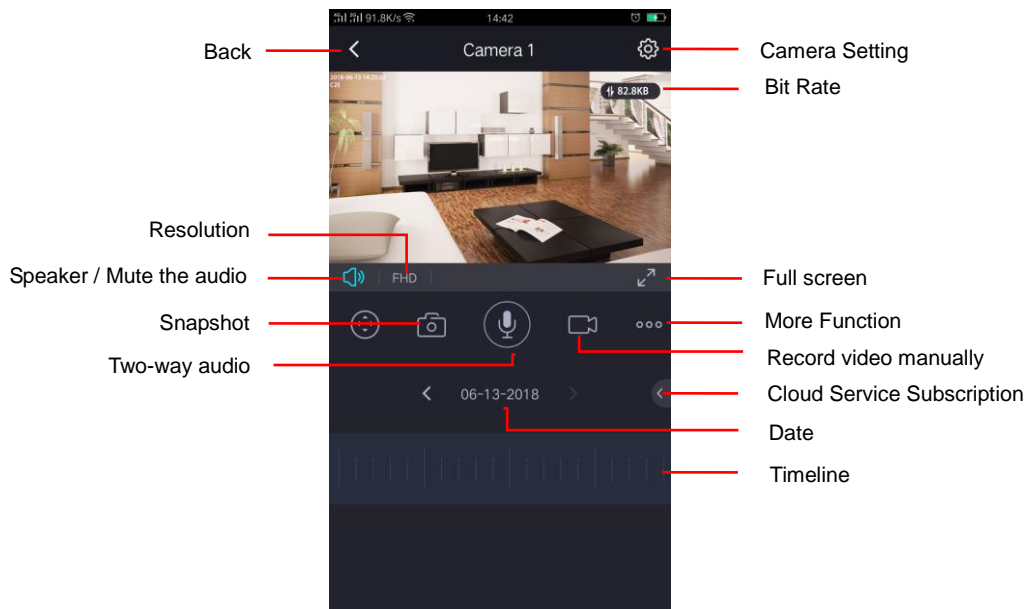
**Sync Time:** Tap Live  > Camera Settings  > Sync Time .

## 2.2. Watch Live

You can view a live stream of your camera at any time.



1. Tap the Foscam icon  on your mobile device, the devices page displays.
2. Tap **Live**  to view and listen to a live video.
3. A row of live feed icons displays below the live stream image for the camera.




**Stream Type:** There are three types to identify different streams you have set. If select the FHD Mode, the clearer video will become, and it will take up more bandwidth; If select the

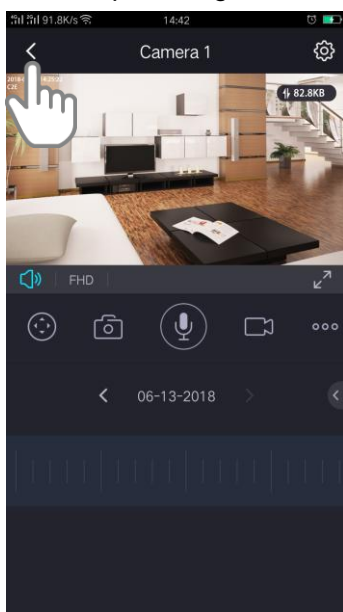
SD Mode, the video will not be as clear as FHD Mode, and it will take up less bandwidth. The HD Model is a value between FHD Mode and SD Mode.

**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.



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 smartphone.

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

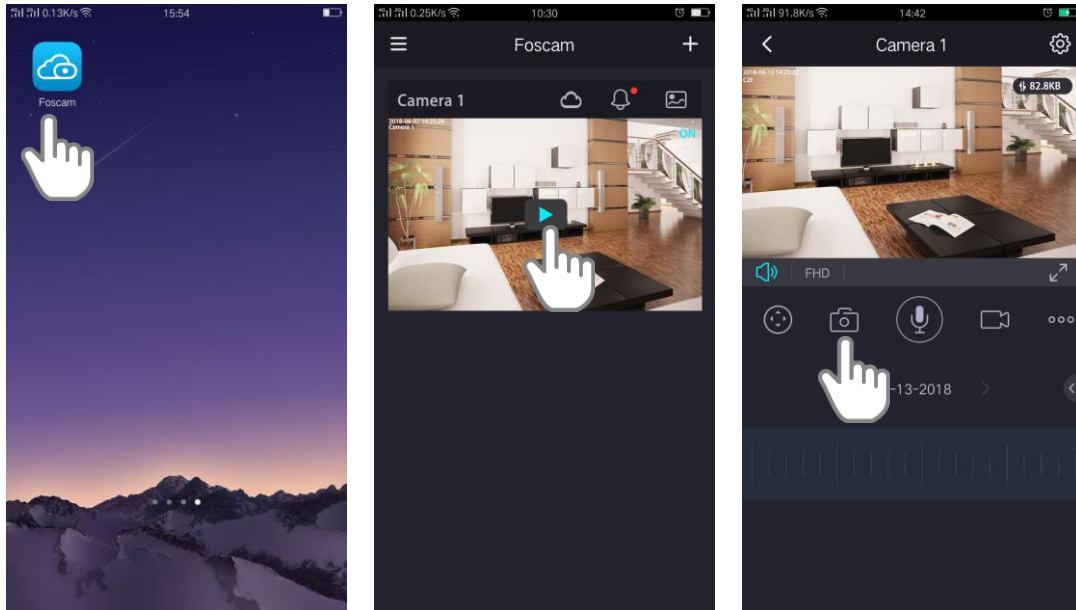


## 2.3. Take a Snapshot From Live Video

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live**  to view and listen to a live video.

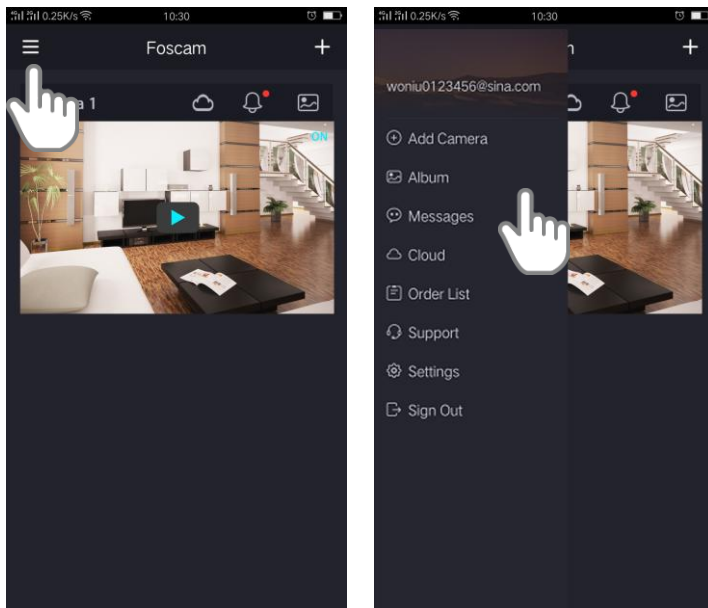
A row of live video icons displays below the live stream image for the camera.


3. Tap Snapshot 

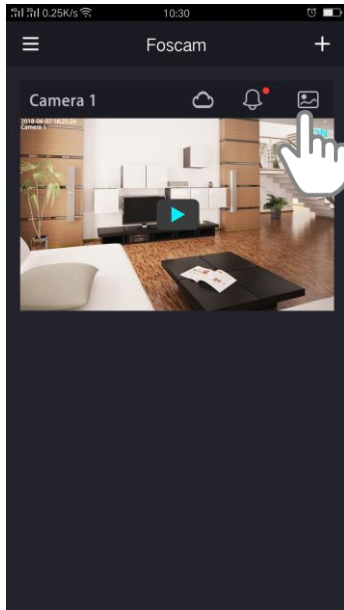


The snapshot is saved in **Album**.

You can view it in **Sidebar**  > **Album** 





Or you can view it by click **Album** .



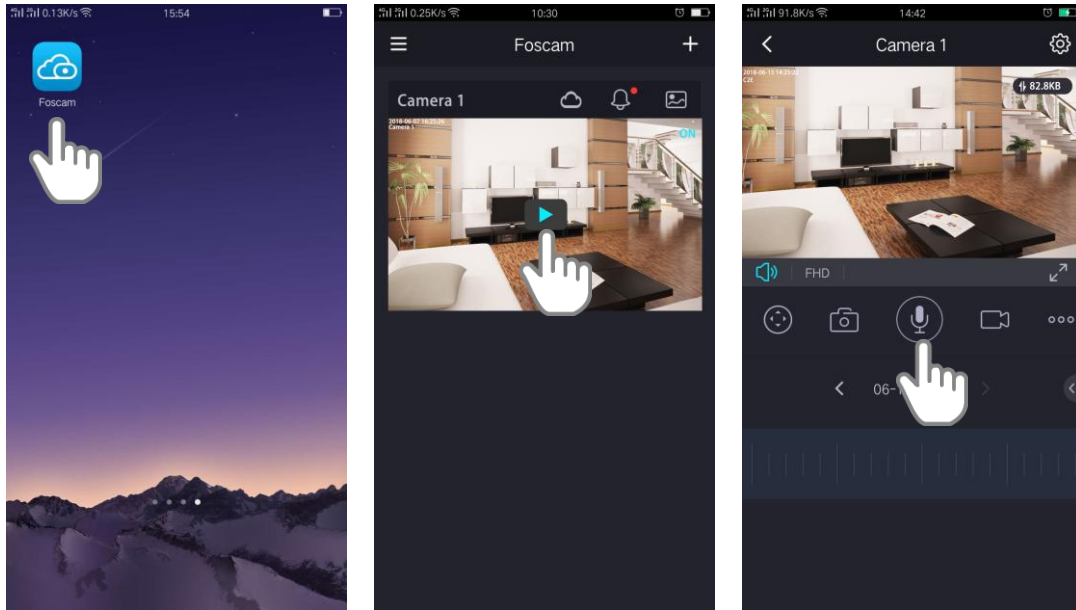
## 2.4. Talk and Listen

This camera supports two-way audio. Everything you say or hear will come through clearly and instantly so that you can be part of every story, every time.

1. Tap the **Foscam** icon  on your mobile device.
2. Tap Live  to view and listen to a live video.

A row of live video icons displays below the live stream image for the camera.

3. Press and hold the  button and speak.




When the button is bright blue, two-way audio is ready.

## 2.5. Record Clips From Live Video

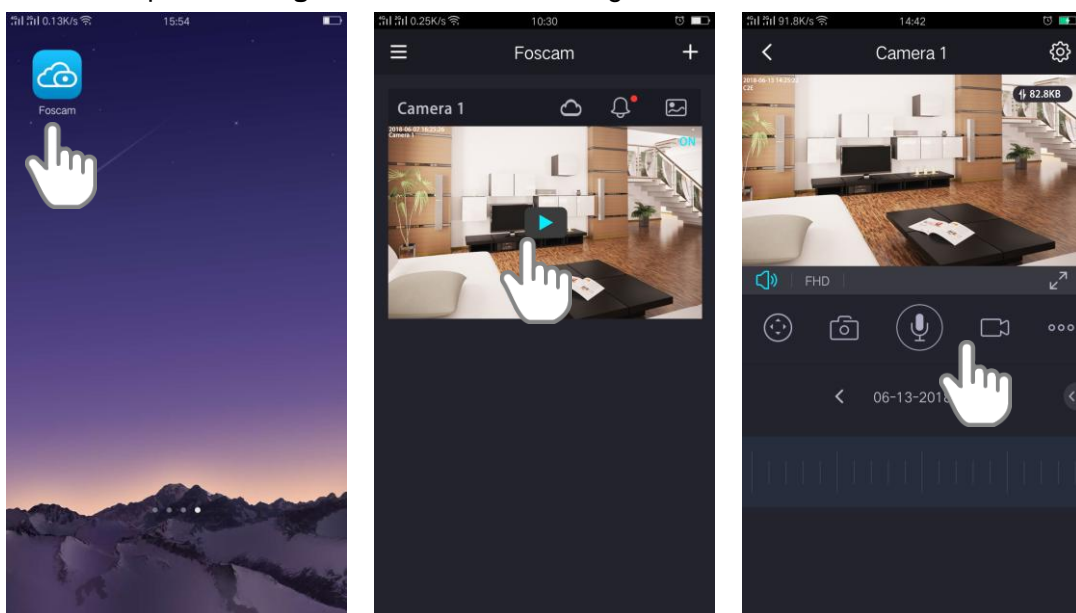
To record a short clip of the event to the cloud.


1. Tap the **Foscam** icon  on your mobile device.

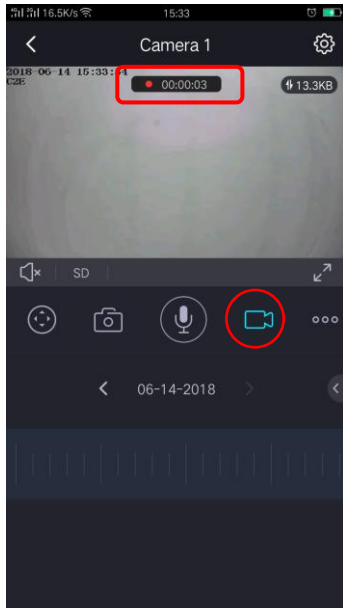
2. Tap **Live**  to view and listen to a live video.

A row of live video icons displays below the live stream image for the camera.

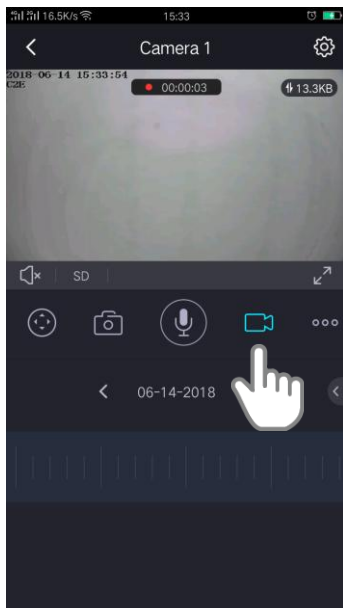
3. Tap **Recording**  to start recording.



This icon turns blue to indicate that you are recording the live feed, and the recording item will be showed on the middle of the live .





4. Tap **Recording**  to stop recording.

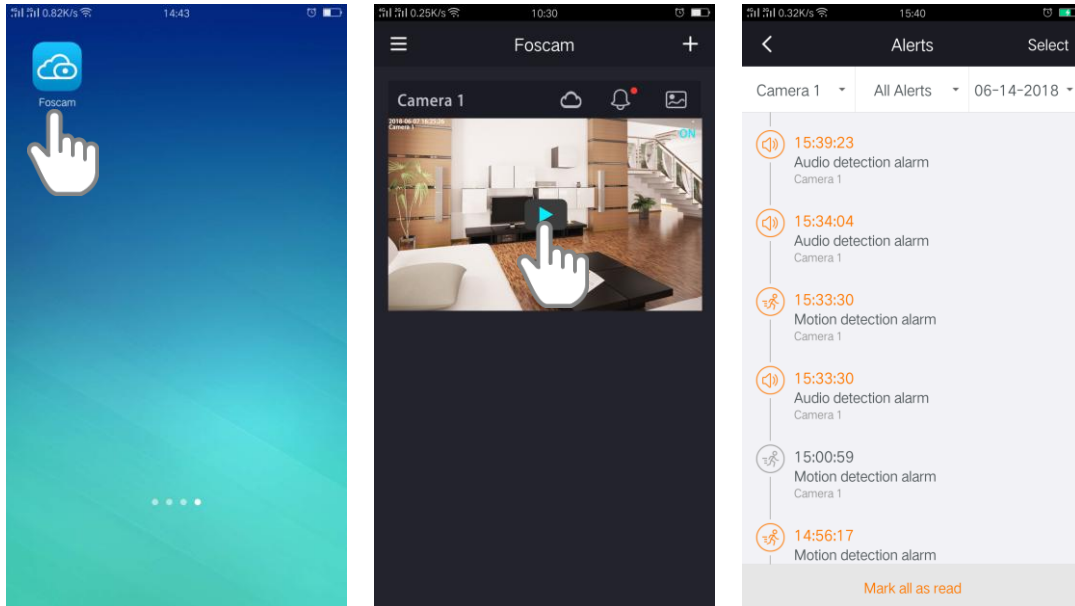


The recording is saved in your Foscam cloud.

## 2.6. View Alerts

You can view all alerts of the system, including motion detection and sound detection.

1. Tap the **Foscam icon**  on your mobile device.
2. Tap  on the live video to view alerts.



## 2.7. Cloud Recording

With cloud recording, camera's alarm video recordings are sent to the cloud for secure storage.


You can access these recordings from anywhere you are using a mobile phone. All recordings are encrypted with the user name and password which you have created, no one else can access.



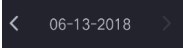
We provide 1 year free cloud storage for the camera. We store a rolling 8 hours of recordings that are created when the camera detects motion or sound. For how to active 8-hour Video History, please refer to [Active / Deactivate 8-hour Video History](#).

You can download recordings and save them to the SD card for long-term storage.



## 2.8. View Recordings in Foscam Cloud

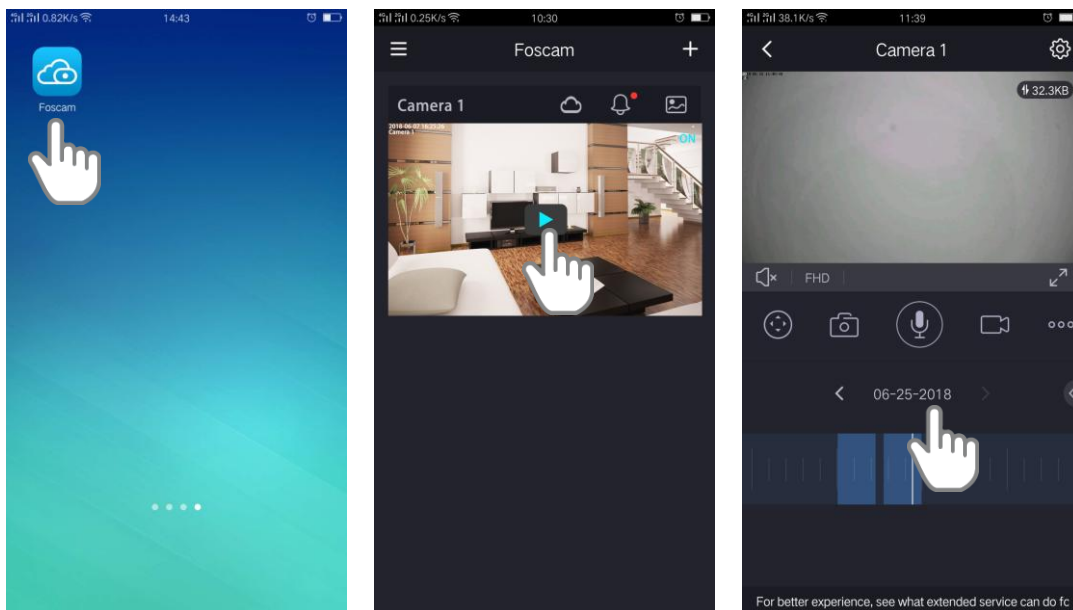
View your video recordings in cloud by tapping **Timeline** .

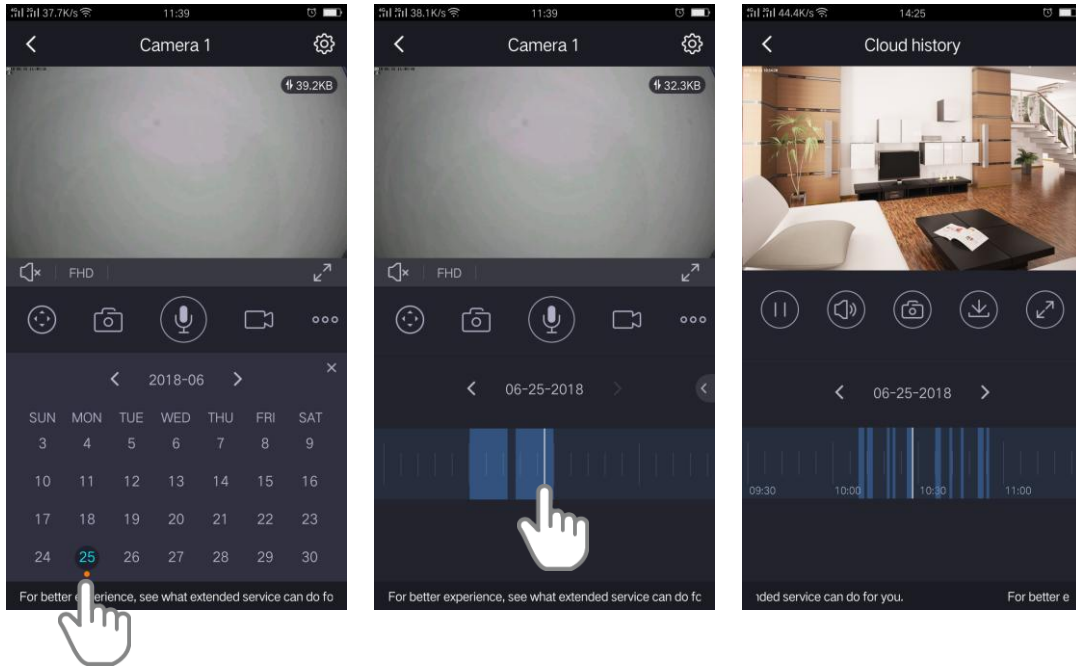
1. Tap the **Foscam** icon  on your mobile device.
2. Tap Live .
3. Tap **Date**  to open the calendar.
4. select a day.

Note:





Days in which a video clip was recorded are indicated with an amber dot, tap a day to view and listen to a recorded video.

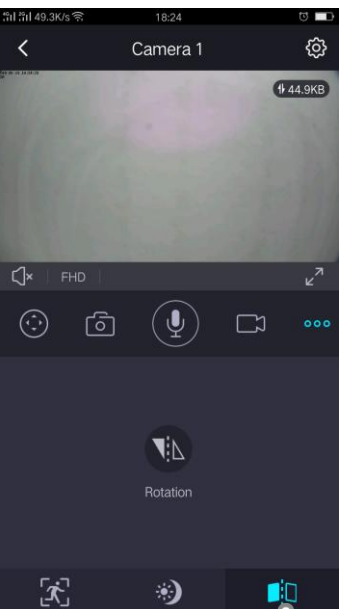
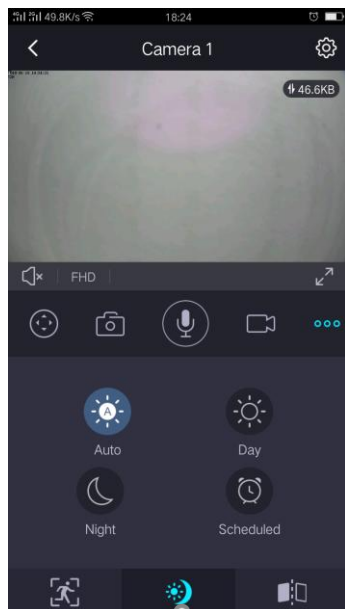
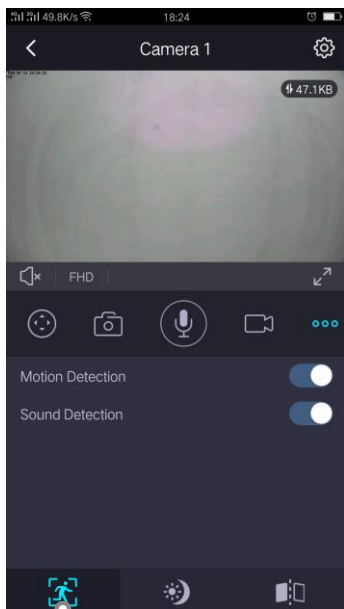
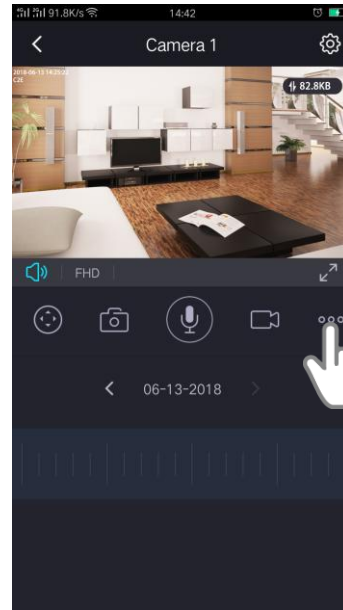
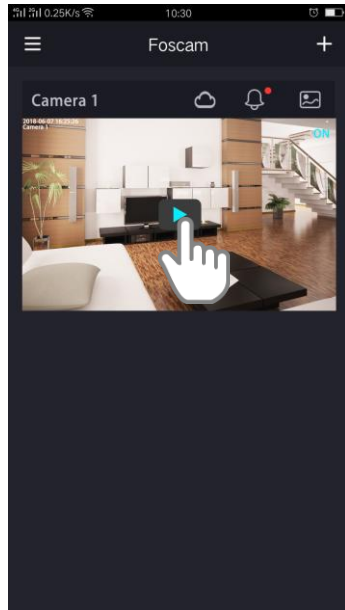
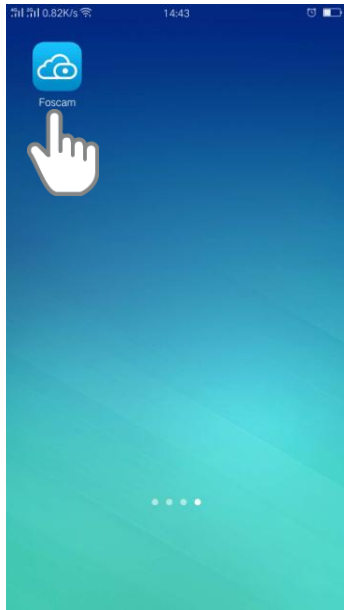
5. tapping the **Timeline**  to select a clip to playback.





## 2.9. More Function







1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **More**  to display more function.
4. As default, Motion Detection and Sound Detection are enable, You can disable the alarm setting. If you need to set the Sensitivity, Trigger Interval and schedule, please refer to [Alarm Setting](#).
5. On this page, you can enable/disable the IR LED, and set the IR auto switch or you can schedule it, please refer to [IR LED Schedule](#).  
**Auot:** 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.
6. You can rotation the image by tapping .

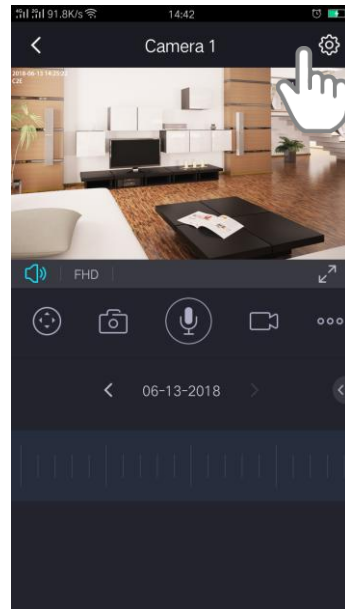
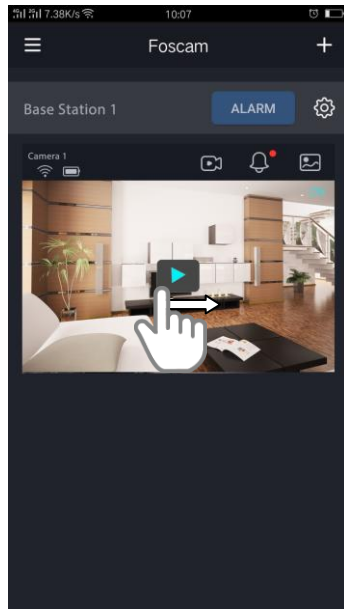
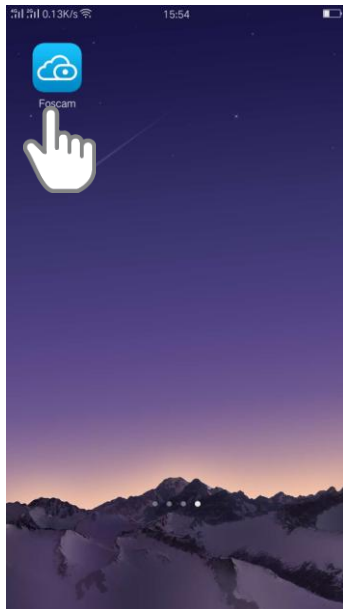


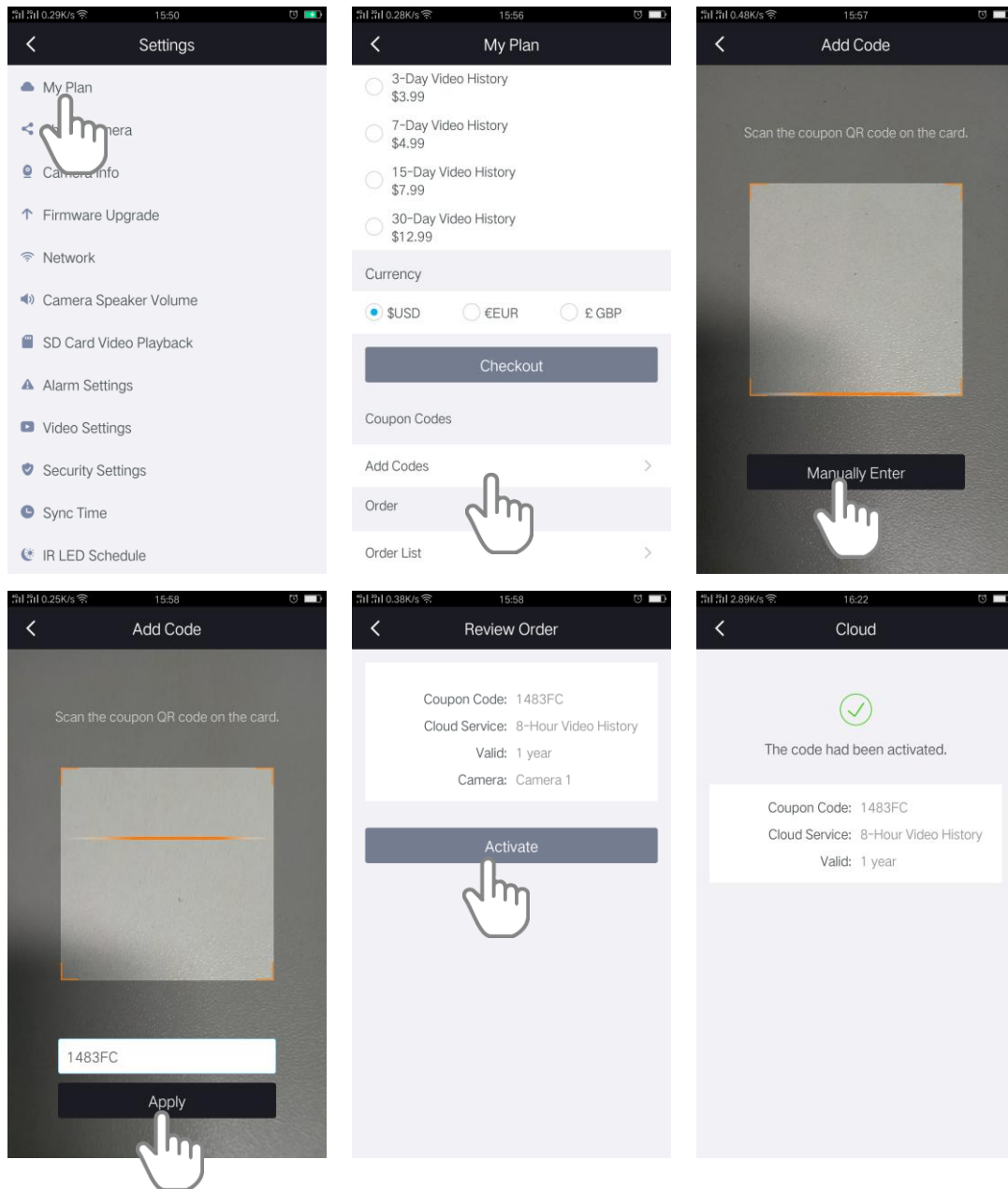
# 3. Device Settings

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## 3.1. Active / Deactivate 8-hour Video History

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live**  > **Camera Settings**  > **My Plan** .
3. Tap **Setting**  > **My Plan**  > **Add Codes** > **Enter Coupon Code** or **Scan the Coupon QR Code** > **Active**, the cameras are active.





We provide 1 year free cloud storage for the camera. We store a rolling 8 hours of recordings that are created when the camera detects motion or sound.

## 3.2. Alarm Setting

### 3.2.1. Motion Detection

when the motion has been detected, the camera will push the message to the smartphone if the Foscam App Notification is allowed to appear on your smartphone. Or you can view the alert messages on [View Alerts](#).

1. Tap the **Foscam** icon  on your mobile device.

2. Tap **Live** .

3. Tap **Camera Settings** .

4. Tap **Alarm Settings**  > **Motion Detection**.

5. Enable/disable Motion detection function.

6. Set the Sensitivity

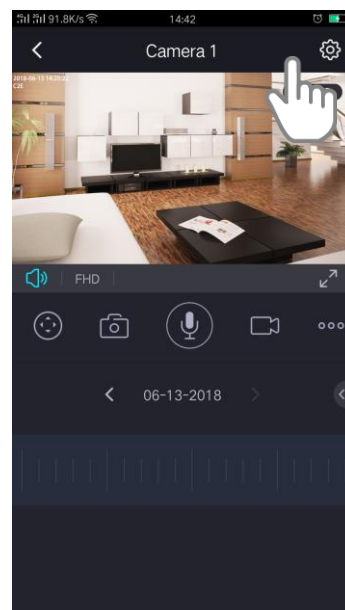
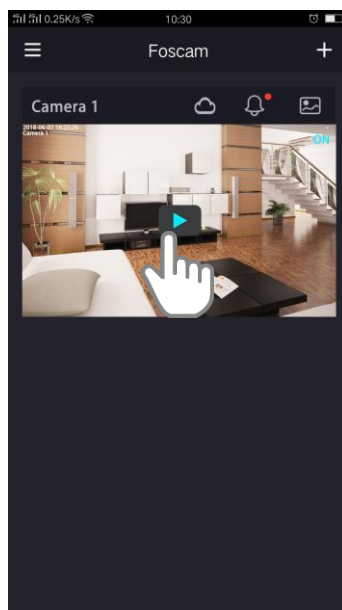
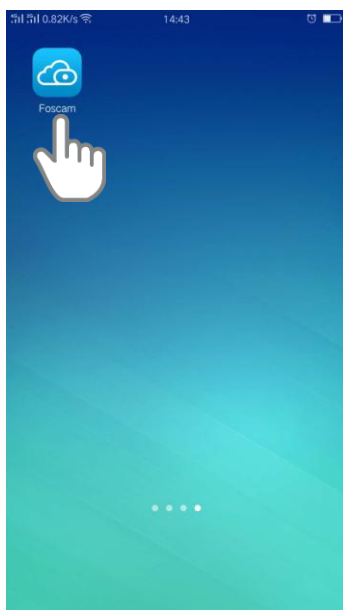
It supports five modes: Lowest, Lower, Low, medium and High. The higher the sensitivity, the camera will be more easily alarmed. Select one motion sensitivity.

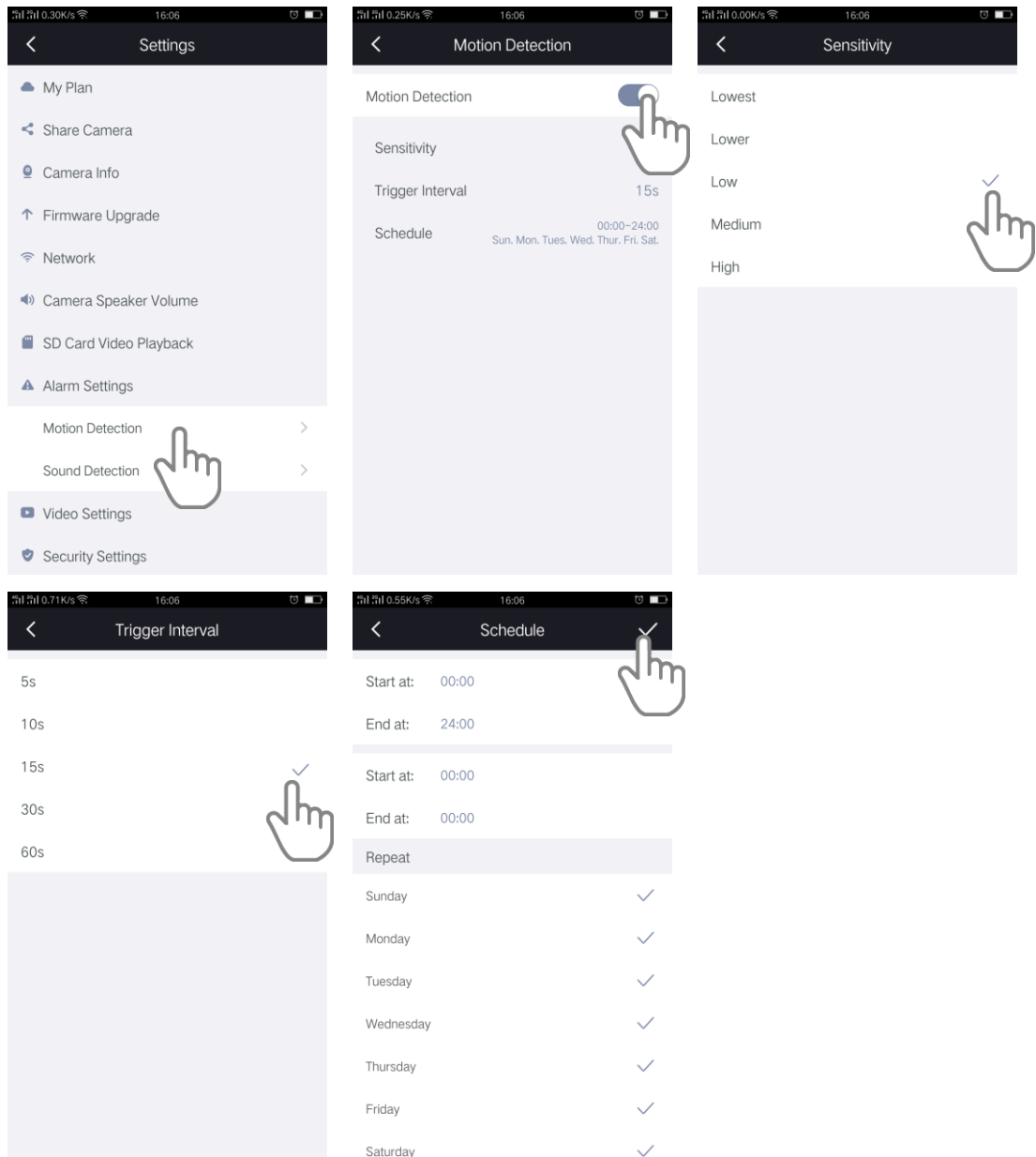
7. Trigger interval

The interval time between two motion detections. Here supports 5s / 10s / 15s / 30s / 60s. Select one interval time.

8. Alarm Schedule




As default, alarm anytime when motion is detected, you can schedule the alarm time by yourself.





### 3.2.2. Sound Detection

When the ambient sound over a certain decibel, the sound alarm will be triggered. when the sound has been detected, the camera will push the message to the smartphone if the Foscam App Notification is allowed to appear on your smartphone. Or you can view the alert messages on [View Alerts](#).

1. Tap the **Foscam**  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Settings** .

4. Tap **Alarm Settings**  > **Sound Detection**.

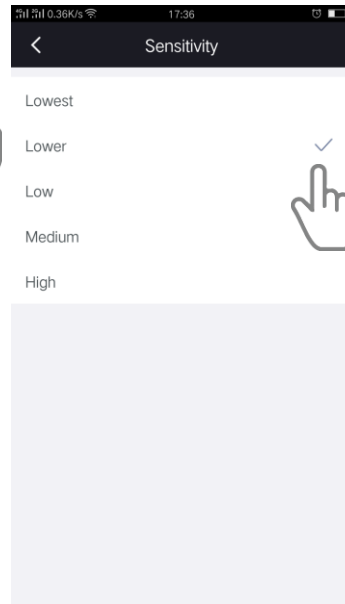
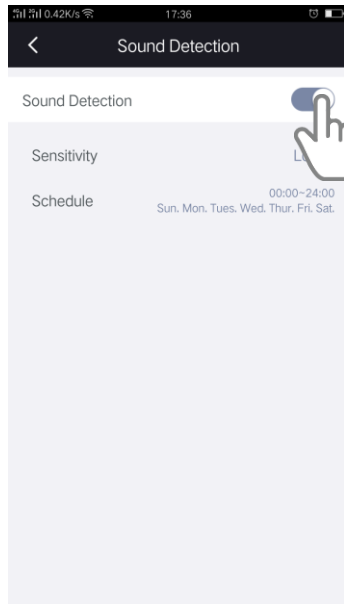
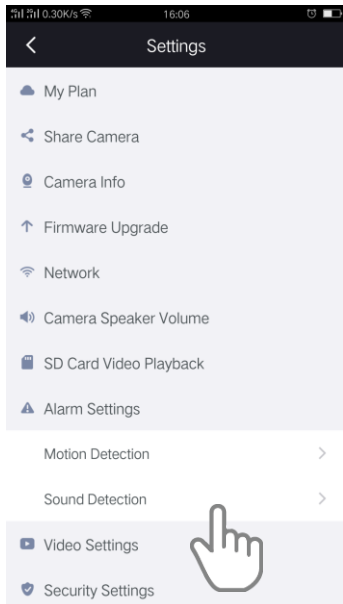
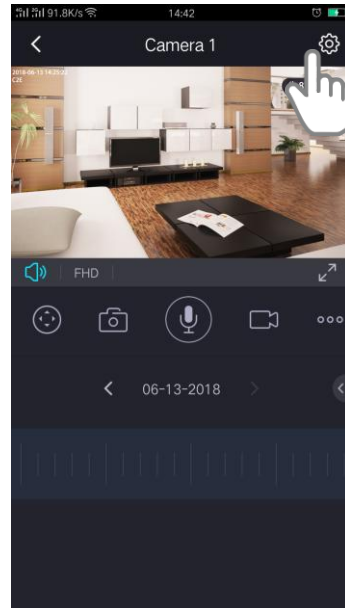
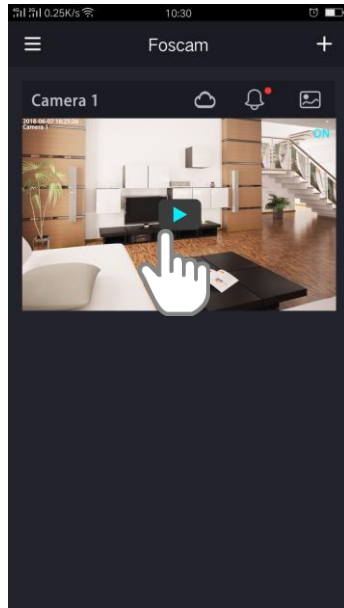
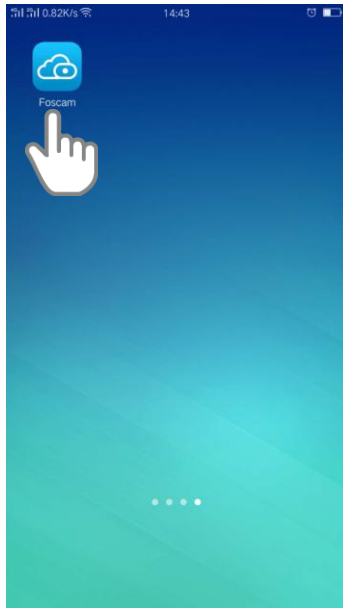
5. Enable/disable Sound detection function.

6. Set the Sensitivity

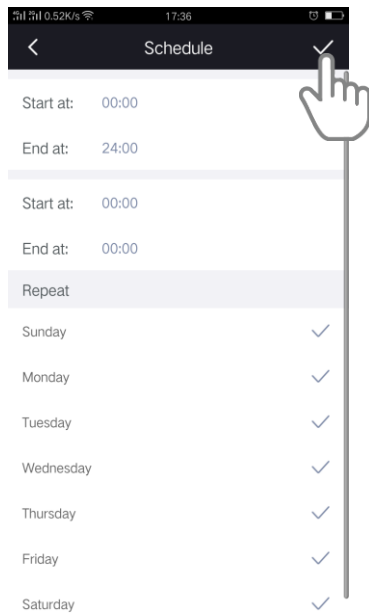
It supports five modes: Lowest, Lower, Low, medium and High. The higher the sensitivity, the camera will be more easily alarmed.

7. Alarm Schedule

As default, alarm anytime when sound is detected, you can schedule the alarm time by yourself.












### 3.3. SD Card Video Playback

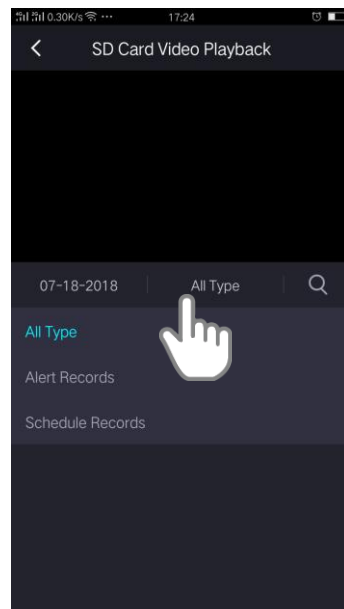
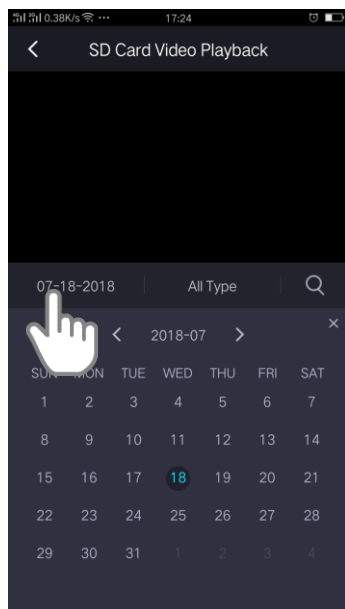
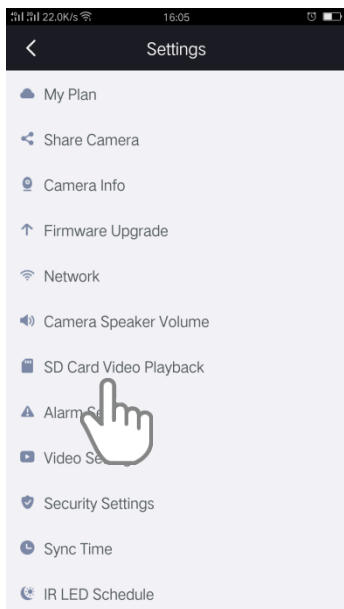
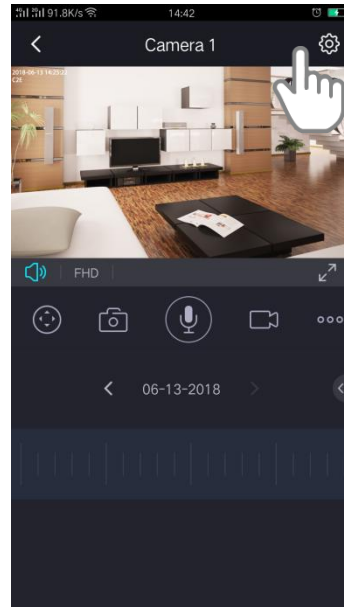
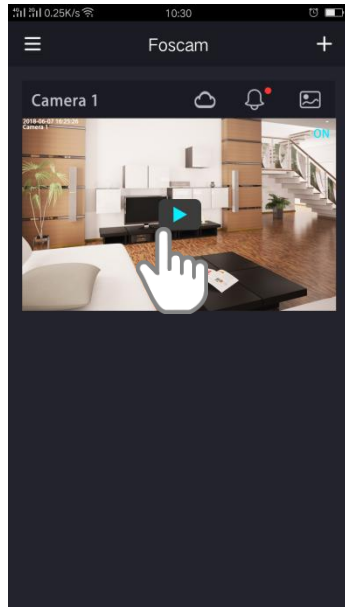
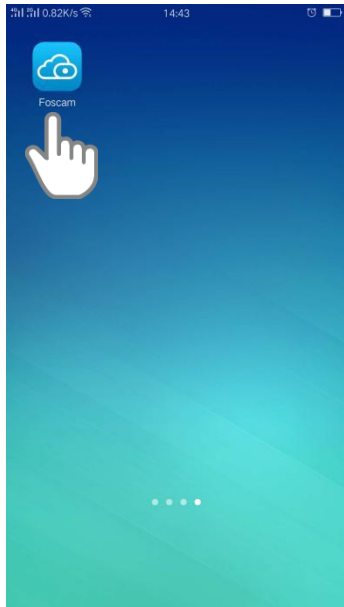
You can view the record files stored in the SD card On this page.

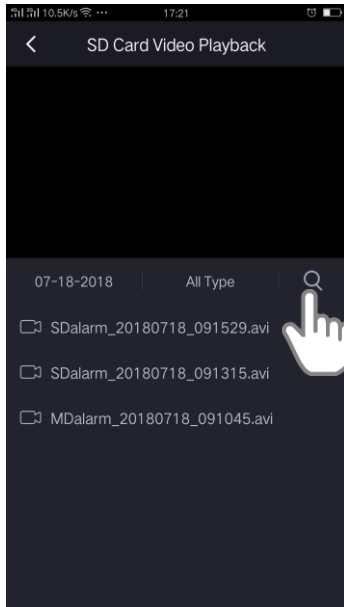
- To search record files

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Settings** .
4. Tap **SD Card Video Playback**  to set the search conditions.
5. Tap **07-18-2018** to select a day

Note: Days in which a video file was recorded are indicated with an amber dot.

6. Tap **All Type** **All Type** to select a recorded video type (Alert Records or Schedule Records).
7. Click the **Search**  button to search all record files which are satisfied the conditions you selected.







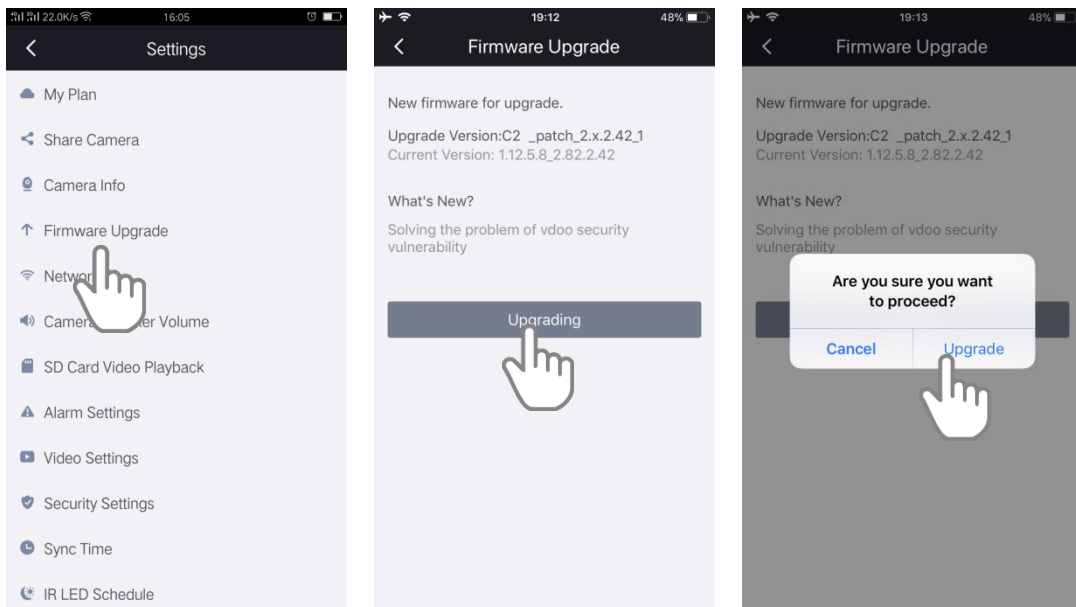
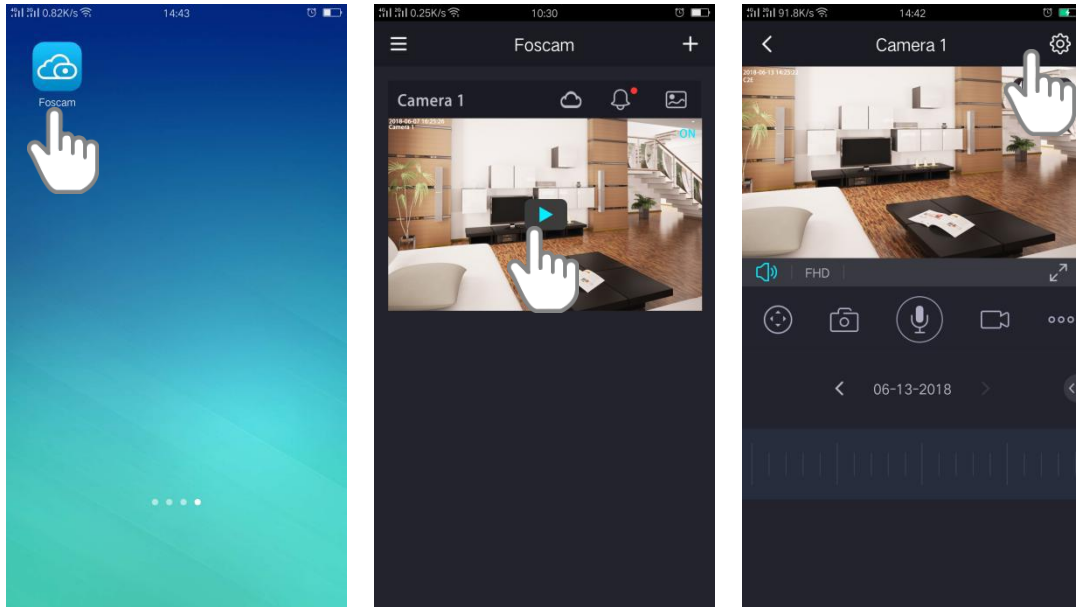


### 3.4. Upgrade Camera Firmware

**Warning:**

**We recommend that you regularly update your camera to the latest available firmware version to help ensure the best experience for your camera.**

1. Tap the **Foscam**  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Settings** .
4. Tap **Firmware Upgrade** .
5. Tap **Upgrading**.
6. Tap **Upgrade**, after a moment It will upgrade the firmware automatically if the firmware of camera is not the latest.









**Important:** Please make sure the camera is powered on, and do not move it while it is updating and installing firmware.

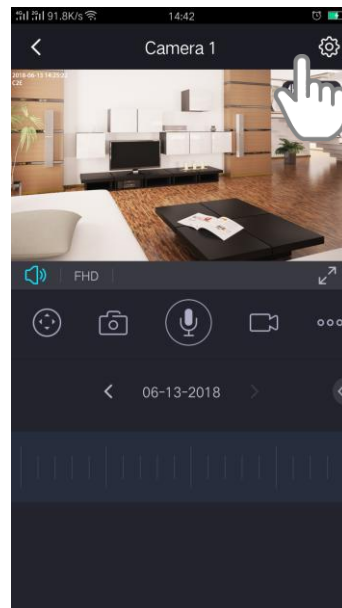
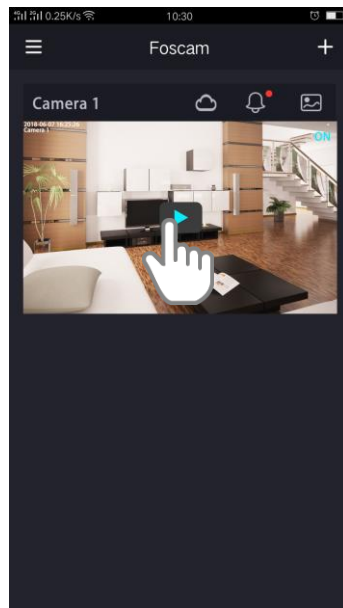
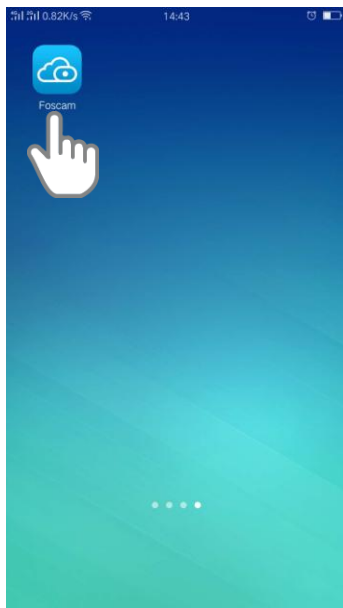
### 3.5. Share Your Camera

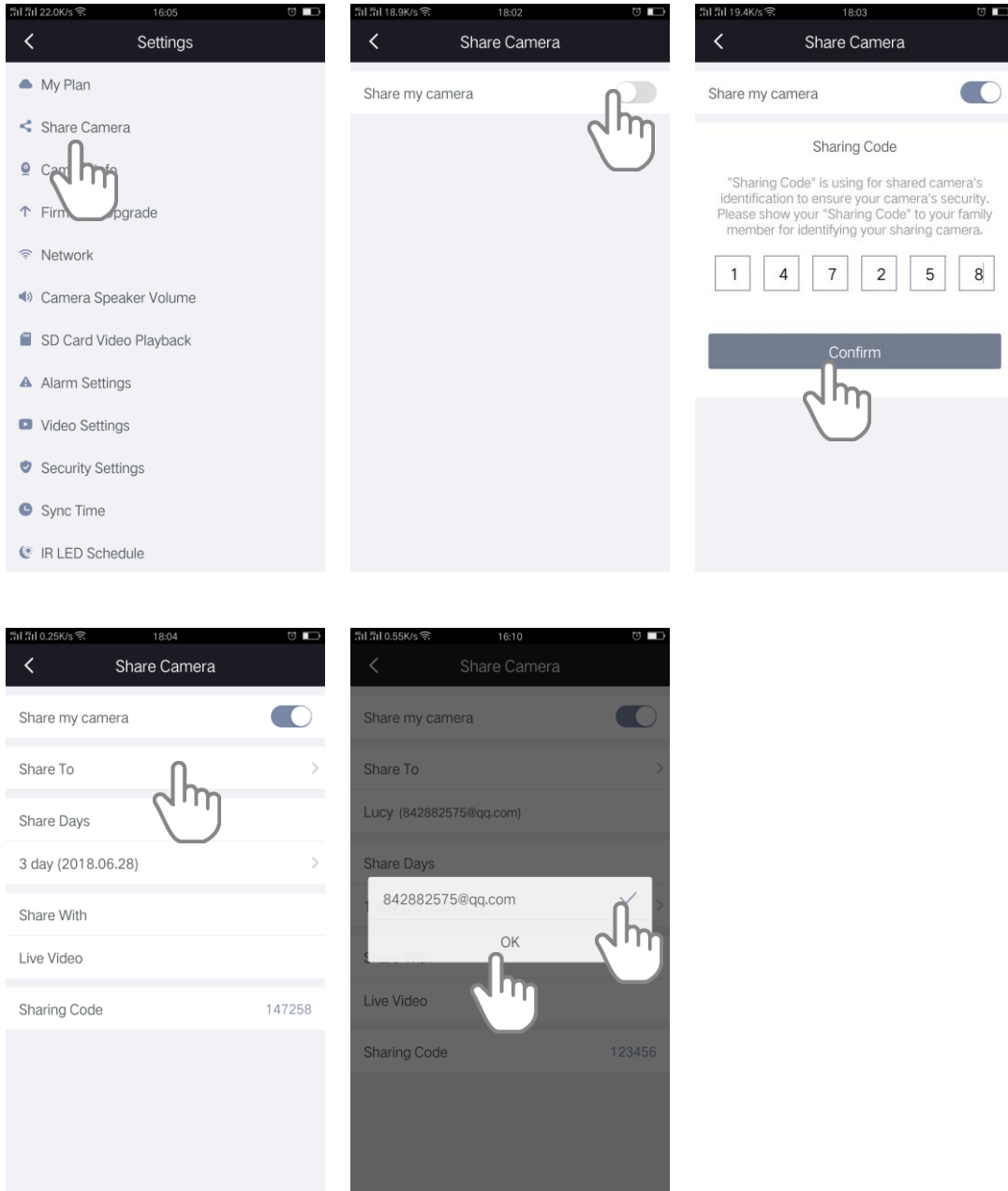
For the security, Foscam App is only allow you to share the camera to your family member who own Foscam account, and your family member can not .

Import: Before sharing your camera, please make sure your family member is added to your Foscam account.





Note:

- You can view your family member by clicking **Sidebar**  > **(App) Settings**  > **Foscam Account**  > **My Family**.
- For how to add your family member, please refer to [Foscam Account Foscam Account > My Family](#).
  1. Tap the **Foscam** icon  on your mobile device.
  2. Tap **Live** .
  3. Tap **Camera Settings** .
  4. Tap **Share Camera**.
  5. Enable the **Share my Camera**.
  6. Input the Sharing Code.
  7. Select **Share Days**.
  8. Tap **Share To** and select a family member (for example [942882586@sina.com](mailto:942882586@sina.com)), and tap **OK**.

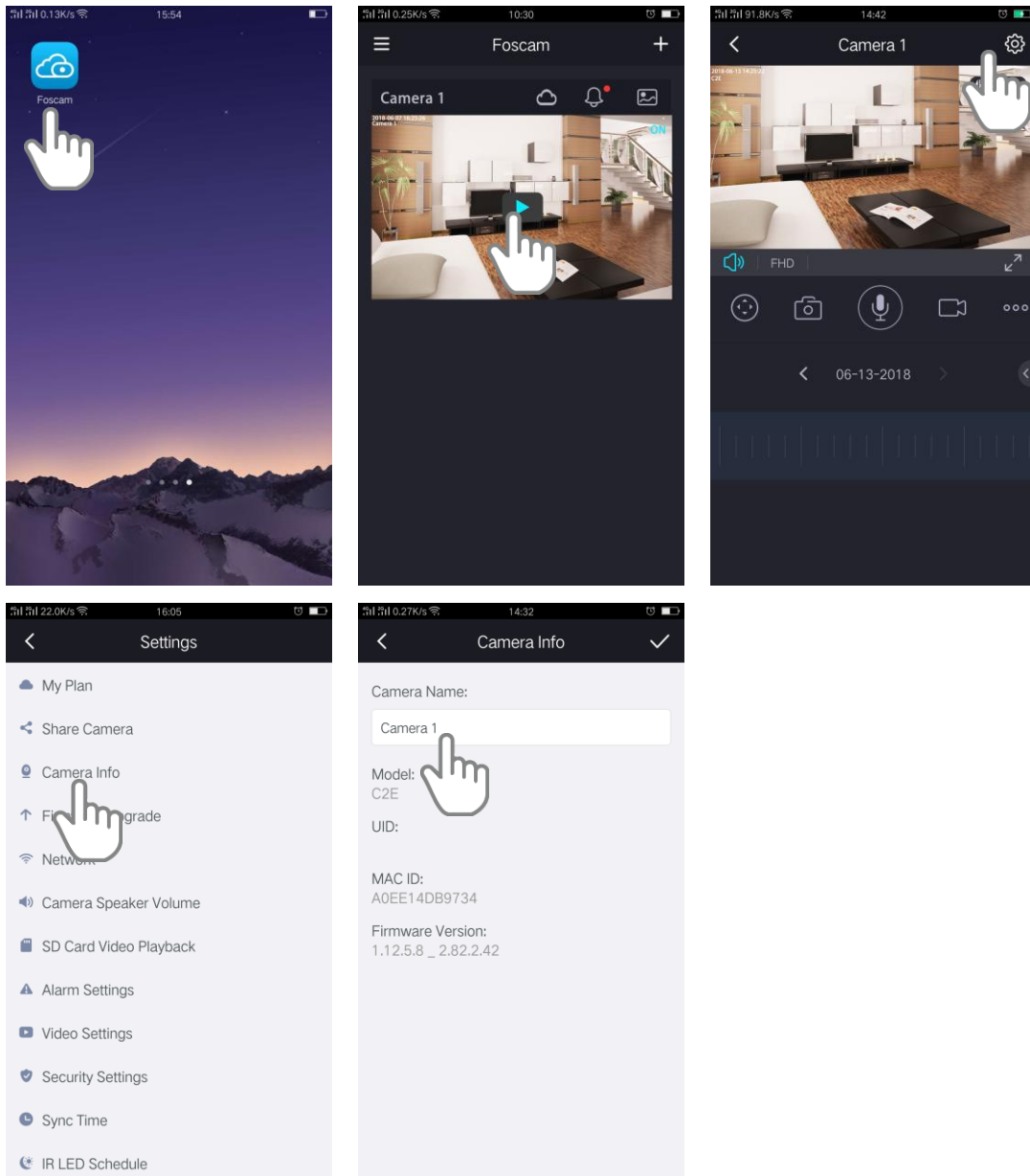




### 3.6. View / Rename Your Camera

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .
4. Tap **Camera Info** .




5. You can view or enter a new name for the camera.




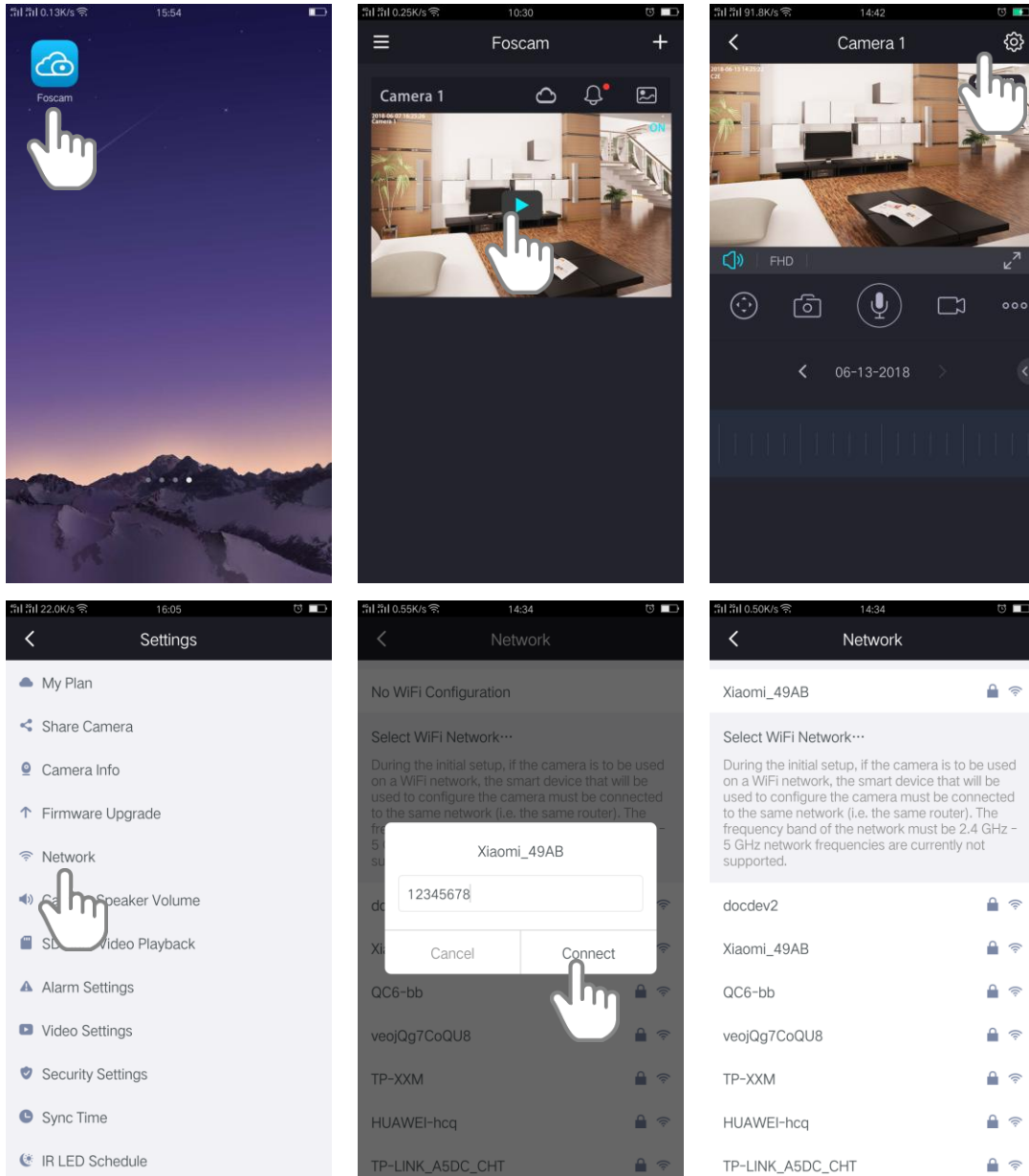
The new name will be displayed in the app.

### 3.7. Network

When the camera is offline, you can reconnect the network.




1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .

4. Tap **Network**  to reconnect the network.
5. Select a WiFi and input the password, then tap **Connect**.




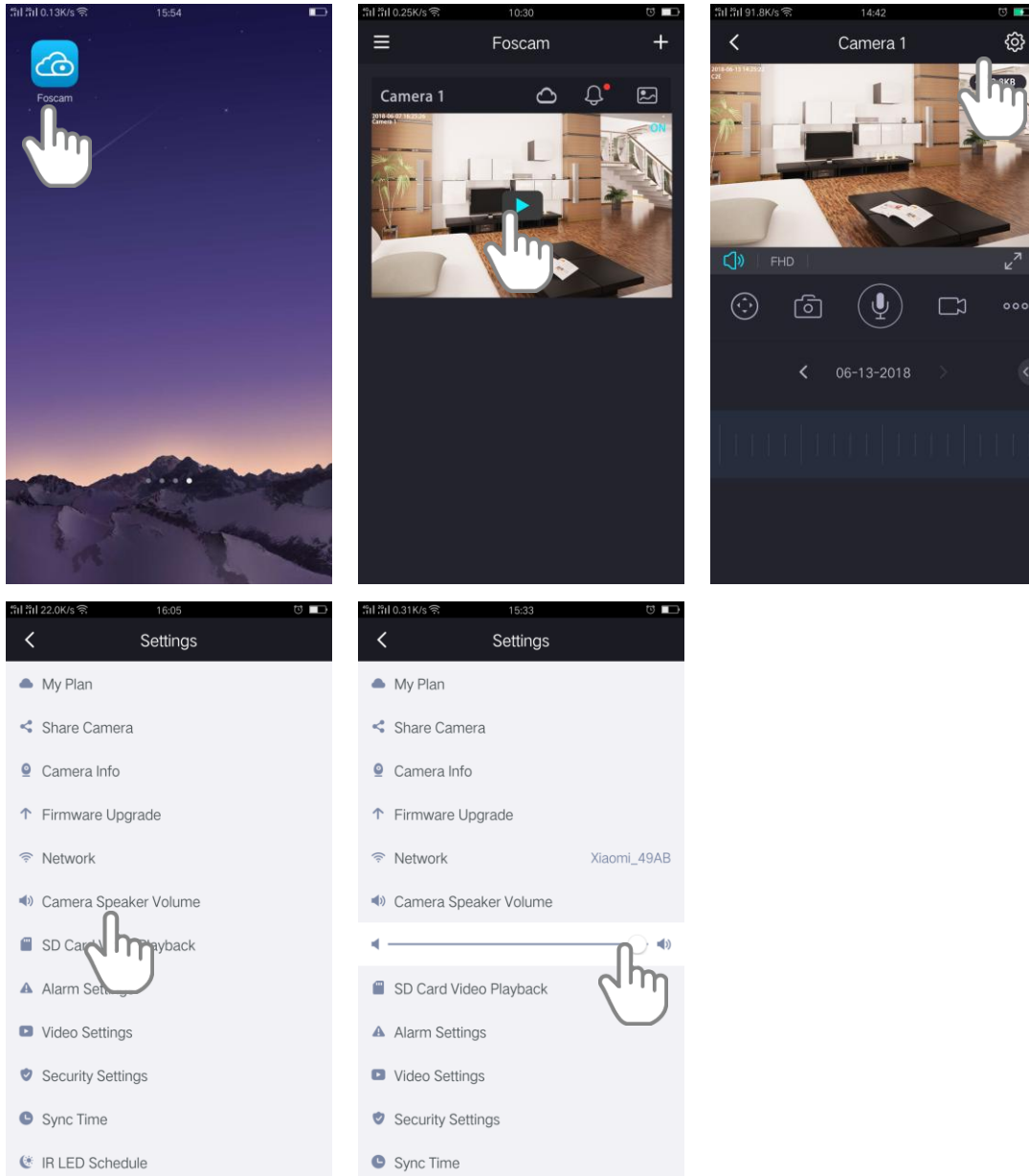
### 3.8. Change Speaker Volume

You can control the volume on your camera settings.

1. Tap the **Foscam** icon  on your mobile device.
2. Tap Live .
3. Tap Camera **Setting** .



4. Tap **Camera Speaker Volume**  ..
5. To change the speaker volume, move the **Speaker Volume** slider.



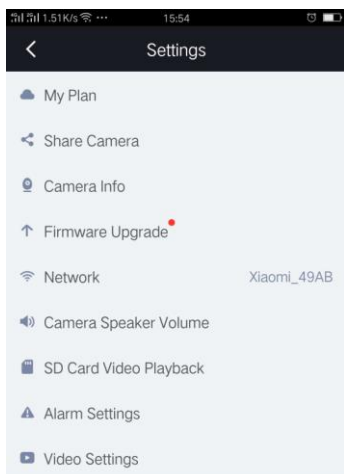
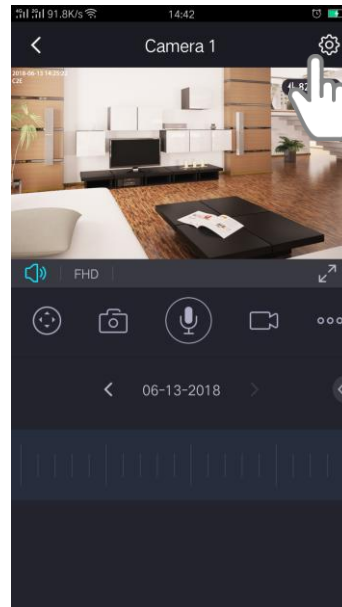
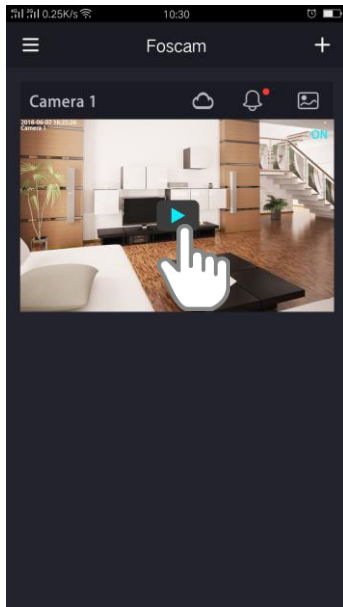
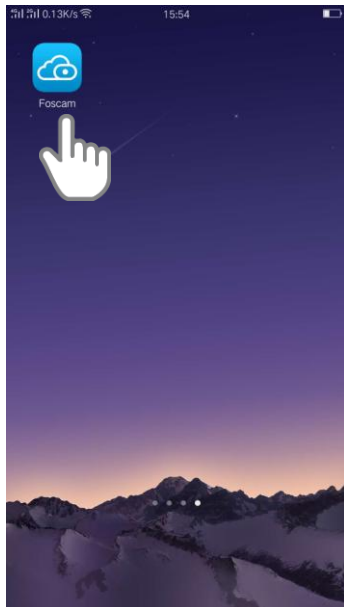
Your settings are saved.

### 3.9. Video Settings

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .

3. Tap **Camera Setting** 

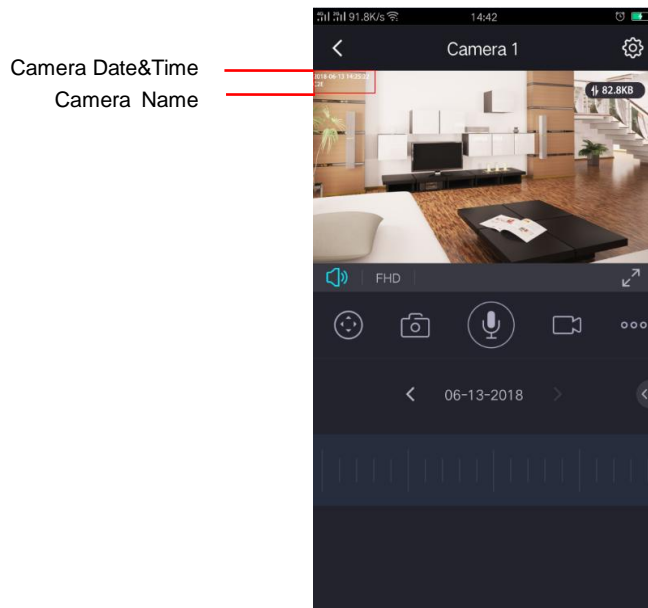
4. Tap **Video Settings** 



- Show Time Overlay
- Show Camera Name Overlay
- Network Auto-Adaptability

**Show Time Overlay:** The date&time of the system will be shown on the upper left corner of the video when it is ON; the date&time of the system will not be shown when it is OFF.

**Show Camera Name Overlay:** The camera name will be shown on the upper left corner of the video when it is ON; the camera name will not be shown when it is OFF.







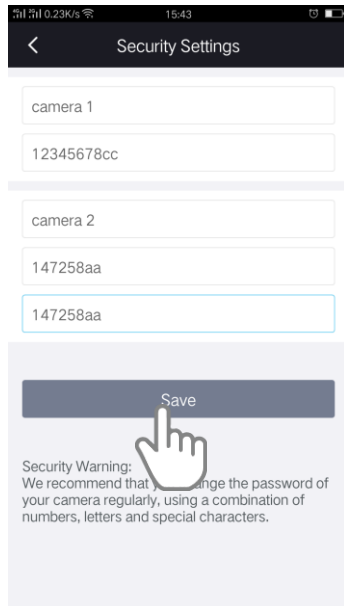
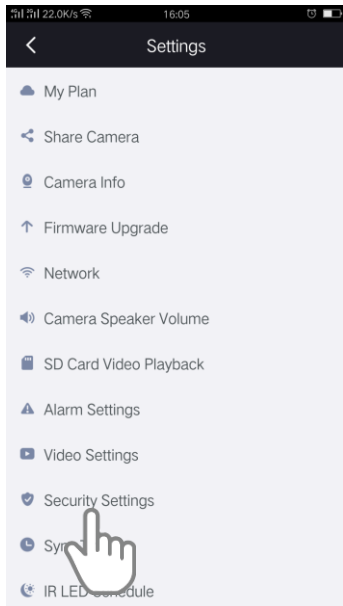
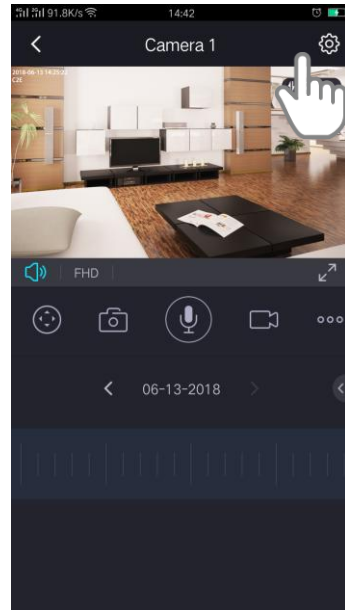
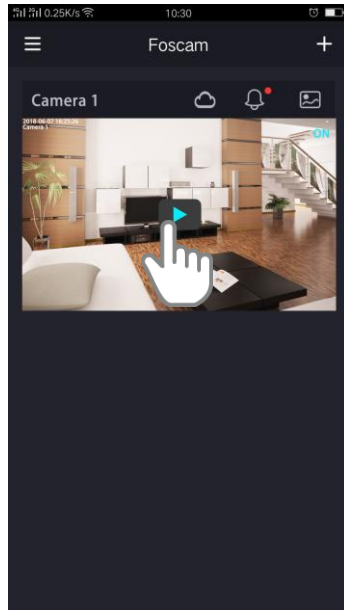
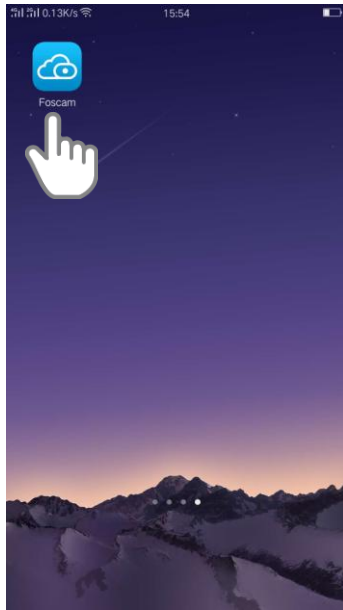
**Network Auto-Adaptability:** It is OFF as default setting. The camera will change the real-time rate to adapt different network conditions when it is ON, and It can supply better preview experience.

## 3.10. Security Settings





### Security Warning:

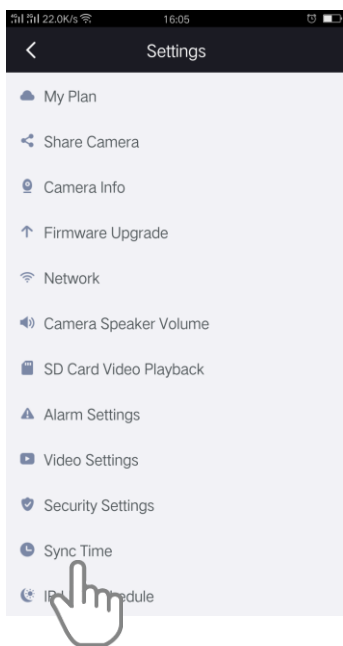
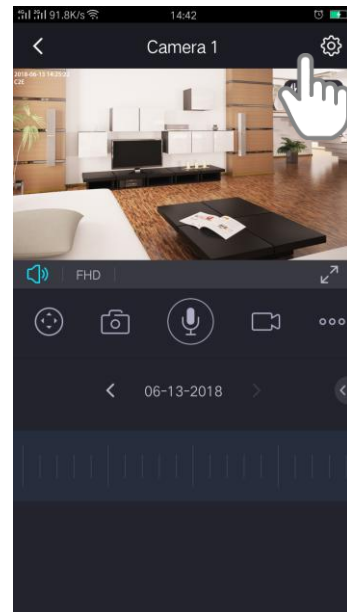
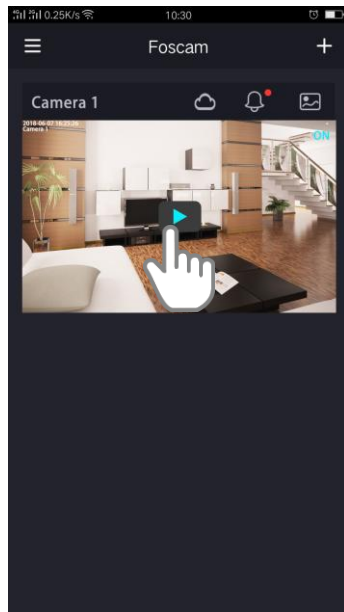
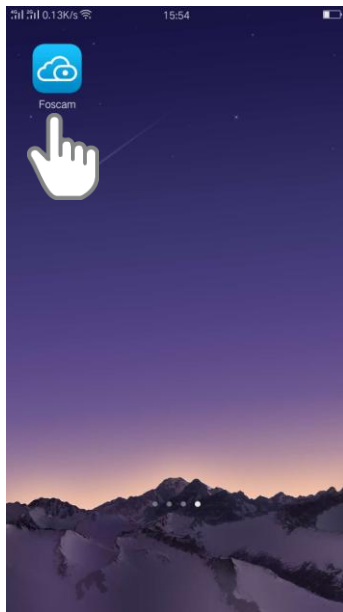
We recommend that you change the password of your camera regularly, using a combination of numbers, letters and special characters.

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .
4. Tap **Security Settings** .
5. Input the camera name and password, and tap **Save** to save it.





### 3.11. Sync Time

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .
4. Tap **Sync Time** .







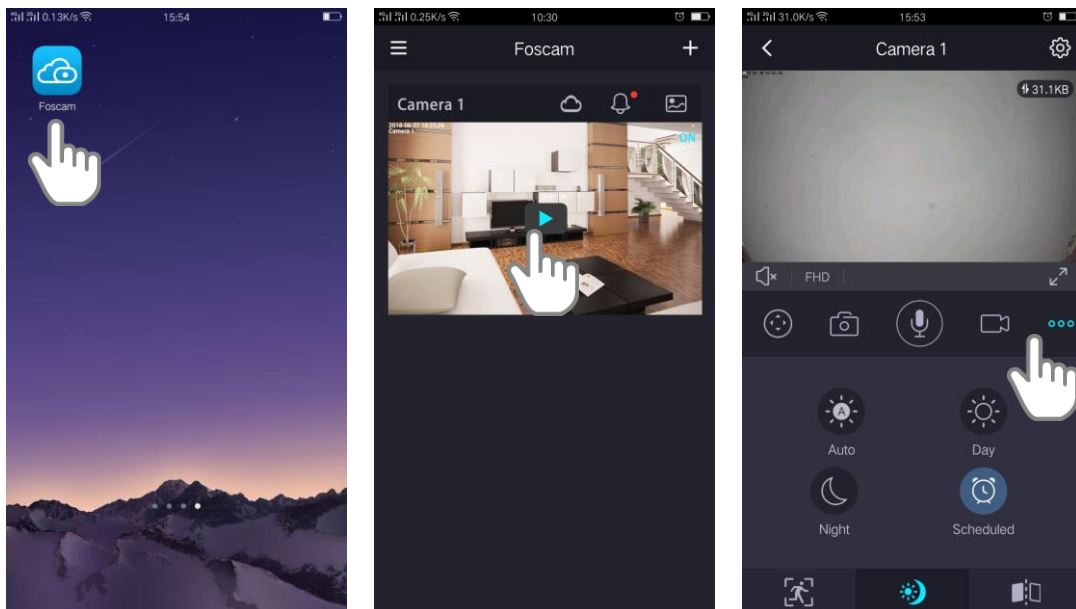
The camera time will be synced with the smart device time.

## 3.12. IR LED Schedule





If the IR LED  is in **Scheduled**  mode, you can manage IR LED based on a schedule.

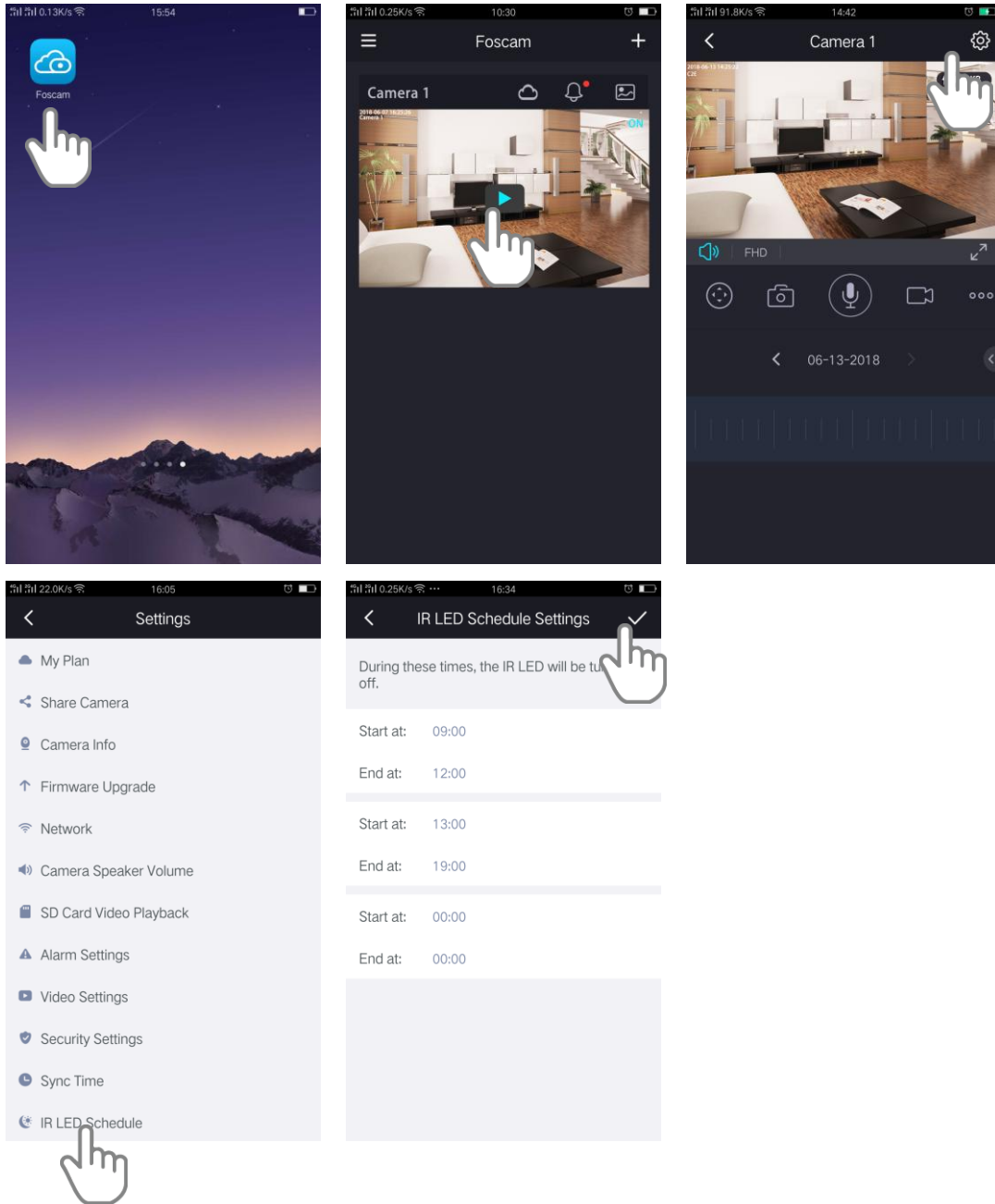
### ● Set the IR LED in Scheduled mode

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Click **More**  > **Scheduled** .



### ● Set the IR LED Schedule

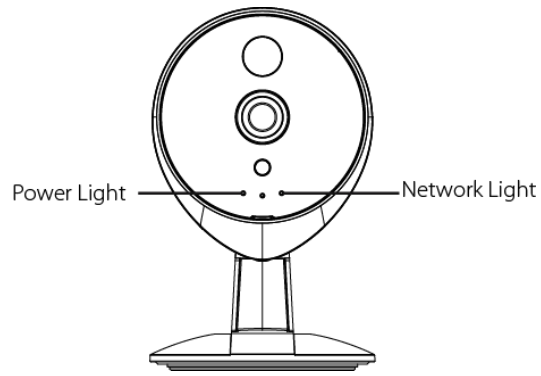
1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .
4. Tap **IR LED Schedule** .
5. Set the schedule .







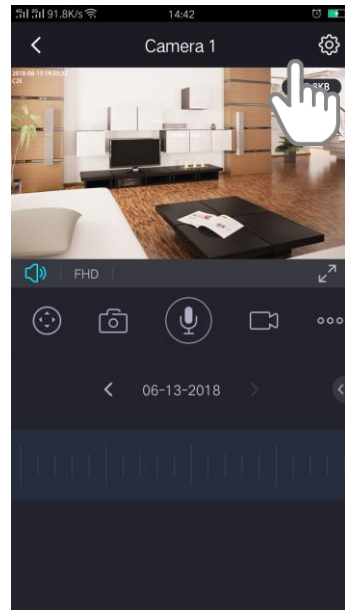
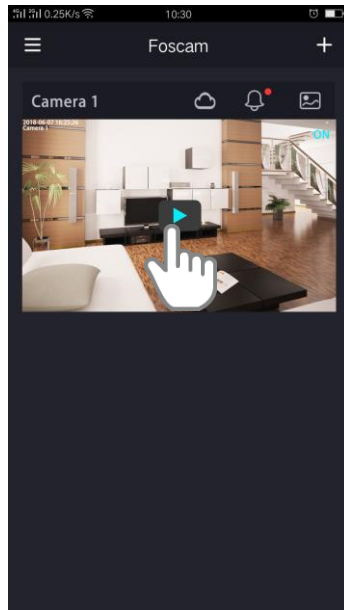
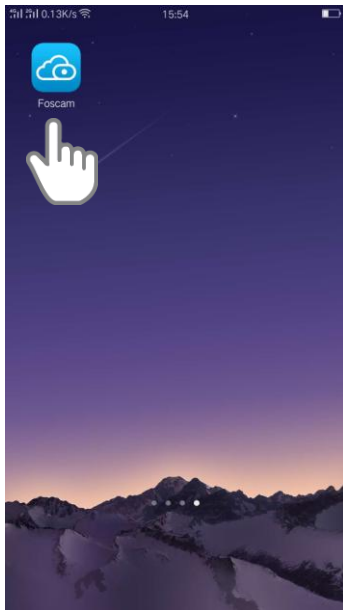
Note: During above times, the IR LED will be turned off; out of these time, night vision is enabled, the camera automatically turns on infrared (IR) LEDs to record in low light conditions.

### 3.13. Turn On / Off the Status LED

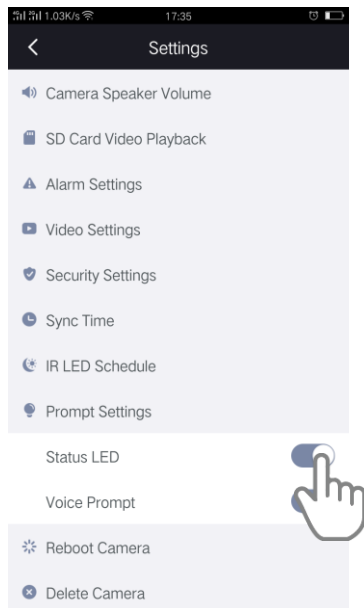
The LEDs on the camera light in different colors. You can turn off these LED.



1. Tap the **Foscam**  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .
4. Tap **Prompt Settings** , then tap the button on the right side of **Status LED** to turn on / off the camera LED.



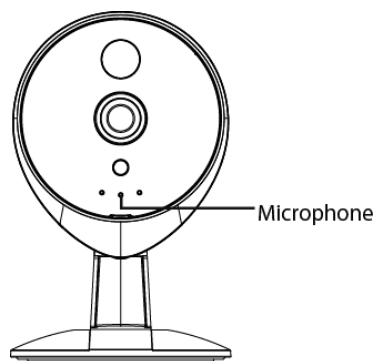








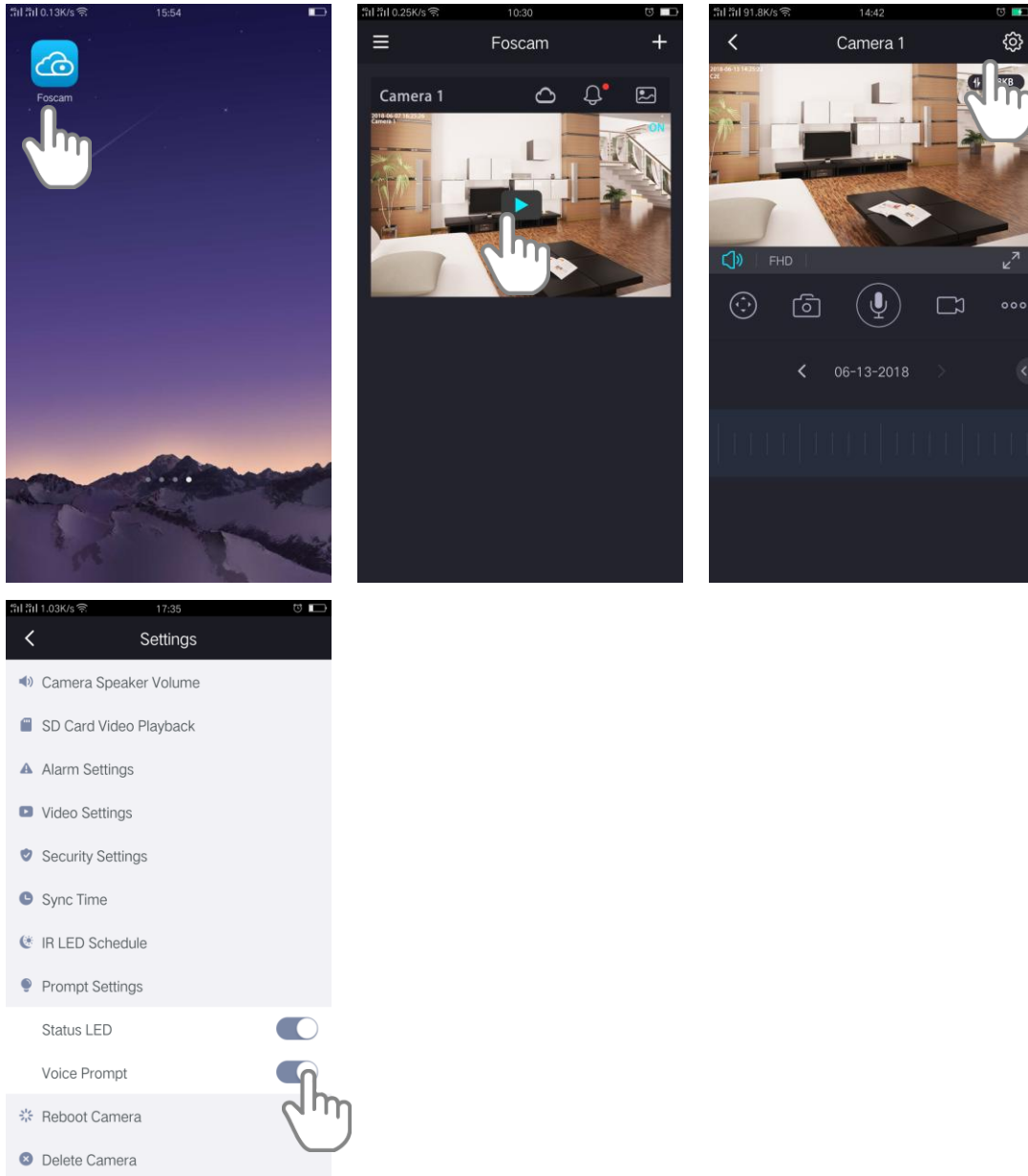
Your settings are saved.

### 3.14. Turn On / Off the Voice Prompt

The voice prompt is ON by default. You can turn off the voice prompt.







1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .
4. Tap **Prompt Settings** , then tap the button on the right side of **Voice Prompt** to turn on / off the voice prompt.

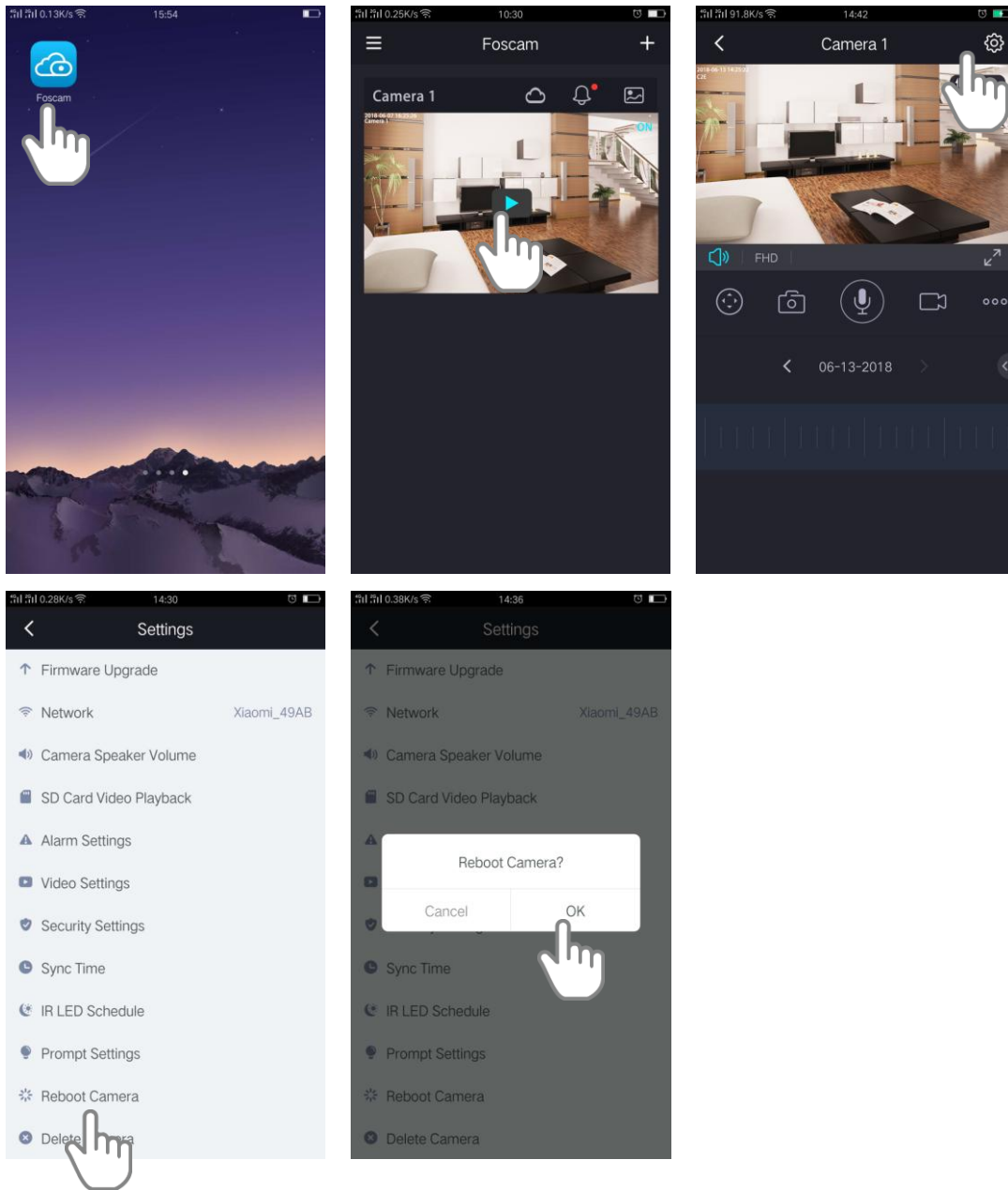


Your settings are saved.



### 3.15. Reboot Camera



1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .
3. Tap **Camera Setting** .

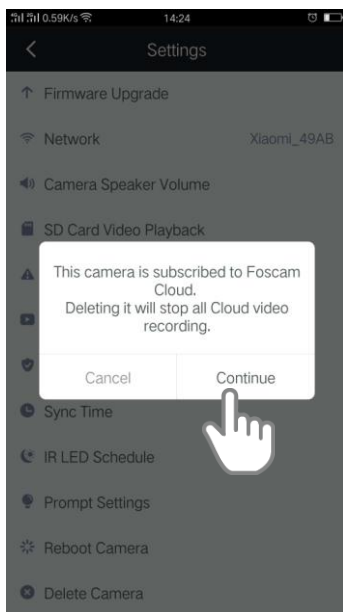
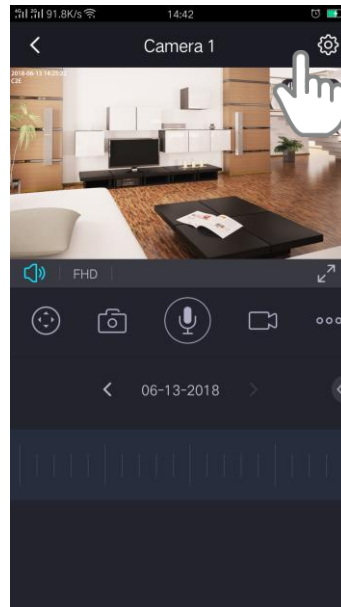
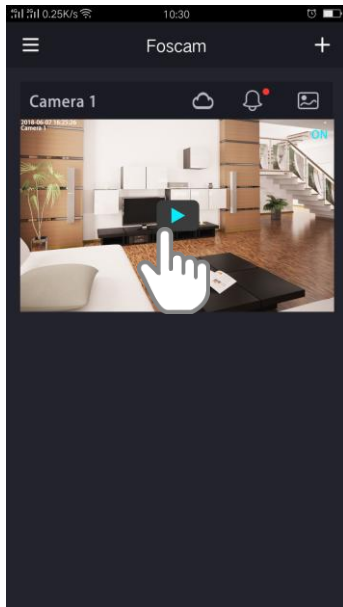
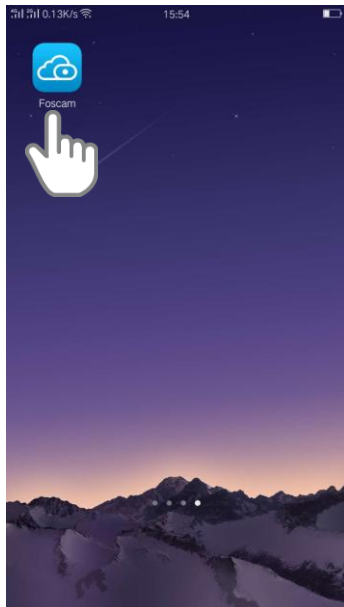
4. Tap **Reboot Camera** .
5. Tap **OK** to reboot the camera.



### 3.16. Delete Camera

1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Live** .

3. Tap **Camera Setting** .
4. Tap **Delete Camera** .
5. Tap **Continue** to delete the camera.



### 3.17. Forgotten Camera User Name & Password?

To reset the camera user name and password, you had better unplug the network cable firstly. After that, press and hold down the **RESET BUTTON** about 10 seconds. Releasing

the reset button, the password will turn to the factory default.

Default administrator username / password: **admin with blank password**





# 4. App Settings

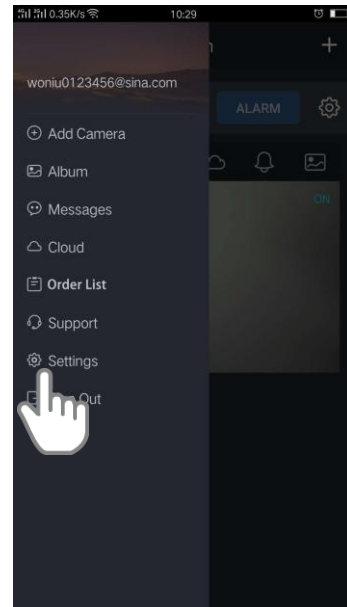
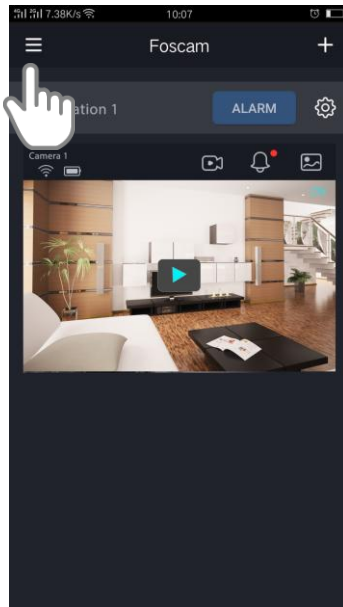
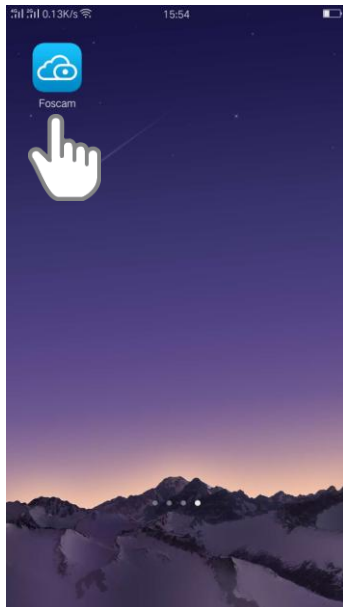
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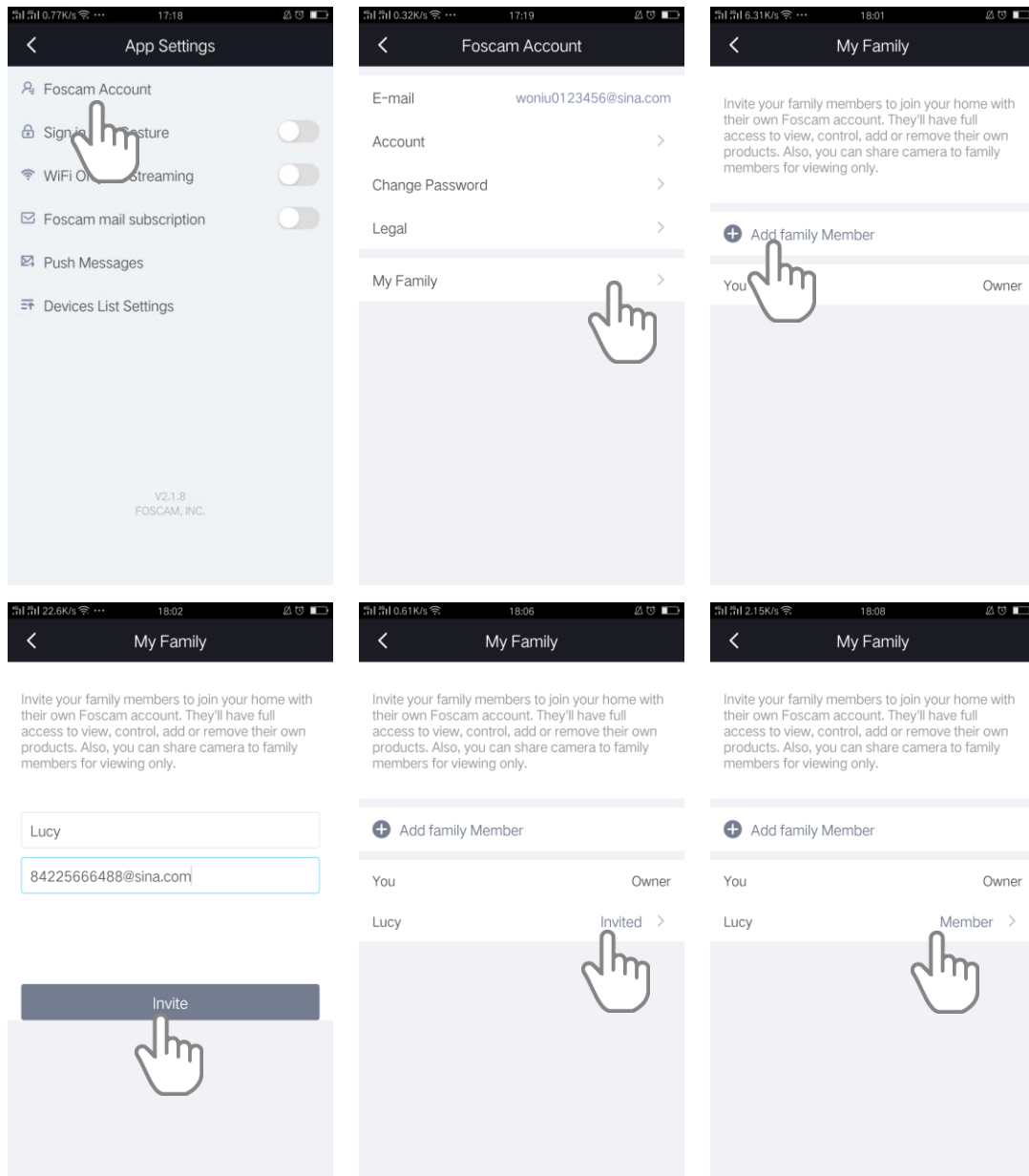
## 4.1. Foscam Account

You can give a name to your account or change the password, and also you can share the camera to your family member.

- **Add Your Family**




1. Tap the Foscam icon  on your mobile device.
2. Tap **Sidebar** .
3. Tap **(App) Settings** .
4. Tap **Foscam Account** .
5. Tap **My Family**.
6. Tap **Add family Member**.
7. Type in family member's name and Email address.
8. The family member is invited.
9. When the family member accepts your invitation, the **Invited** will be **Member**.



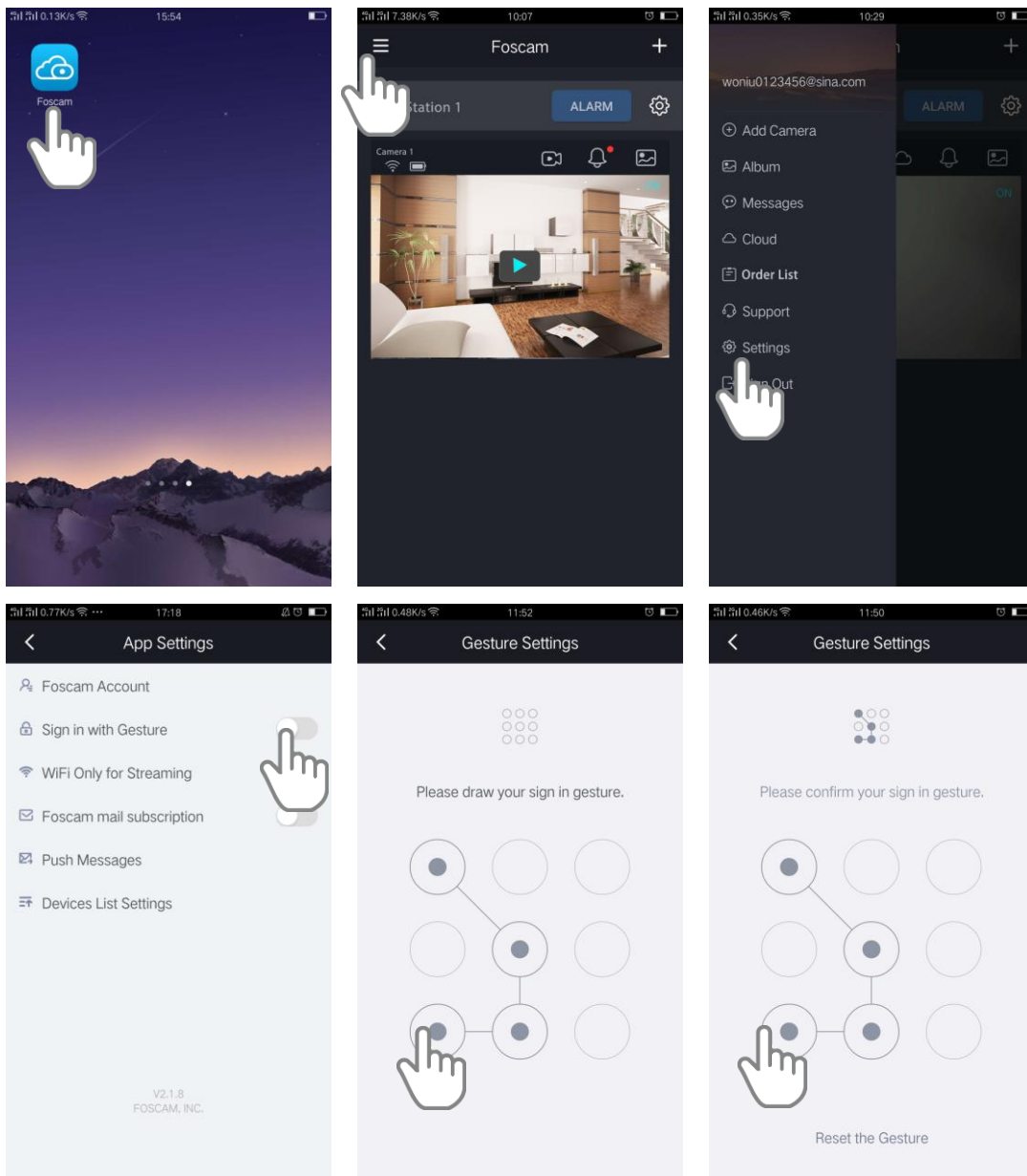


## 4.2. Sign in with Gesture





When a sign in gesture is set, you can sign in with the gesture.

1. Tap the Foscam icon  on your mobile device.
2. Tap **Sidebar** .
3. Tap **(App) Settings** .
4. Tap **Sign in with Gesture**.
5. Draw your sign in gesture.

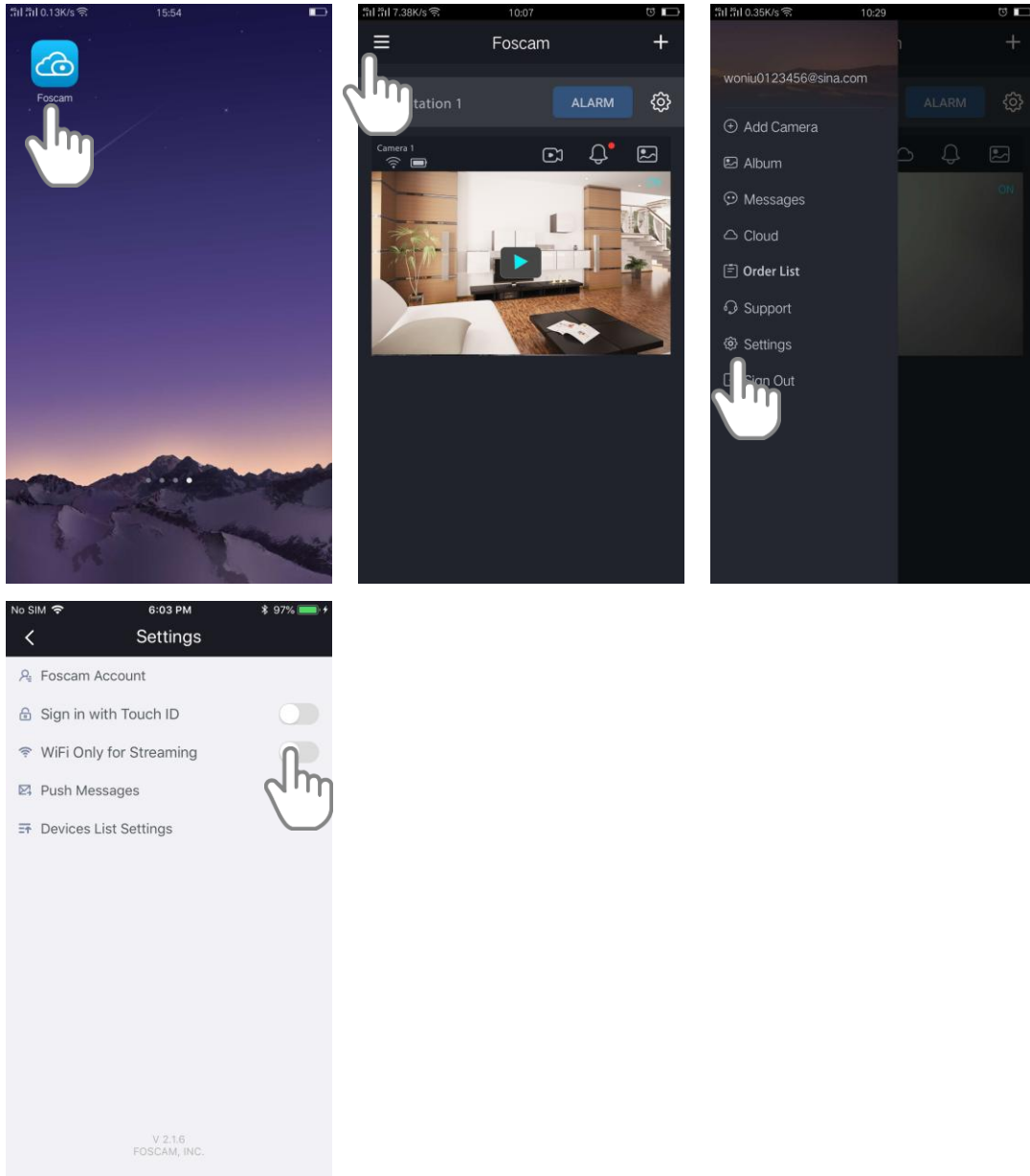
6. Redraw your sign in gesture to confirm it.



### 4.3. View the Live Video Only in WiFi Environment




1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Sidebar** .
3. Tap **(App) Settings** .
4. Tap the **WiFi Only for Streaming**  button to enable the setting.





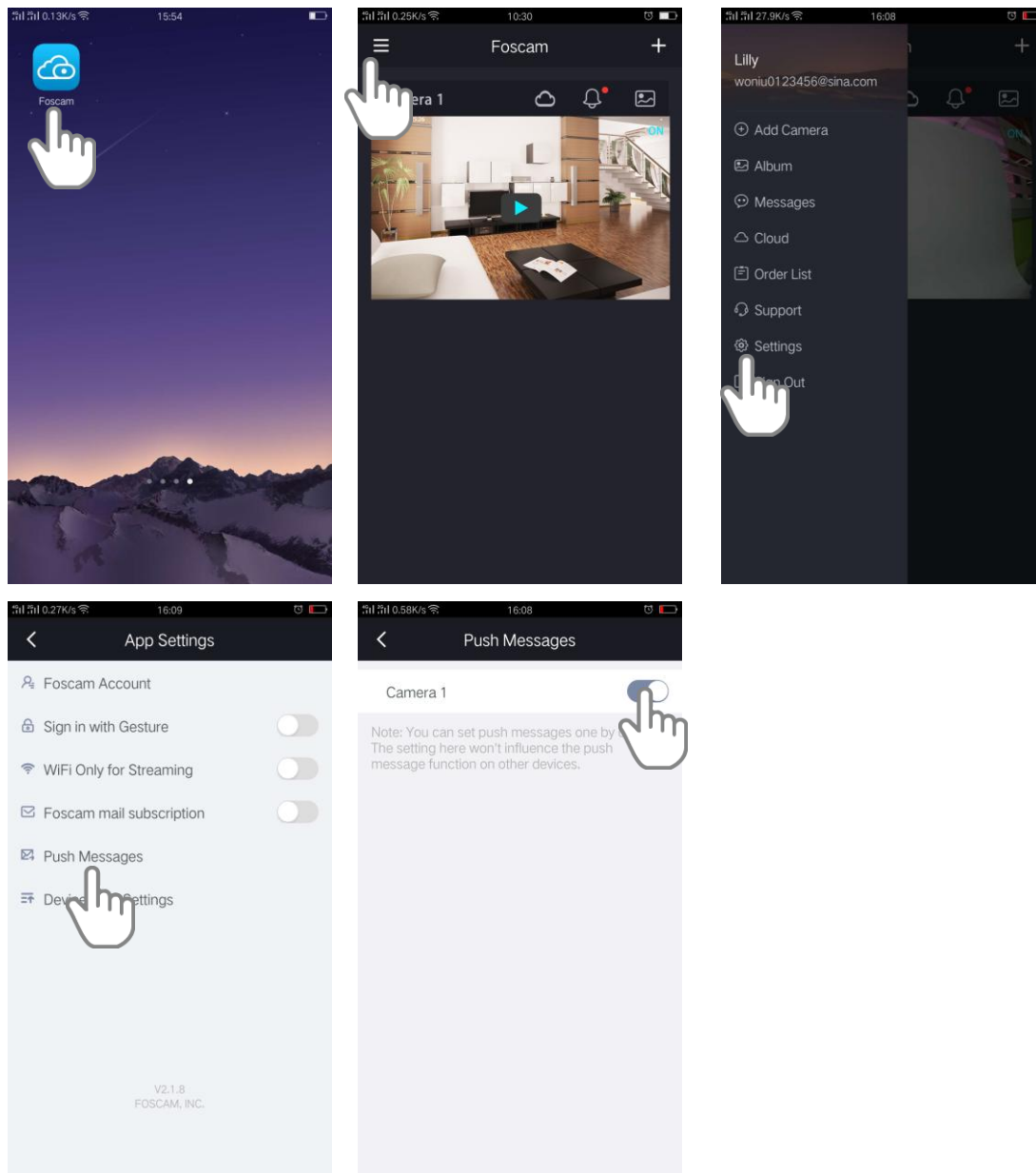
## 4.4. Push Messages

When a trigger is detected, App will send you a message if the **Push Messages** of the camera is **ON**.



1. Tap the Foscam icon  on your mobile device.
2. Tap **Sidebar** .
3. Tap **(App) Settings** .

4. Tap **Push Messages** .

5. Enable the **Push Messages** function on camera 1.



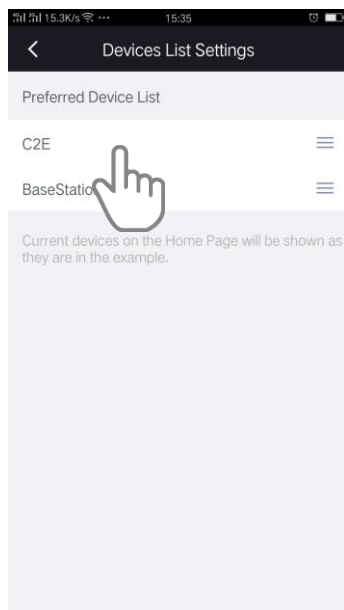
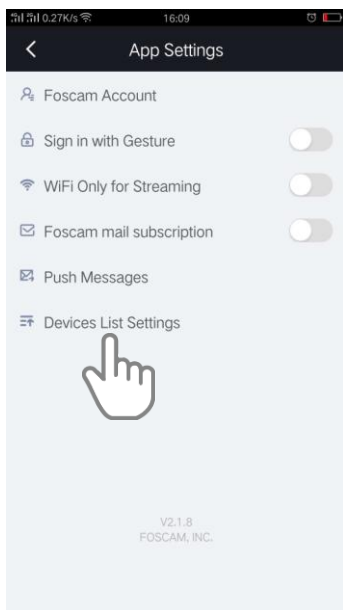
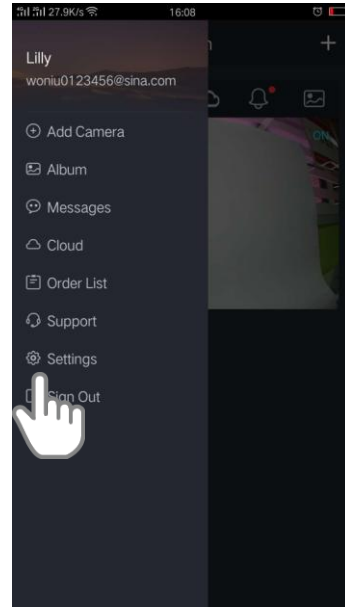
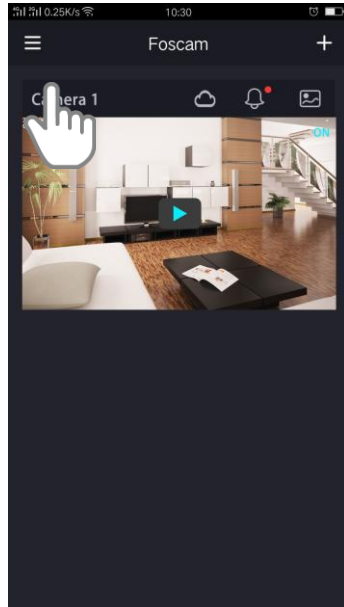
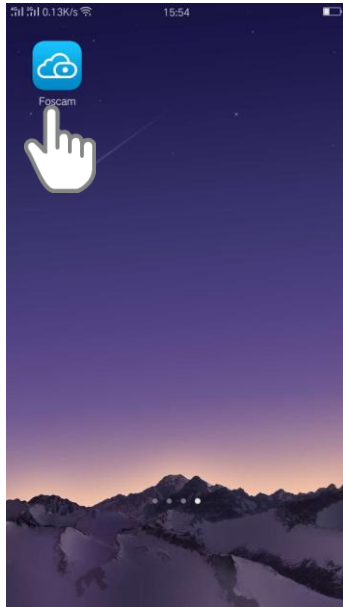
## 4.5. Devices List Settings

1. Tap the Foscam icon  on your mobile device.
2. Tap **Sidebar** .

3. Tap **(App) Settings** .

4. Tap **Devices List Settings** .




5. Hold and drag a camera to the correct position on the list.

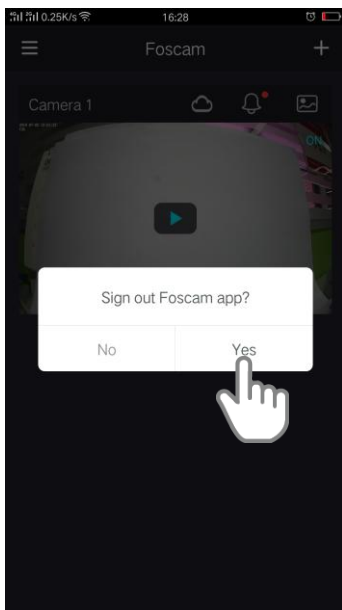
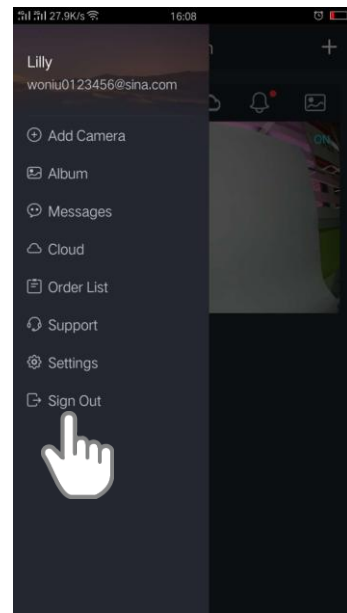
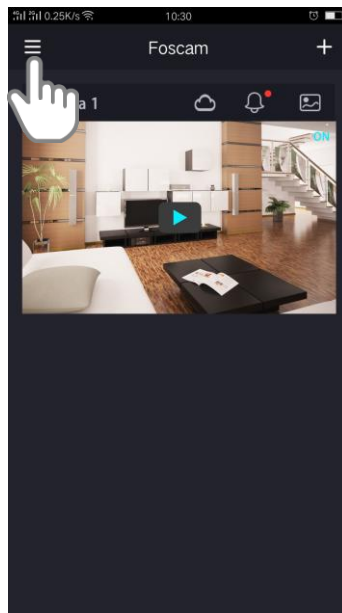
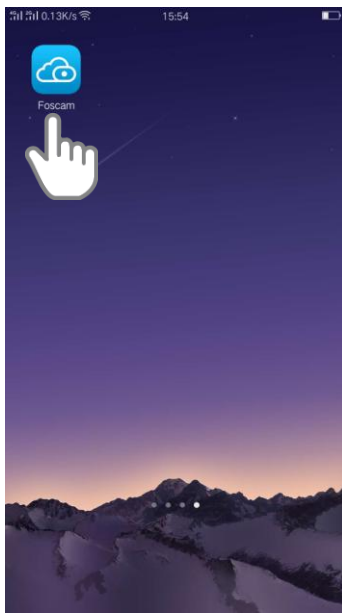


Your settings are saved.

## 5. Sign Out

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1. Tap the **Foscam** icon  on your mobile device.
2. Tap **Sidebar** .
3. Tap **Sign Out** .
4. Tap the **Yes** to sign out the App.



# 6. Appendix

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## 6.1. CE & FCC

### Electromagnetic Compatibility (EMC)

#### FCC Statement



This device complies with FCC Rules PART 15C of the FCC Rules. Operation is subject to the following two conditions.

- This device may not cause harmful interference, and 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 A 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 (7.9in) 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.

## 6.2. WARRANTY

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, software, 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.

- Write your RMA number and the return reason (the problem of the product) on the warranty card along with the complete package to send them back.

### **Replacement Services**

- **If customers ask for replacement service, please contact point-of-purchase and follow their policy.**
- Our technicians will inspect all items returned for replacement requests. If the returned product is found in working order, we will return the same item received. However customers shall be responsible for all shipping & handling charges incurred for getting the units back to customers.
- If returned products are found defective, we will replace the product and assume the shipping cost for sending back the replacement unit to customers.
- If for any reason, we are unable to provide a replacement of the original returned item(s). You will have a choice for a "Substitute" item at the same equal value.
- We do not provide exchange and replacement due to normal hardware upgrade according the market after 14 days after the product is delivered.
- Our technicians will test the product before send out the replacement, any other demand for more than two times replacement for the same product during replacement limit will be rejected.
- **Replaced products are warranted from the balance of the former warranty period.**

### **Warranty Forfeiture**

- Warranty is void if purchase from unauthorized distributor or reseller.
- **Warranty is void if trade-mark, serial tags, product stickers have been removed, altered or tampered with.**
- Warranty is void for mishandling, improper use, or defacing the product.
- **Abuse firmware upgrade without the authorized technician's guidance.**
- Warranty is void for physical damage, altered, either internally or externally, improper or inadequate packaging when returned for RMA purposes.
- Warranty is void if damage has resulted from accident, dismantle, abuse, or service or modification by someone other than the appointed vendor, source, fission or the spare part has been over the period of warranty.
- Warranty is void if product is damaged due to improper working environment or operation. (For example, improper temperature, humidity, unusual physical or electrical stress or interference, failure or fluctuation of electrical power, static electricity, using wrong power adapter, etc.)
- Warranty is void if damaged by the use of parts not manufactured or sold by FOSCAM.
- Damage caused by improper installation of third-party products.
- Warranty is void if damaged for irresistible cause, such as earthquake, fire, lightning, flood, etc.
- Product beyond limited warranty.

### **Shipping Fee**

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

### **Repair Service Out Of Warranty**

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

### **Limitation of Liability**

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

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## 6.3. Statement

We advise that you take steps to safeguard your privacy. This includes keeping personal account information private, changing your account and equipment password periodically, and upgrading firmware whenever updates are available.

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

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

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

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

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

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

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

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

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

## 7. Obtaining Technical Support

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While we hope your experience with the IP camera is enjoyable and easy to use, you may experience some issues or have questions that this User Manual has not answered.

If you experience any issues with your FOSCAM devices, please first contact the FOSCAM reseller for assistance. If our reseller cannot provide service, please contact our service department: [support@foscam.com](mailto:support@foscam.com).

1. Tap the **Foscam** icon  on your mobile device.

The Devices page displays.

2. Tap **Sidebar**  > **Support**  > **Foscsam FAQ**.

