

# User Manual

Model: FI9820W

## Indoor HD Pan/Tilt Wireless IP Camera

**NIGHT VISION & REMOTE PAN / TILT ROTATE/  
TWO WAY AUDIO**



Black



White

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# 1 WELCOME

FOSCAM FI9820W is an integrated wireless IP Camera with a color CMOS sensor enabling viewing resolution 1280\*720. 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.

With flexible 300-degree pan and 120-degree tilt, FI9820W gives users more comprehensive control over a monitored site. The FI9820W supports 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 Explore. Therefore the management and maintenance of your device is simplified by using the network to achieve the remote configuration, start-up and to upgrade the firmware.

The camera is designed for indoor surveillance applications such as retail stores, offices or banks. Controlling the IPCAM and managing images are simplified by using the provided web interface across the network utilizing wireless connectivity.

## 1.1 Features

- ◆ Adopts high performance and powerful media processor ,single SOC ship ,built-in (ARM + DSP) and high speed video protocol processor
- ◆ Standard H.264 video compression algorithm to satisfy the transmission of high definition video in narrow bandwidth network
- ◆ Network self-adapting function: adjust stream and encoding frame rate automatically according to network bandwidth
- ◆ 720P HD Network Camera
- ◆ Infrared lamp night vision lighting, 24 hours a day and night monitoring, IR-CUT switch
- ◆ Supports SD memory card storage

- ◆ Supports IE/Firefox/Google/Safari browser or any other standard browsers
- ◆ Pan 300 degree, tilt 120 degree
- ◆ Supports mobile watch
- ◆ Supports dual-stream
- ◆ Supports RTSP port number
- ◆ Wi-Fi compliant with wireless standards IEEE 802.11b/g/n
- ◆ Support WEP ,WPA and WPA2 Encryption
- ◆ Supports remote viewing & record from anywhere anytime
- ◆ Multi-level users management with password protection
- ◆ Embedded Web Server for users to visit by IE
- ◆ Motion detection alert via email or upload image to FTP
- ◆ Supporting Dynamic IP (DDNS) and UPnP LAN and Internet
- ◆ Supports multiple network protocols: HTTP /TCP /IP /UDP /FTP /DHCP /DDNS /UPNP
- ◆ Providing CMS software to manage or monitor hundreds of cameras

## 1.2 Packing List

Open the package and verify the contents with the following list:

- IP Camera FI9820W with IR-Cut x 1
- DC Power Adapter (5V-2.0A) x 1
- Network Cable x 1
- Wi-Fi Antenna x 1
- Mounting Bracket x 1
- Quick Installation Guide x 1
- CD-ROM with Setup Software x 1
- Warranty Card x 1

**NOTE: Please Contact us immediately if any parts are found to be missing or damaged**

### 1.3 Product views

#### 1.3.1 Front View



Figure 1.1

**Infrared LED:** 11 IR LEDs

**LENS:** CMOS sensor with fixed focus lens. (3.6mm)

**WIFI Antenna:** Wireless Antenna

**Microphone:** Built-in microphone

**Speaker:** Built-in speaker

#### 1.3.2 Rear View

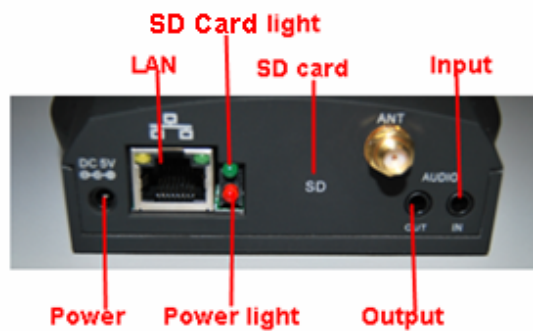


Figure 1.2

**LAN:** RJ-45/10-100 Base T

**Power:** DC 5V/2A Power supply

**Power Light:** If the power adapter works well, the light will turn on.

**SD Card Light:** If you have plugged in the SD card, the light will turn on

**SD card:** Supports to 32G

**Audio Input:** This jack is used to plug an external microphone

**Audio Output:** This jack is used to plug an external speaker

### 1.3.3 Bottom View

There are up to three labels located at the bottom of the camera; this is an important feature of original Foscam cameras. If your camera does not have labels as shown in Figure 1.3, it may be a clone. Cloned Foscam cameras can not use original firmware and are not eligible for warranty or technical services.



Figure 1.3

**Reset button:** Press and hold down the RESET BUTTON for 15 seconds, when released the IP camera will be reset back to factory default settings.

## 1.4 Preparations before use

### 1.4.1 Software installation

- 1) Put the CD in to the CD drive of your computer. Browse the CD.
- 2) Double click **IPCamSetup.exe** and install the software following the instructions.

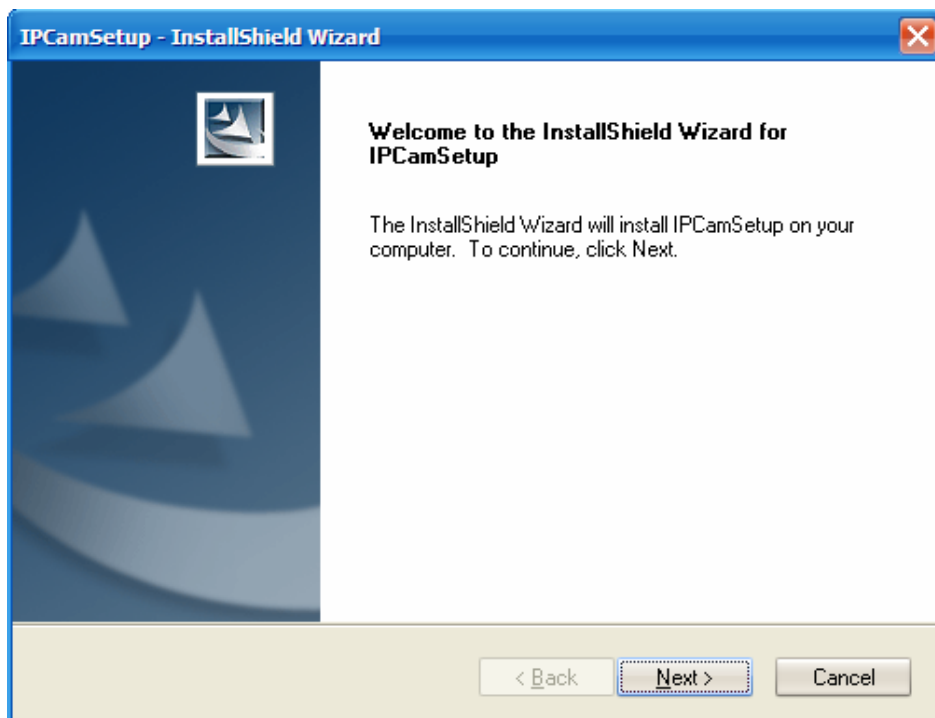


Figure 1.4

3) Click **Next** to complete the software installation.

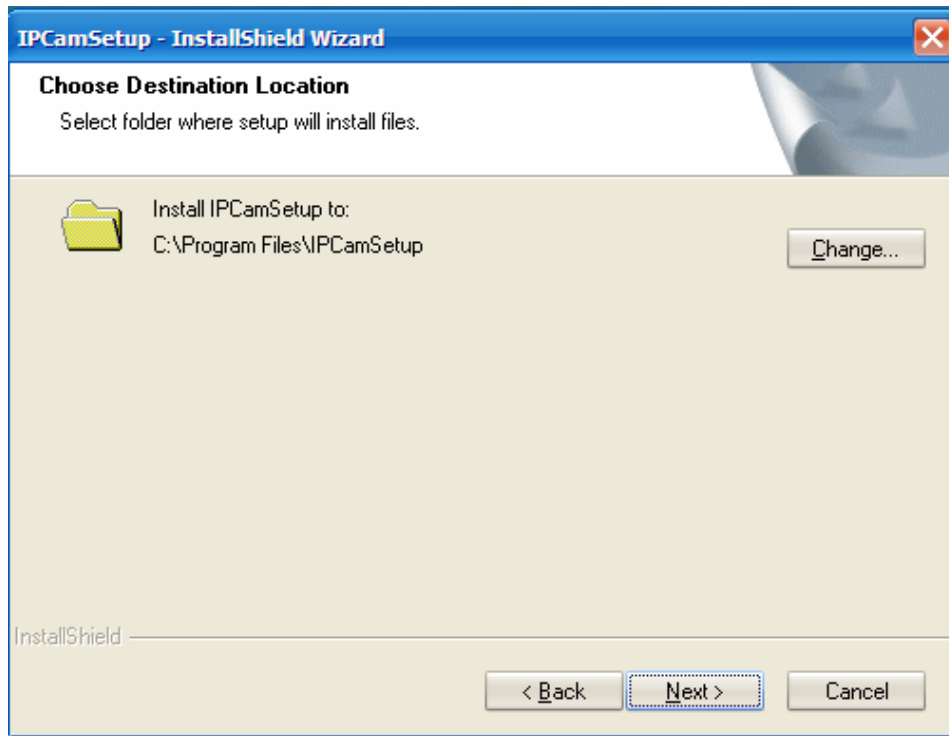


Figure 1.5

4) Select the folder where setup will install then click Next.

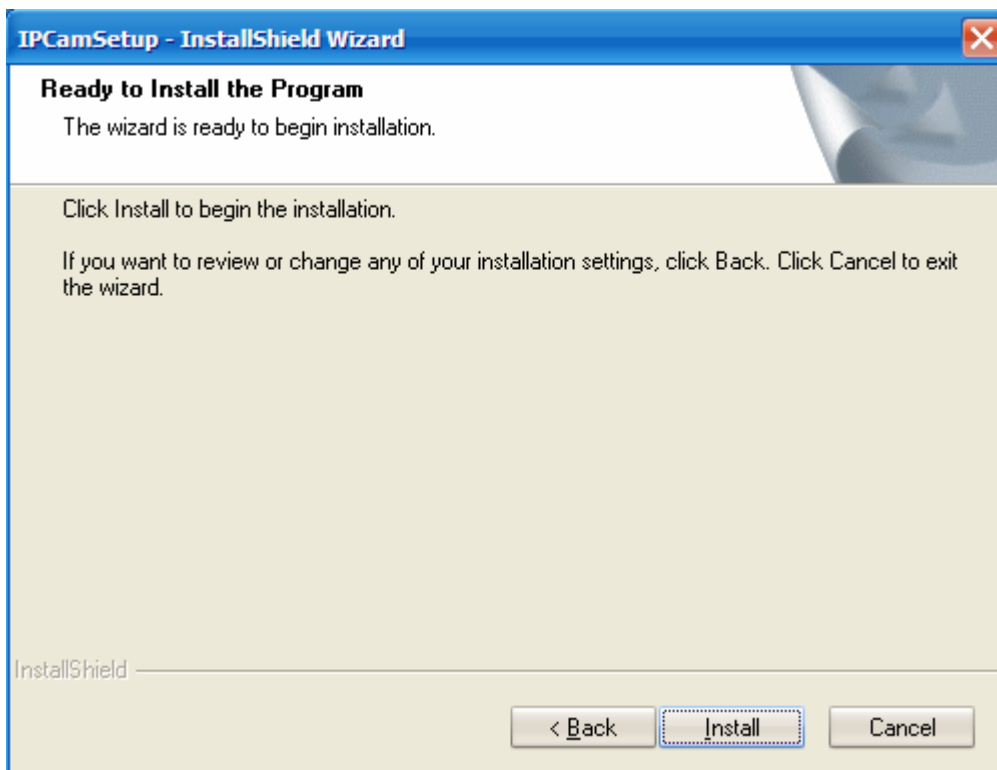


Figure 1.6

5) Click Install.

A shortcut icon will appear on your desktop after the IP Camera Tool software installation is

successfully completed.



**NOTE:** If you use Windows7 and could not find the icon on desktop after installing the IP camera tool, please check if the path of the camera software is correct.

For example, if it was pointing to C:\Windows\System32\IPCamera.exe. Then fix this by pointing the shortcut to the correct path C:\Windows\SysWOW64\IPCamera.exe. The shortcut should work without any problems.

**CAUTION:** Before installing and using the product, please read the following precautions carefully and make sure they are fully understood. Use only the power adapter attached with the product. Using unauthorized power adapters may cause damage to your IP Camera.

### 1.4.2 Hardware preparation

**CAUTION:** Before installing and using the camera, please read the following precautions carefully, making sure that they are fully understood, and each step is carefully followed.

- 1) Adjust the antenna on the back of the camera.
  - 2) Plug the network cable into the camera and then into your Cable/DSL router.
  - 3) Plug the power adapter into the camera and then into the power outlet.
- CAUTION:** Make sure that only the power adapter supplied with your IPCAM is used. Using a non-approved power adapter may damage the camera.
- 4) Turn on the power, the power light on the back of the camera will turn on..
  - 5) When the camera is powered up, if the network cable is plugged in correctly, the small green light on the camera network socket will flash, and the small yellow light will turn on..
  - 6) The camera takes approximately 30 seconds to start up before it displays an IP address on the **IP Camera Tool** (details: [2.1](#)).

## 2 SOFTWARE OPERATION

### 2.1 IP Camera Tool

When the Device has been mounted properly, you can double click the icon “IP Camera Tool”



and a dialog box as Figure 2.1 will pop up.

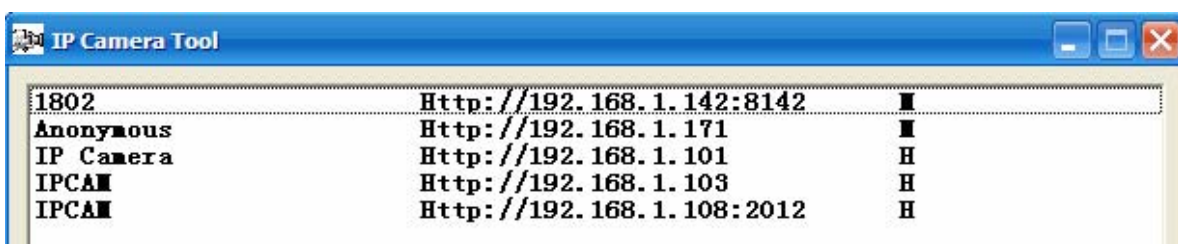


Figure 2.1

The software searches for the IPcam automatically over the LAN.

Shenzhen Foscam Intelligent Technology Co., Limited

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Our company has two series: H.264 and MJPEG. M shows that the camera belongs to MJPEG series. H shows that the camera belongs to H.264 series. FI9820W belongs to H.264 series.

There are 3 cases:

- (1) If no Camera found in LAN. After about 1 minute of searching, the Result Field will show "not found IP Server" and the program shuts off automatically.
- (2) If IP Cameras have been found within LAN. All the IP Cameras will be listed and the total number is displayed in the result field as shown in Figure 2.1.
- (3) The IP Cameras installed within LAN do not share the same subnet with the monitoring PC. A prompt is displayed with a "Subnet doesn't match, dbclick to change!" message. Click the left mouse button to choose the prompt and click the right mouse, choose **Network Configuration** to set the IP address of the Camera to the same subnet as the LAN. (Figure 2.5) You can choose obtain IP from DHCP server or set a static IP for the camera. (Figure 2.4)

**NOTE:** If you could not find the camera's IP on the IP camera tool. Please check if DHCP is enabled on your router, or disable MAC address filter. Make sure that the firewall doesn't block the camera.

### Six Options

Choose the IP Camera list and right click; there are six options, Basic Properties, Network Configuration, Upgrade Firmware, Refresh Camera List, Flush Arp Buffer and About IP Camera Tool as shown Figure 2.2.

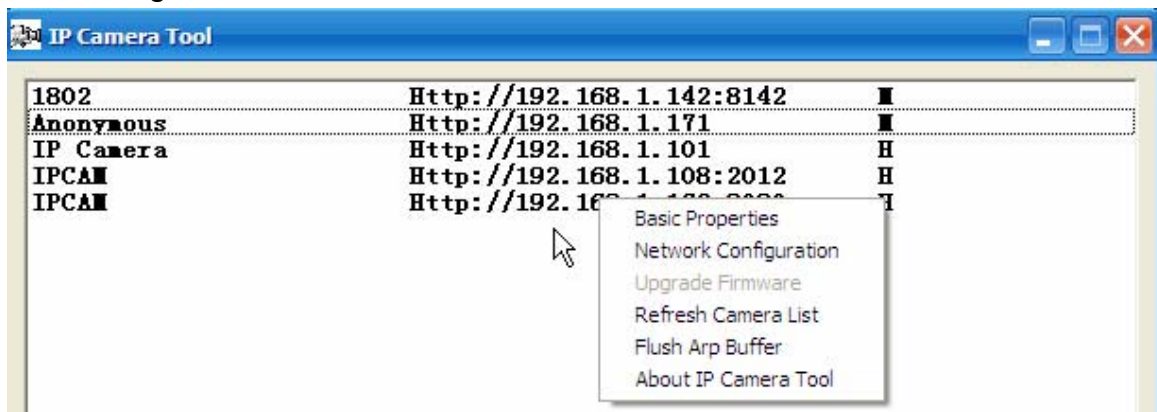


Figure 2.2

#### ● Basic Properties

There are some devices information in the Basic Properties, such as **Device ID**, **System Firmware Version**, and **Web UI Version**. (Figure 2.3)

If there are several cameras on the list, you can choose basic properties to check the device ID and recognize the IP address, belong to which camera you set up, For example Device ID is 00606E8C5058, the same MAC ID sticker is found at the bottom/back of the camera.

Each camera has its own MAC ID. Sometimes, if camera's IP is not found on the IP Camera Tool. The firewall may be blocking it, therefore you can add this MAC ID to your router and give it a fixed IP or add the MAC ID as a trusted site.

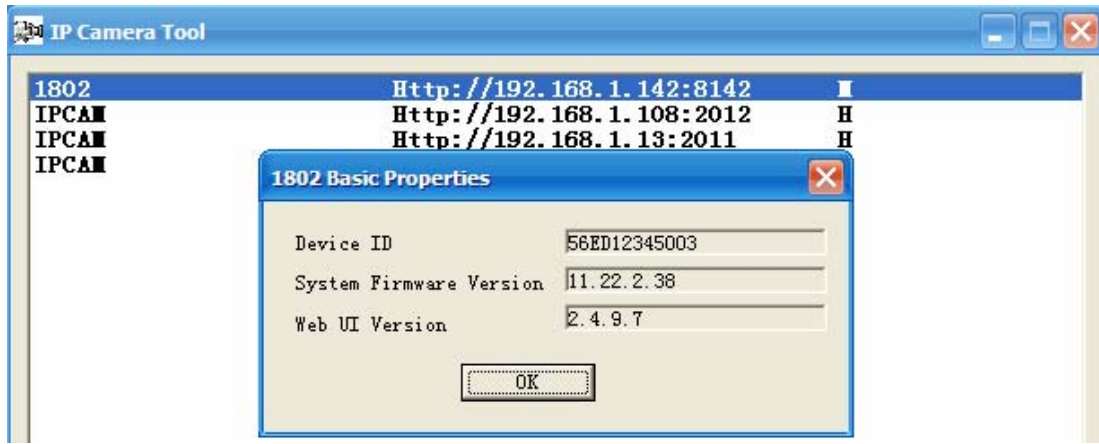


Figure 2.3a

Note: H series doesn't have Web UI Version.

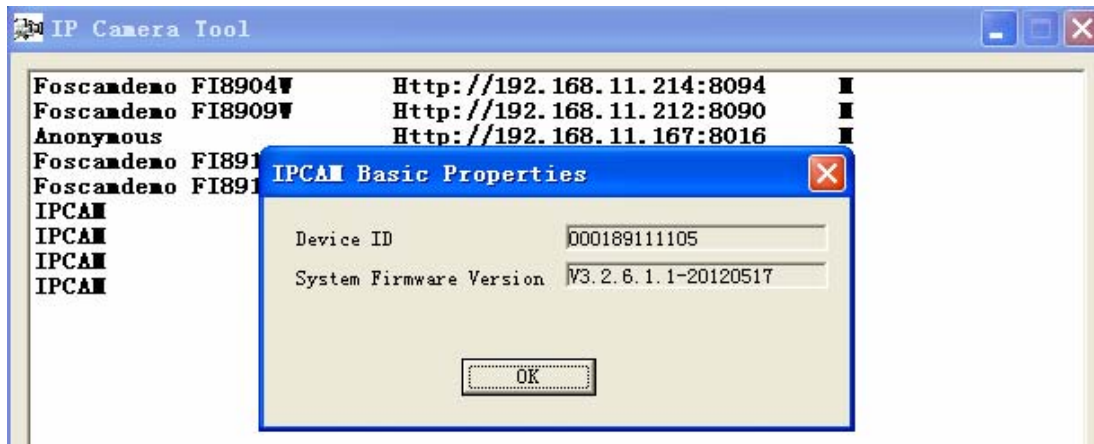


Figure 2.3b

● Network Configuration

This page will allow you to configure the Network parameters.

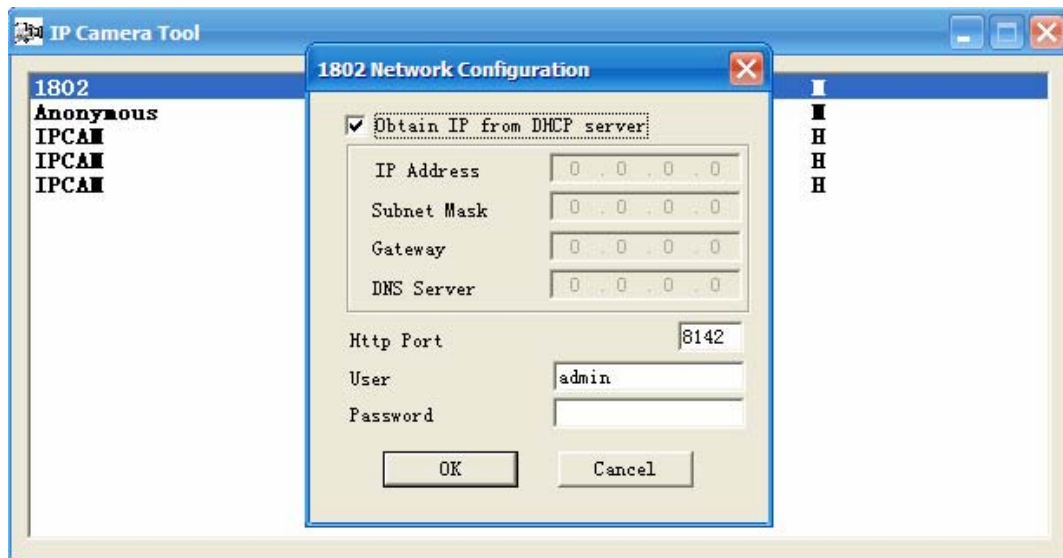


Figure 2.4

**Obtain IP from DHCP server:** If checked, the device will obtain IP from DHCP server. In other words, the camera will have a dynamic IP. (Make sure the Router which the camera connects has DHCP function and DHCP is enabled).H series can't obtain IP from DHCP server.

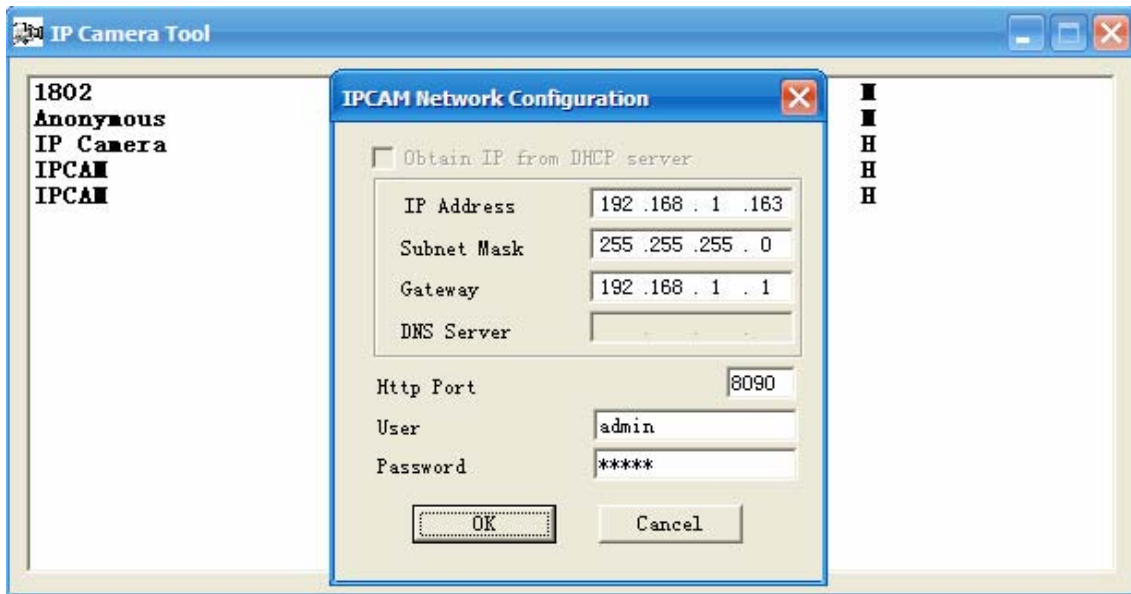


Figure 2.5

**IP Address:** Fill in the IP address assigned and make sure it is in the same subnet as your computer or router. (I.e. the first three sections are the same)

**Subnet Mask:** The default subnet mask of the equipment in our LAN is: 255.255.255.0. You can find the subnet mask in the basic information of your router or the locally-attached of your PC.

**Gateway:** Make sure it is in the same subnet with PC's IP address. The gateway is your router's LAN IP.

**DNS Server:** IP address of your ISP network provider. You can find the DNS server in your router or check the locally-attached address of your computer. Your PC contains your PC's IP address, gateway and DNS server. Normally, there are two DNS servers. Here you can also set the DNS server the same with gateway. H series can't see the option.

**Http Port:** The default Lan port is 80. You can set another port number, such as port 8005, 8100.etc.

**H series:**

**User:** Default administrator user name is admin

**Password:** Default password is admin.

**M series:**

**User:** Default administrator user name is admin

**Password:** Default password is null, there is no password.

**NOTE:** If the prompt "Subnet doesn't match, dbclick to change!" appears, please enable DHCP and choose obtain IP from DHCP server or set camera's IP address and gateway once again.

● **Upgrade Firmware**

Enter the correct User and Password to upgrade system Firmware and Web UI. If you upgrade the camera, you must **upgrade system firmware** first and then **upgrade web UI**. Or it may damage the camera.

Please download the firmware package under the correct type of your camera before upgrade. Follow the upgrade documentation in the package carefully to upgrade. Read the readme.txt file first before you upgrade.

**CAUTION:** Please don't upgrade the firmware freely. Sometimes, your camera may be damaged

if configured wrong during the upgrade. If your camera works well with the current firmware, we recommend not upgrading.

**NOTE:** 1 If you download the firmware, please check if bytes of the two .bin file are exactly the same with the size in readme. If it fits, you can upgrade it. If not, please download the firmware again until the bytes are exactly the same with the official size. Otherwise, your camera will crash by the firmware which you selected.

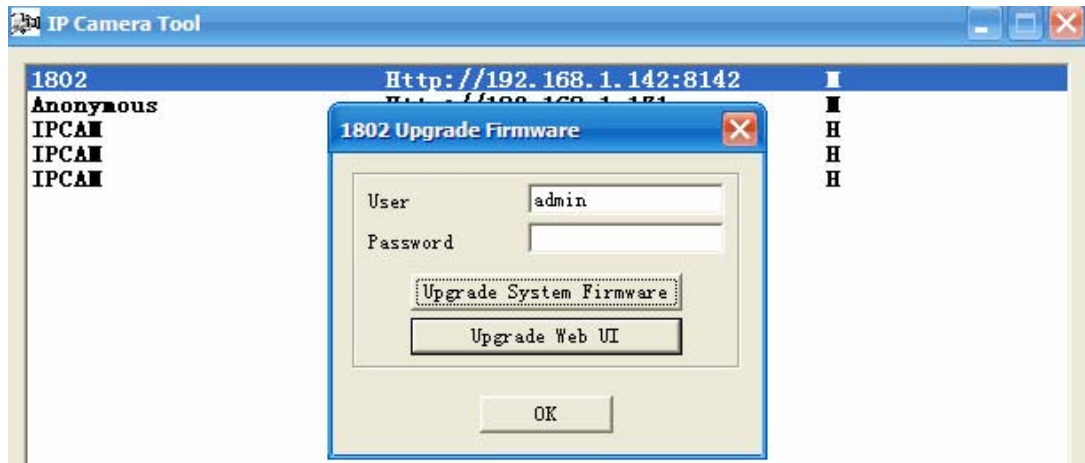


Figure 2.6

2 You can not upgrade the software by IP Camera Tool for H.264 series, you can only upgrade the firmware form the browser.

● **Refresh Camera List**

Refresh camera list manually.

● **Flush Arp Buffer**

When both wired and wireless network interfaces of the camera have a fixed IP address, you may encounter an issue with not being able to open the camera webpage. Flushing the Arp buffer may help.

● **About IP Camera Tool**

Display the version of the IP Camera Tool.

## 2.2 Camera Login

You can access the camera through the **IP Camera Tool** or **IE, Firefox, Google Chrome, Safari or other stand browser** directly.

1) Double click the IP address of the IP Camera listed (Figure 2.1).The browser you use will be opened automatically and display the following page. (Figure 2.8)

2) You can also access the camera by IE browser directly by typing in the camera’s IP address (Figure 2.7). For example:



Figure 2.7



Figure 2.8

Camera supports three-level users management: admin, user and guest. The default “admin” username and password are all “admin”, the default “user” username and password are all “user”, and the default “guest” username and password are all “guest”. There are two modes to login. If you use PC to login, please choose the first login mode. If you use mobile to login, please choose the second login mode. (Figure 2.9)



Figure 2.9

First time you use the IPCAM, you must download the ActiveX. If you use IE, you can download ActiveX from the login UI. If you use Firefox, Google Chrome, safari or others, you should download QuickTime Player as the ActiveX from other website.

For IE

Please click . Install the ActiveX after download.

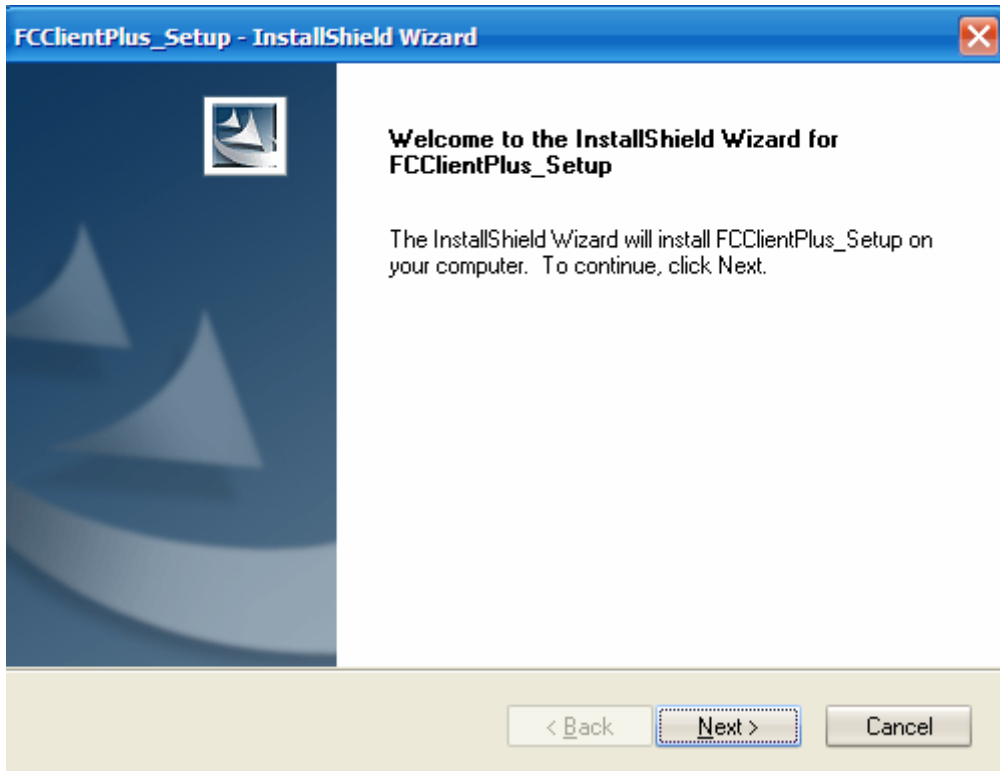


Figure 2.10

Click Next.

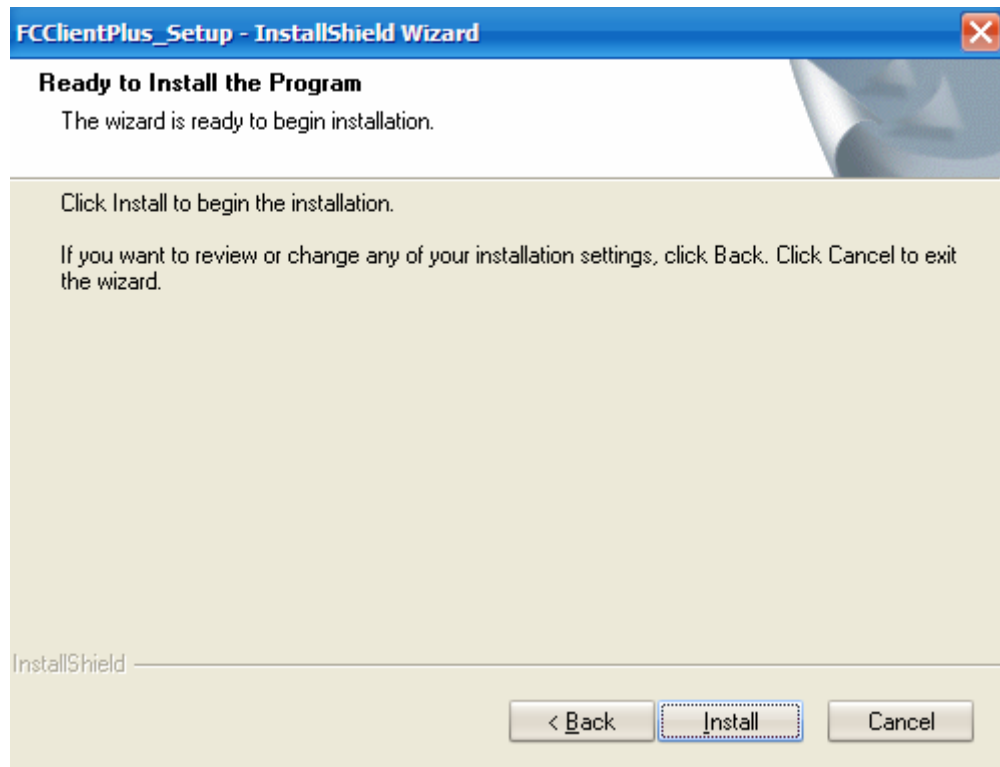


Figure 2.11

Click Install.

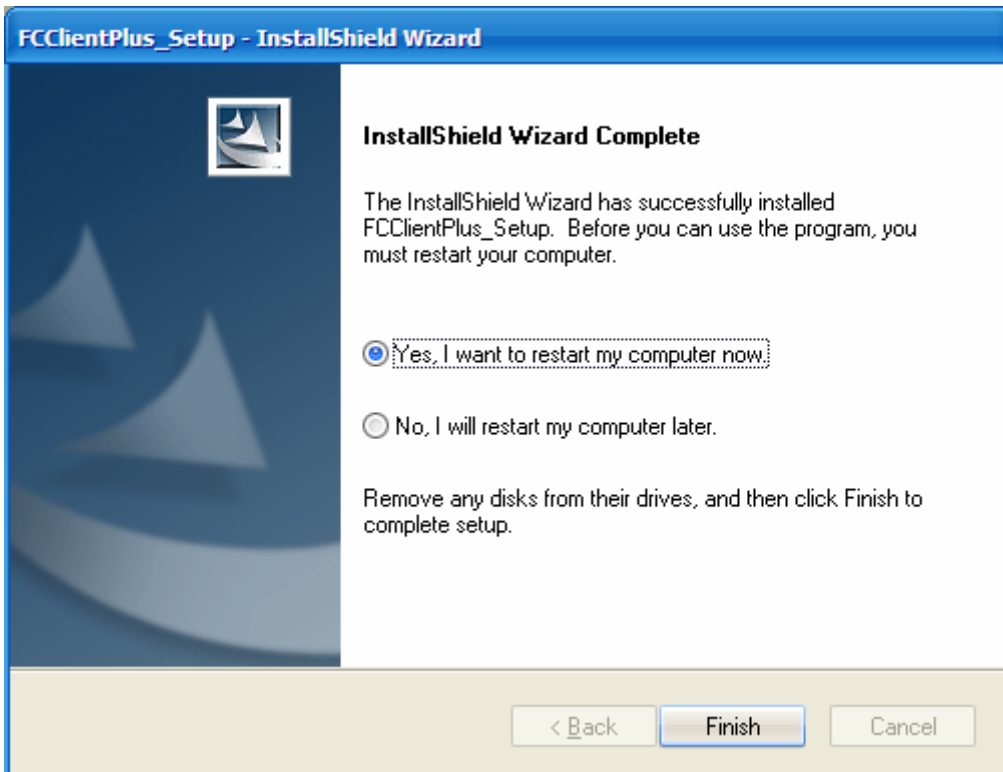


Figure 2.12

Only click Finish and the computer restarts upon installation completion. The first time you login the UI. You will receive an ActiveX prompt as the picture below. (Figure 2.13)

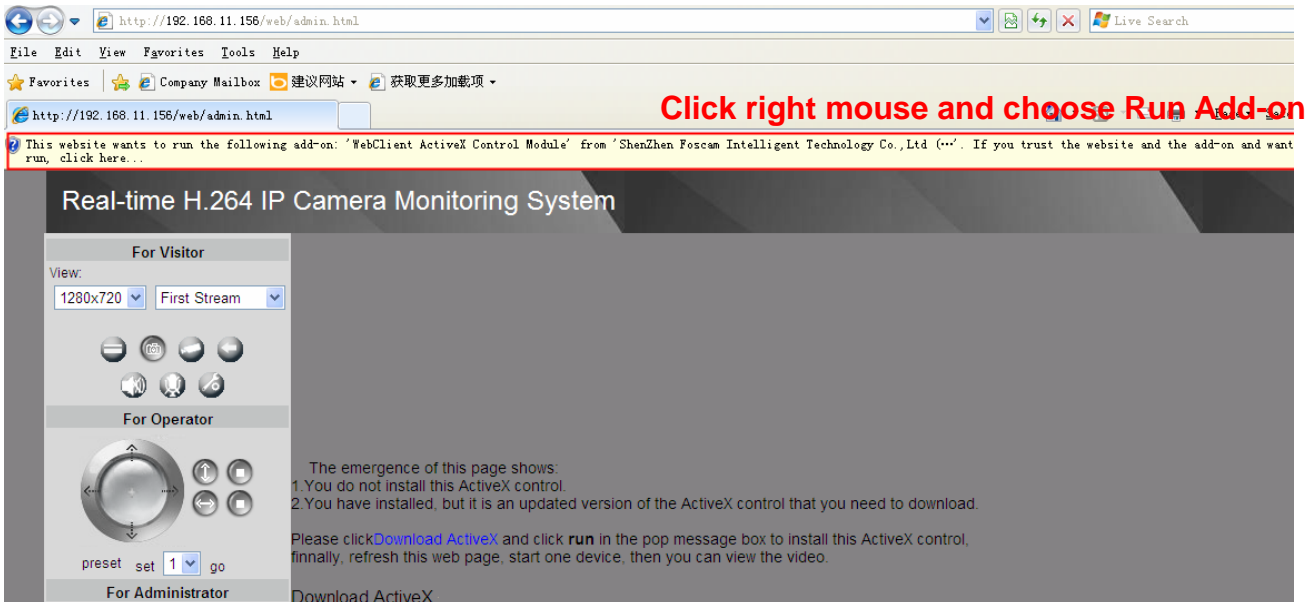


Figure 2.13

Right click on the active prompt and choose **Run Add-on**(Figure 2.14).

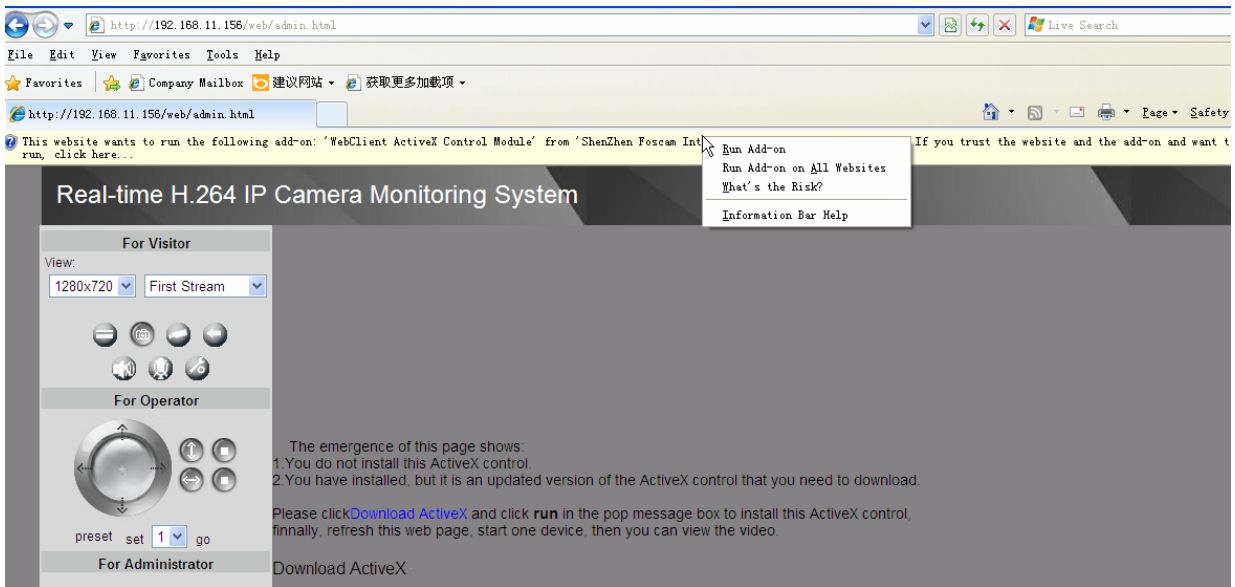


Figure 2.14

Select **Run** on the next prompt (Figure 2.15), you will see a live video. (Figure 2.16)

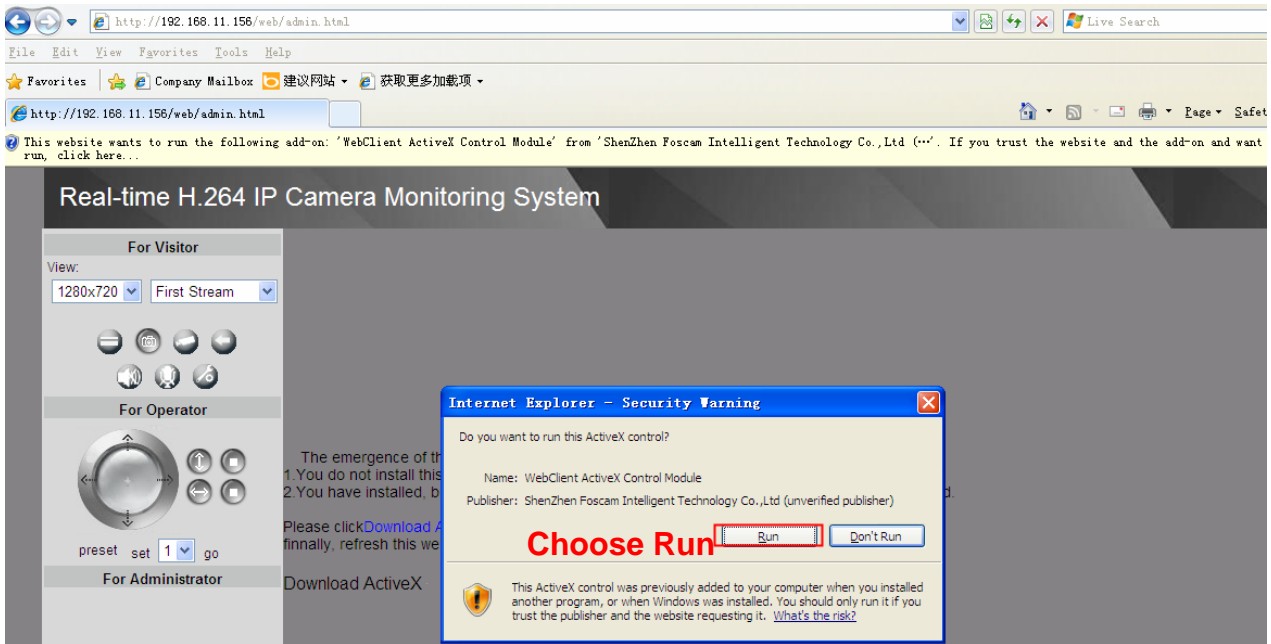


Figure 2.15



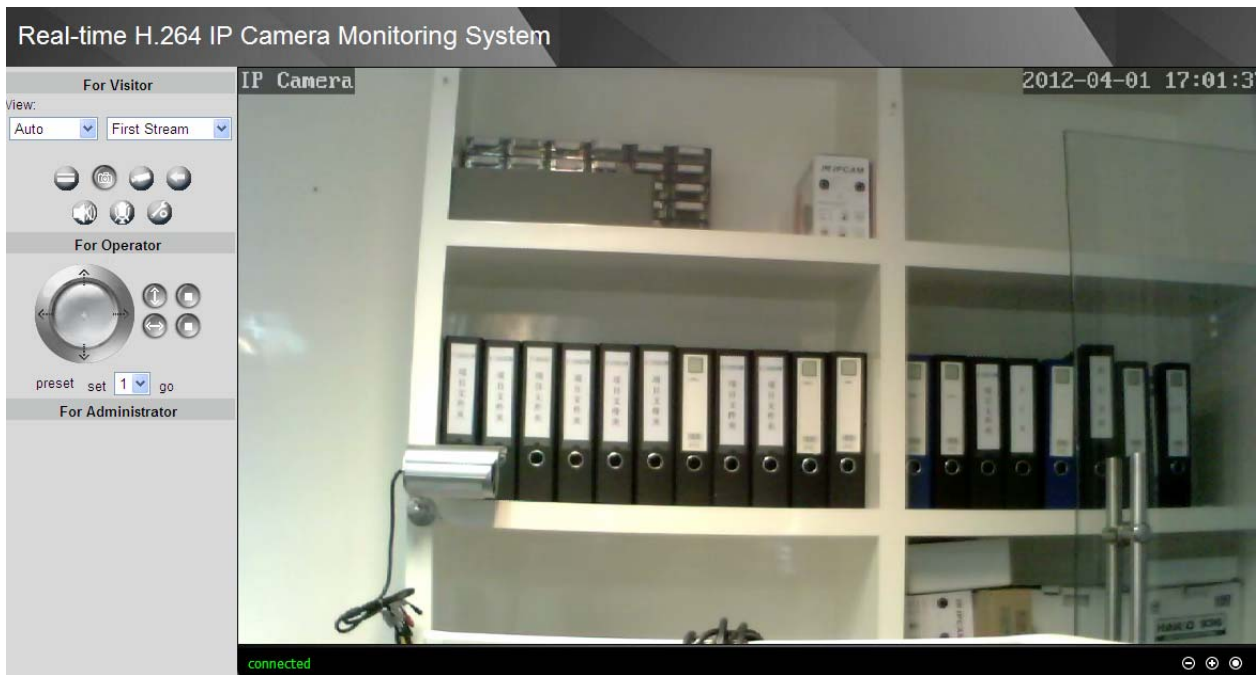



Figure 2.16

**NOTE:** If you could not view living video after running the ActiveX, only a red cross  in the center of the video or just a black screen. Please change another port number to try. Make sure all firewall or antivirus software on your computer does not block the Activex download and installation. If you are unable to run the ActiveX control, try shutting down the firewall or antivirus program.

**For Firefox, Google Chrome and Safari**

Fill in user name and password then login.

It may ask you for user name and password again before login the UI.

After you enter user name and password, you will see the living video.



Figure 2.17

### 2.3 For Visitor

#### For IE browser

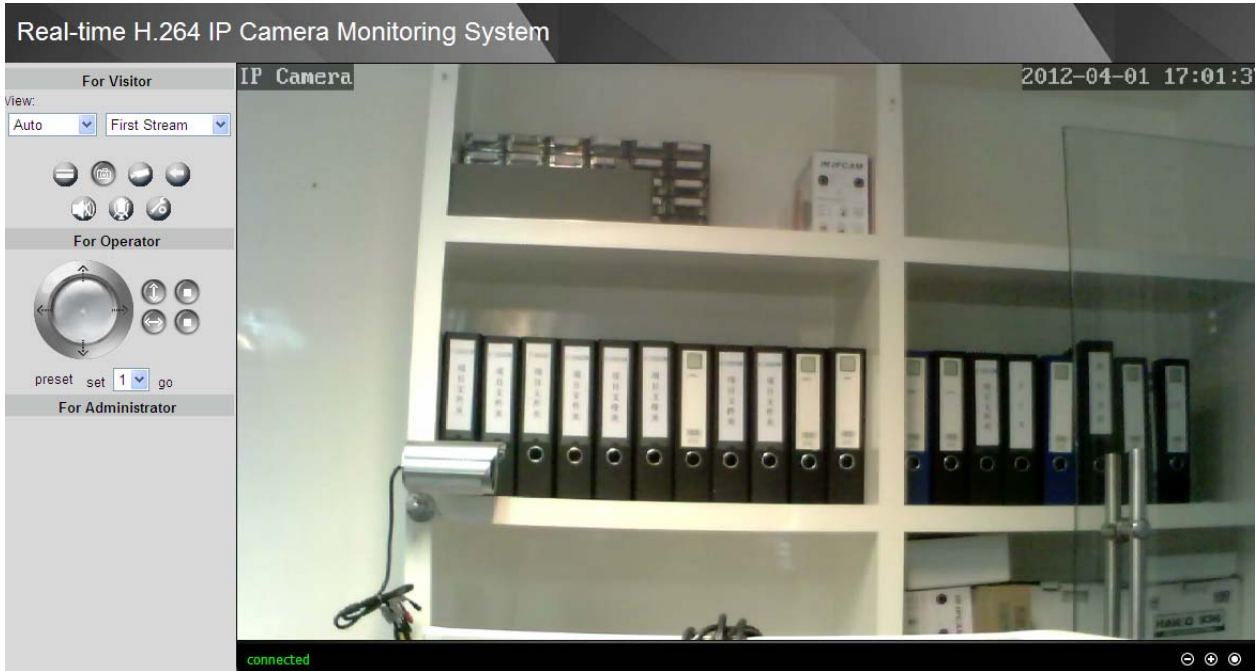


Figure 2.18




Figure 2.19


There is a status column below the view window (Figure2.19).

- 1) The current state of IPCAM
- 2) After the view has been digital magnified, click the icon, the view will be digital narrowed.
- 3) Click the icon, the view window will be digital magnified.
- 4) Click the icon, the view window will restore the original size.

**View:** The resolution contains five types: 1270\*720, 960\*540, 640\*360, 320\*180 and Auto. You can choose First Stream or Second Stream to adjust the view window.

**Note:** when the network bandwidth is badly, you'd better select Second Stream and the video will be more fluency.

: If the camera has plugged in SD card, click this icon and you can see some information such as the stored files at the SD card, you can read the stored files.

: Click this icon, the camera will snap the live picture to a predetermined path.


: Click the icon. The camera will begin recording and store the recorded file to the folder you set. And the status column will display REC when recording. Click again it will stop recording.



Figure 2.20

: Click the icon, it will pop up a player. And you can see the videos you have stored.

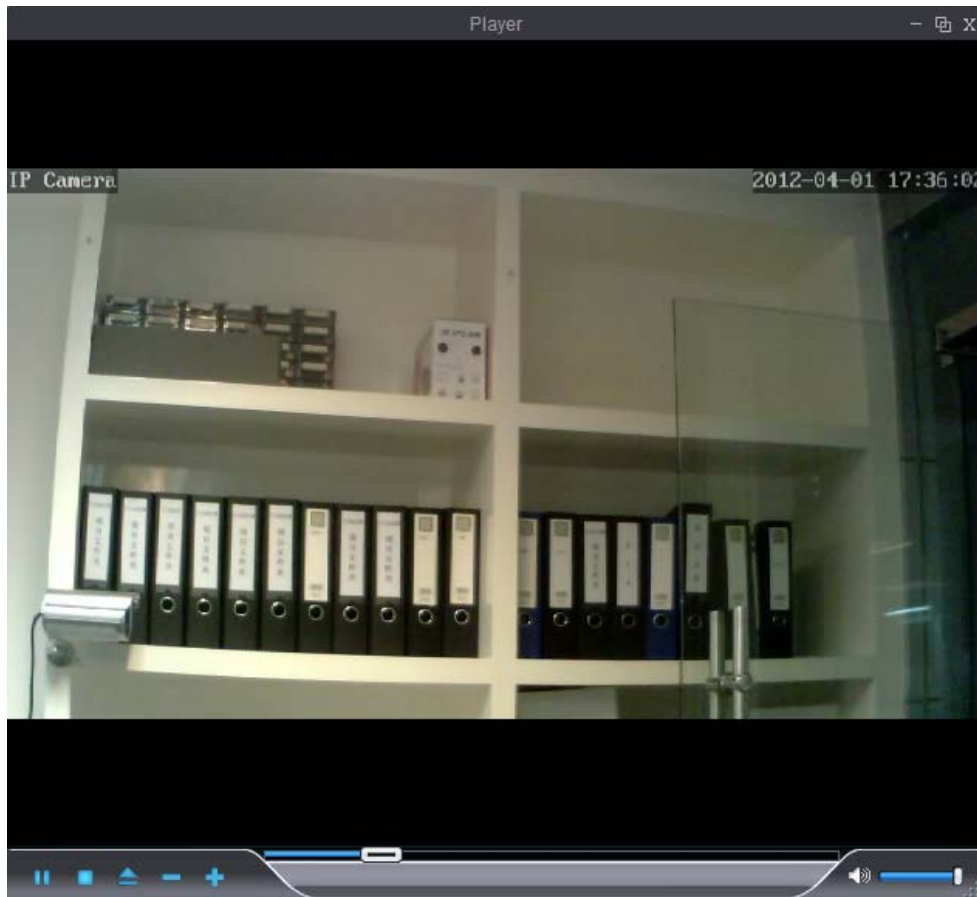


Figure 2.21



: If the camera has connected with microphone or other line-in input signal, click this icon, you can hear the sound around the camera by the earphone or speakers that connected with PC.



: Click the icon and talk to the microphone that connected with PC. If the camera has connected with speakers or other output audio device, people around the camera can here your voice. Click the icon again, stop this function. You had better configure it first.( ( Please see 3.14 chapter about How to configure)



: Setting the storage path of photos and videos. The default path is D disk.

Note: Firefox, Google Chrome and Safari does not have these functions because the ActiveX does not support it.

## 2.4 For Operator

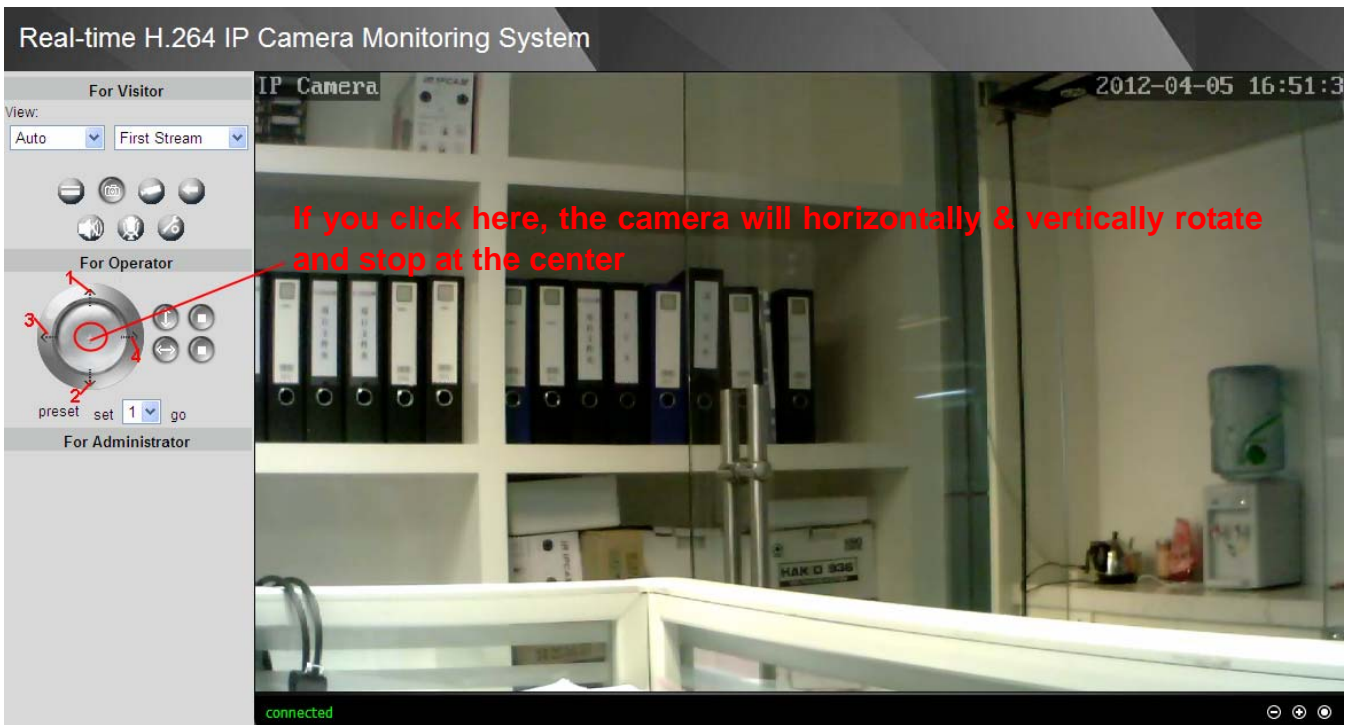


Figure 2.22

- 1 Click this icon, camera will rotate up
- 2 Click this icon, camera will rotate down
- 3 Click this icon, camera will rotate left
- 4 Click this icon, camera will rotate right

 : Click this icon; camera will rotate up and down. Click  to stop.

 : Click this icon; camera will rotate left and right. Click  to stop.

**Preset:** You can create preset positions for the camera to go to directly from one position to another. A total of 8 preset positions can be configured. Pls follow the steps below to create preset positions:

- 1 Adjust the shooting area to a desired position.
- 2 Click set 1 to define your home position.
- 3 To add additional preset positions, pls repeat step1-2.

When the camera rotates to other position, only choose the preset num you have set and click go, the camera will go to the desired position. If you want to delete one position, only reset the num.

### Onscreen Mouse Control

You can click on a place on the screen to indicate the camera move direction you prefer. For example, you can click on the upper-right corner of the screen, and the cameras lens will move toward the upper-right direction.

When the icon has three arrows, the speed of the rotation is fastest. And when the icon has one arrow, the speed is lowest. But the speed of the rotation cannot change because this type of camera doesn't support it.



Figure 2.23

Put the mouse at the center of the living video, you will see the icon of the magnifying glass, the icon shows zooming function (Figure 2.24). The camera doesn't support this function because the lens without the optical zoom.

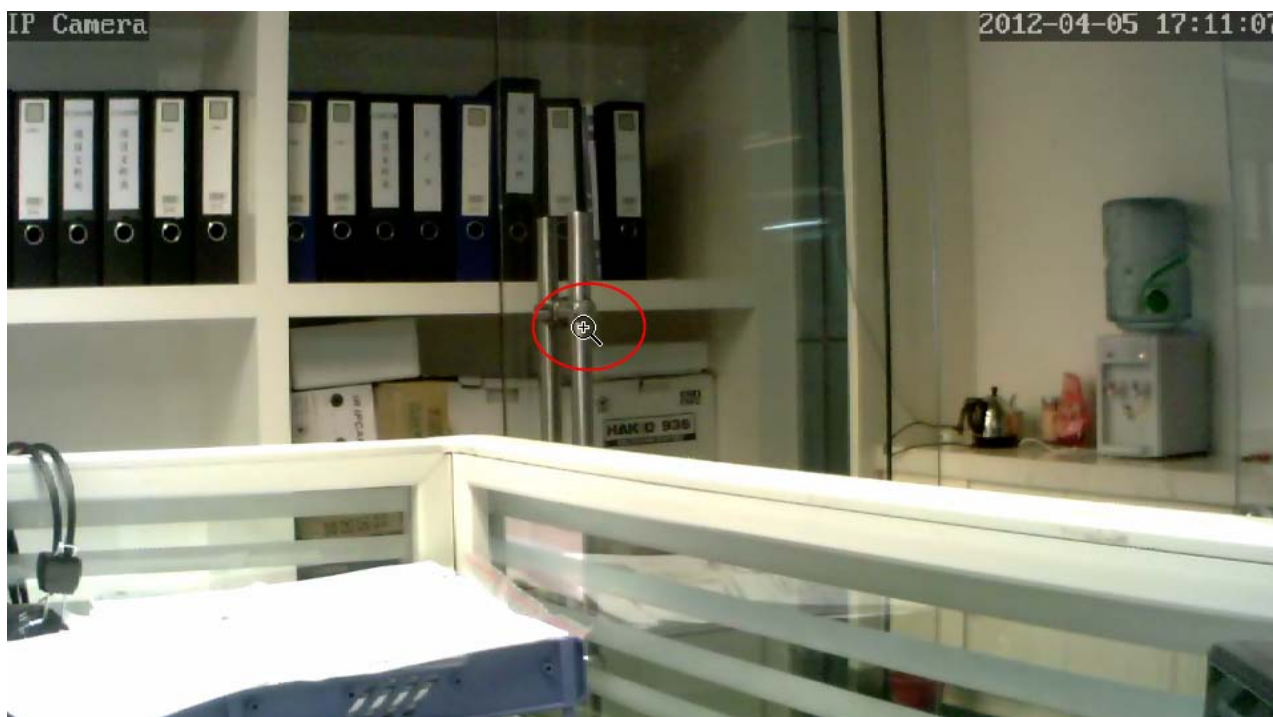


Figure 2.24

## 2.5 For Administrator

Click **For Administrator**, you will see the **Device Information**.

It contains Device ID, firmware version of the camera and other status of the camera.

Device Information	
Device ID:	IPCAM
Device Type:	C1F0S7Z0N0P0L0
Network Connection:	LAN
Current Client:	0
Device Firmware Version:	V3.2.6.1.1-20120517
Device Embedded Web UI Version:	98.5.20.4
Mac Address:	00:01:89:11:11:05
IP Address:	192.168.11.156
Subnet Mask:	255.255.255.0
Gateway:	192.168.11.1
Primary DNS:	192.168.11.1
Secondary DNS:	202.96.134.133
Start Time:	2012-5-25 7:13:36
SD Status:	no devices

[Browser SD Card ..](#) [Format SD Card as fat32](#) [Unplug SD Card](#)

Figure 2.25a

**Device ID:** It displays "IPCAM". This ID is different from the camera name. You can set any

camera name as you like for the camera in “For Administrator—> Video—>Parenthesis Options” and the camera name can be showed at the video window, but the device ID will always display IPCAM.

**Current Client:** It shows that how many people are viewing the video. For example, the Current Client shows 0, that means no people are viewing the video. If someone have logged in the camera but do not open the video, the Current Client will not change.

**SD Status:** Some information about the plugged SD Card. If the camera has inserted SD card and it works well, this status column will display the SD card information as figure 2.25b and the SD Card light on the back of the camera will turn on, else it will display “no devices: figure2.25a.

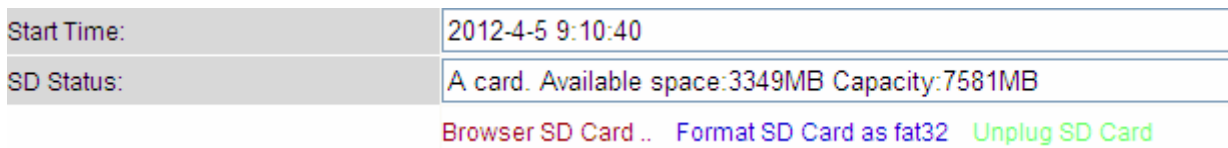


Figure 2.25b

**Browser SD Card:** Click it and you can see the stored files if the camera has plugged SD card. You need enter the user name and password again before looking the following screen:

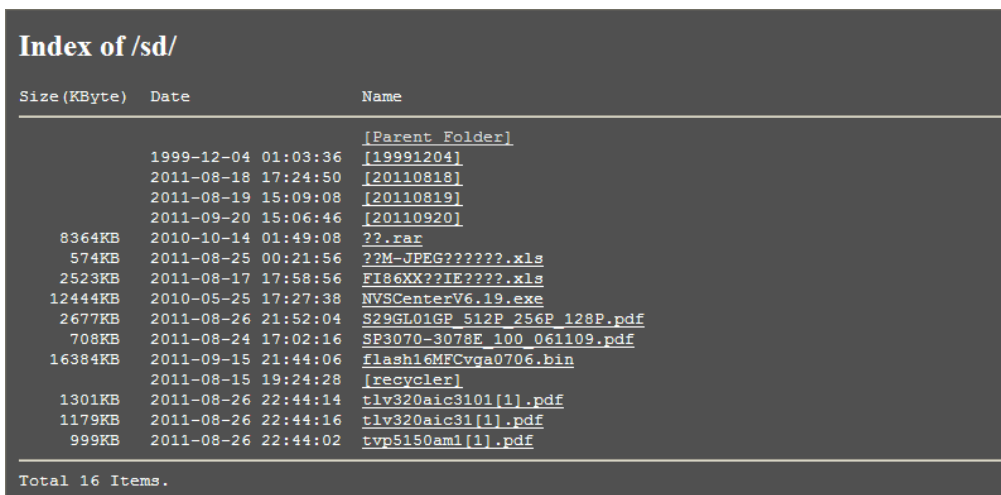


Figure 2.26

You can open the stored files and read it.

**Format SD card as fat32:** Click it and format the SD card.

**Unplug SD Card:** Click it then unplug SD card safely.

### 3 How to configure settings in For Administrator

#### 3.1 Date & Time Settings

There are four models for you to adjust time: Manual setting, Sync with computer time, Network Time Protocol and Keep current time, choose one model and adjust the camera time. Then choose Time zone.



**Manual settings:** The administrator can enter the date and time manually. Note that the date and time format is [yyyy/mm/dd] and [hh:mm:ss].

**Network Time Protocol:** It is a protocol which synchronizes computer clocks by periodically querying an NTP server.

**Interval:** The interval time between last time and next time that the camera adjusts time with Ntp Server.

**Time zone:**Select the appropriate time zone from the list.

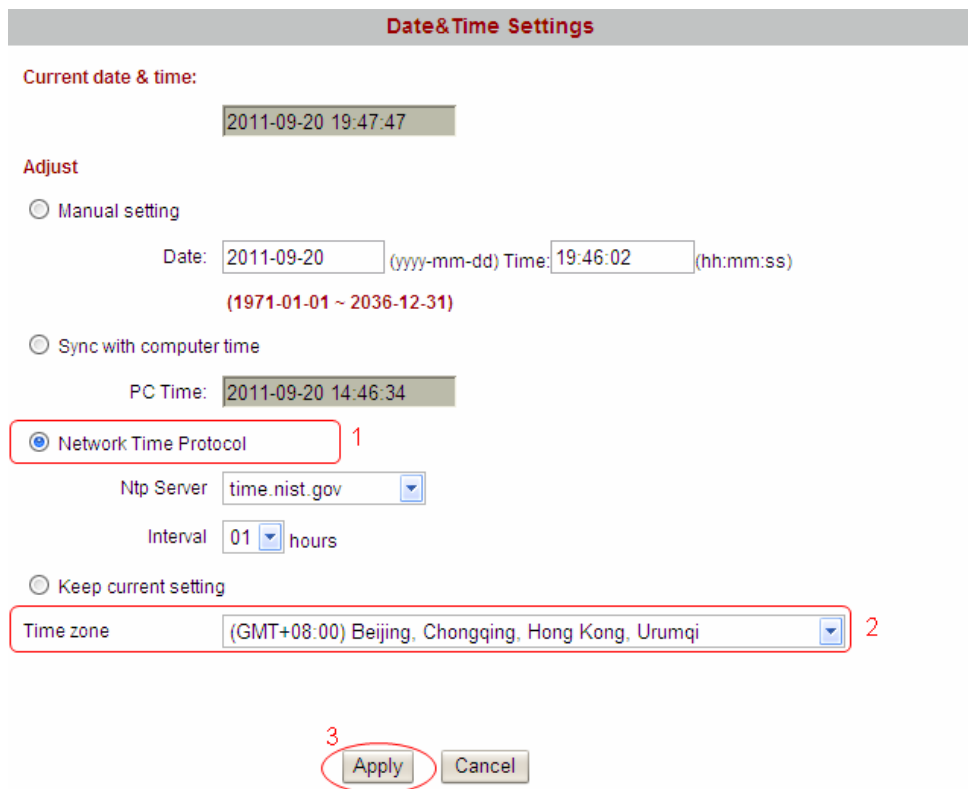


Figure 3.1

If your country implements the Daylight Saving Time, when you select the Time zone, you can see the following screen:

**Date&Time Settings**

Current date & time:  
2011-09-20 19:53:40

Adjust

Manual setting

Date: 2011-09-20 (yyyy-mm-dd) Time: 19:46:02 (hh:mm:ss)  
(1971-01-01 ~ 2036-12-31)

Sync with computer time <sup>1</sup>

PC Time: 2011-09-20 14:52:27

Network Time Protocol

Ntp Server: time.nist.gov

Interval: 01 hours

Keep current setting

Time zone: (GMT+10:00) Canberra, Melbourne, Sydney <sup>2</sup>

Automatically adjust clock for daylight saving time changes <sup>3</sup>

<sup>4</sup>

Figure 3.2

The camera will adjust the daylight saving time automatically if you select “Automatically adjust clock for daylight saving time changes”.

### 3.2 User Settings

The camera has set up 3-level user permissions, user names are admin, user, guest, and the default passwords are admin, user, guest too.

Different user has different permission. Only admin can access the For Administrator page. User cannot access the For Operator page to operate PTZ. Guest only can see the live view window.

Please reset the passwords at first using and prevent unauthorized users login the camera.

Click **Apply** to save these settings.

User Name	Password	Re-type password
admin	•••••	•••••
user	••••	••••
guest	••••	••••

Apply Cancel

Figure 3.3

Note: You cannot change the user names and all passwords cannot be null.

### 3.3 Basic Network Settings

IP Configuration Type contains two types: Fixed IP Address and Dynamic IP Address. Set the appropriate type for you. Keep the camera in the same subnet of your router or computer.

**Fixed IP Address:** Select this option to manually assign a static IP address to the Network Camera.

**Dynamic IP Address:** Select this option to obtain an available dynamic IP address assigned by the DHCP server each time the camera is connected to the LAN.

Basic Network Settings

**LAN Settings**

IP Configuration Type: Fixed IP Address

IP Address: 192.168.11.253

Subnet Mask: 255.255.255.0

Gateway: 192.168.11.1

DNS Configuration Type: Manual DNS

Primary DNS: 192.168.11.1

Secondary DNS: 202.96.134.133

**HTTP**

HTTP Port number: 80 (80 or 1024~49151)

RTSP Port number: 554 (554 or 1024~49151)

RTSP Permission checksum:  On  Off (Note: You need to restart the machine, this setting will only take effect)

Apply Cancel

Figure 3.4

If you want to set a static IP for the camera, you should keep the camera in the same subnet of

your router or computer. The DNS Configuration Type has two types: Manual DNS and From DHCP Server. If you don't know the subnet mask, gateway and DNS server, you can check your computer's local area connection. It contains all the information.

The step is **Control Panel**→**Network Connections**→Double click **Local Area Connections** → Choose **General**→**Properties**. You will see all the information in it.

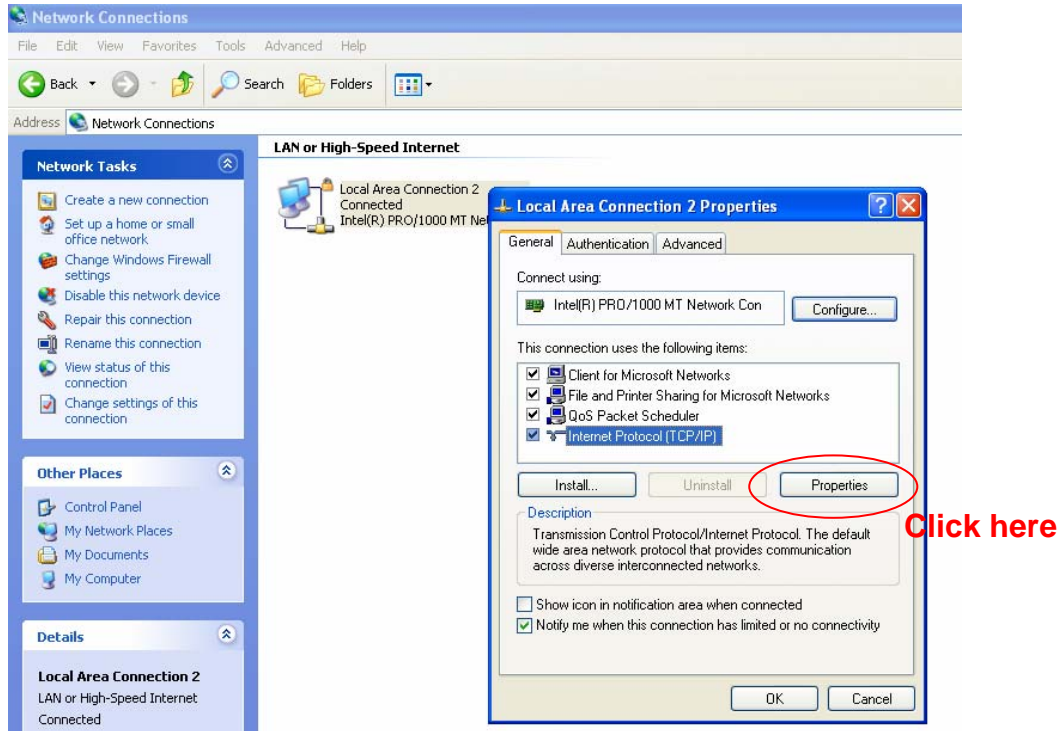


Figure 3.5

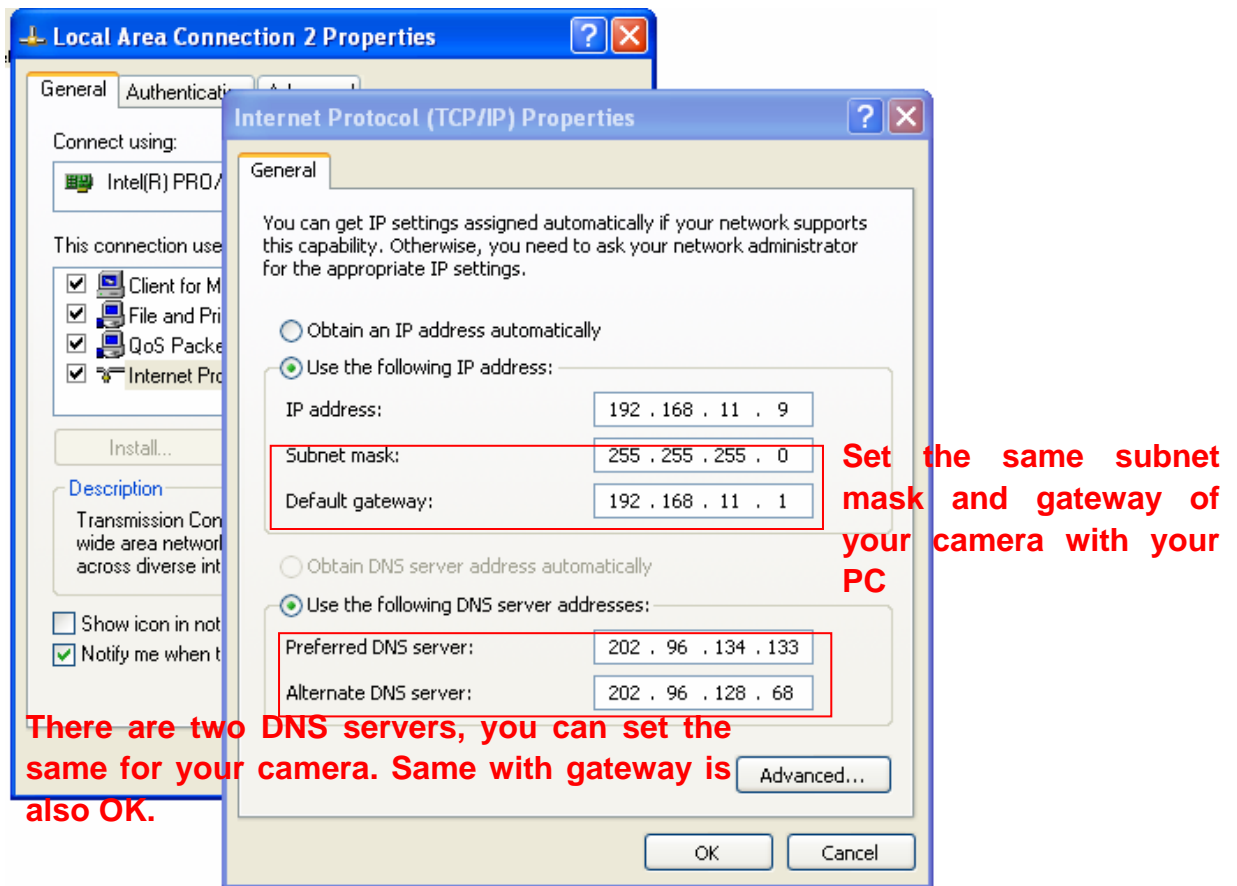


Figure 3.6

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

**HTTP Port number:**, The HTTP Port can be used to access the IPCAM on the LAN. Usually, it is 80. You can set any number between 1024 and 49151 too.

After all settings, click Apply. You will see the following picture, click OK, and re-connect the camera.

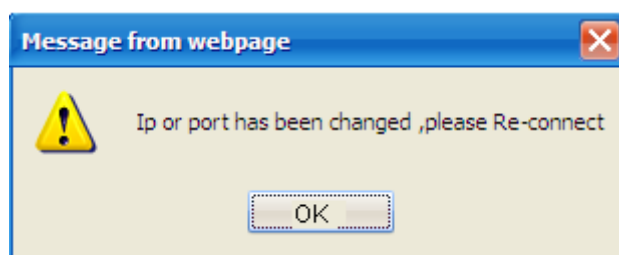


Figure 3.7

**RTSP port number:** Usually, it is 554. You can set any number between 1024 and 49151 too. Click Apply and the camera will reboot.

Enter [rtsp:// IP:RTSP port number/11](#) or [rtsp:// IP:RTSP port number/12](#) into the VLC, you can see the real-time preview. WAN IP or LAN IP is OK. If the RTSP port number is 554, you can directly enter the following url: [rtsp:// IP/11](#) or [rtsp://IP/12](#) . The number "11" shows that you will use first stream. The number"12" shows that you will use second stream. For example:

Enter [rtsp://192.168.11.169/11](#) in the VLC.

**RTSP Permission Checksum**

**On:** Select it and you need to enter the login username and password when you view the

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real-time preview in the VLC.

**Off:** Select it and you do not need to enter the login username and password.

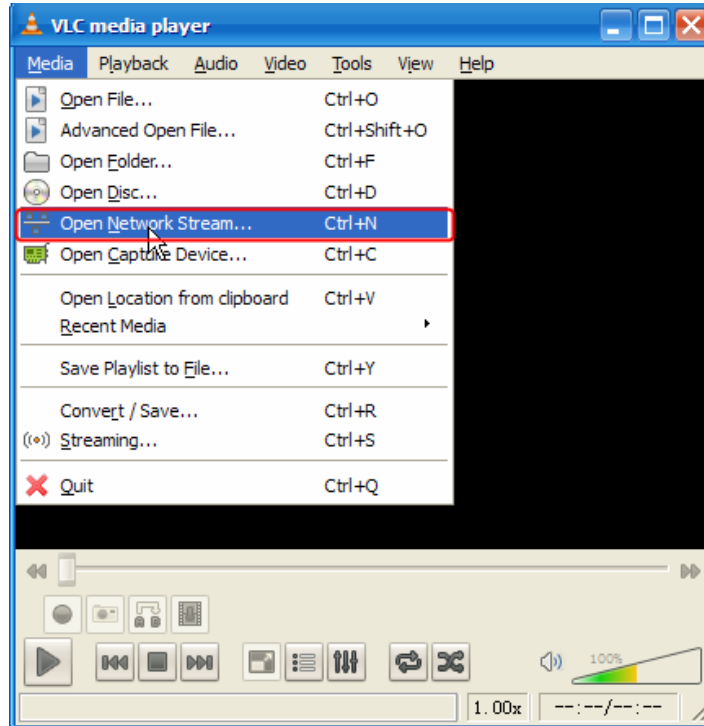


Figure 3.8

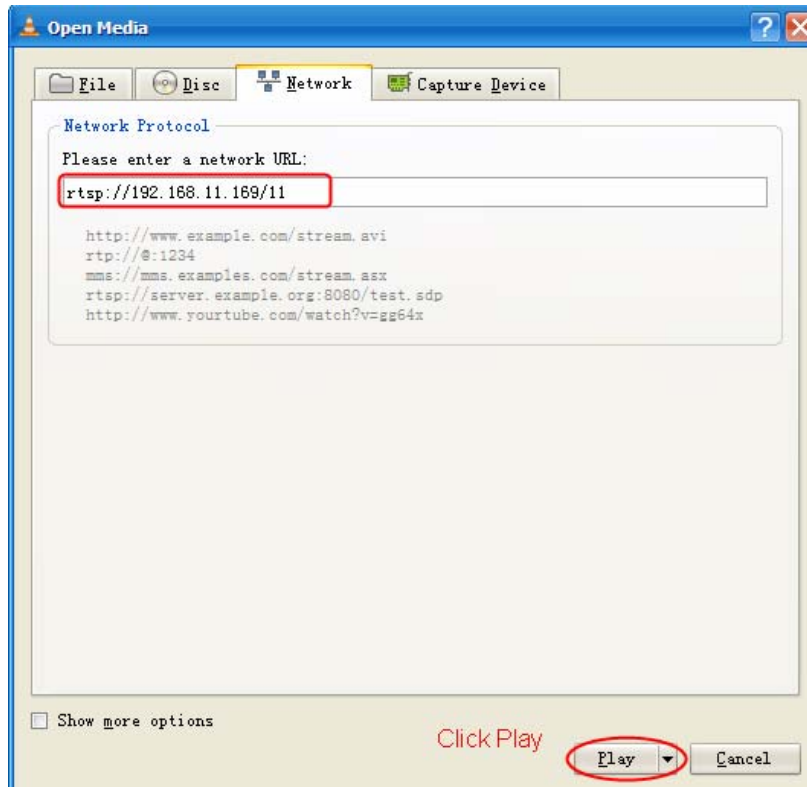


Figure 3.9

You need to enter the user name and password if you select on for RTSP Permission Checksum . Click OK and you can see the real-time preview.

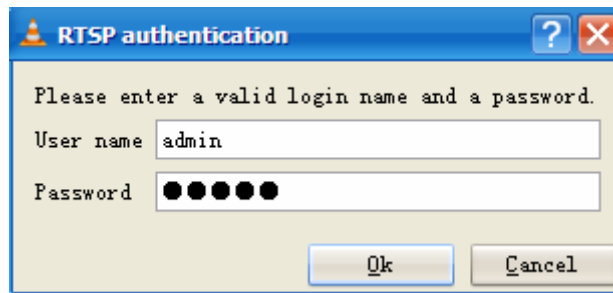


Figure 3.10

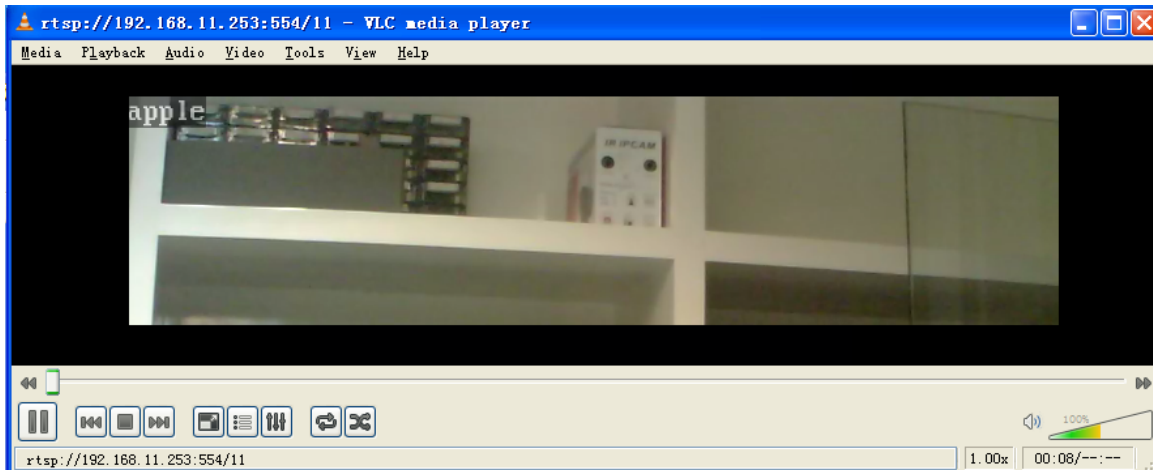


Figure 3.11

- Note:**
- 1 You'd better not change the HTTP and RTSP port number at the same time, because you cannot submit successfully.
  - 2 After changing the RTSP or HTTP port number, the camera will restart.
  - 3 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.

### 3.4 Wireless Settings

Please view how to set Wireless Settings in Quick Installation Guide.

### 3.5 Remote Access

Please view how to set DDNS Settings in Quick Installation Guide.

**Internet IP Address**

**DDNS**  
 Enable  Off

Provider:

User Name:

Password:

Your Domain:

**UPnP Port Forwarding**  
 Enable  Off

Figure 3.12

**UPnP Port Forwarding:** If you select Enable, that means you allow the IPCAM to open ports on the router automatically so that the video streams can be sent out form a LAN. To utilize of this feature, make sure that your router supports UPnP and it is activated. Usually, we recommend that you do it manually. . (for more details:see Quick Installation Guide)

Please click Apply after filling in all the information.

### 3.6 Email Settings

If you want the camera to send emails when motion has been activated, **Email Settings** will need to be configured.



The screenshot shows the 'Email Settings' configuration page. It includes fields for SMTP server name, authentication, user name, password, sender, recipients, subject, and message. Red boxes and arrows highlight specific areas with numbered annotations:

- 1** Enter SMTP server for sender (points to the SMTP server name field containing 'smtp.qq.com')
- 2** (points to the server port field containing '25')
- 3** Select On and fill in the authentication for sender (points to the 'On' radio button and the user name and password fields)
- 4** Mailbox for sender must support SMTP (points to the sender field containing '411678364@qq.com')
- 5** Mailbox for receiver need not support SMTP, you can set 3 recipients (points to the 'Send To' list containing 'yaoyao@163.com', 'gwpyc@126.com', and an empty field)
- 6** Set the subject and text for the email (points to the 'Subject' field containing 'Motion Alarm' and the 'Message' text area containing 'There is a motion alarm here')
- 7** (points to the 'Apply' button)

Figure 3.13

Make sure your mailbox for sender supports SMTP. Three recipients can be added to receive images. **SMTP port** is usually set as 25. If SMTP server supports SSI, you should choose it. The subject and message can not be Chinese characters.

### 3.7 FTP Settings

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

The screenshot shows the 'FTP Settings' configuration page with the following fields:

- Server Address: 192.168.0.50
- Server Port: 21
- User Name: apple
- Password: [masked]
- Passive Mode:  On  Off
- Path: /

Buttons for 'Apply' and 'Cancel' are located at the bottom.

Figure 3.14

FTP Settings

Server Address: ftp.megenseal.com

Server Port: 21

User Name: videotest@mgenseal.com

Password: .....

Passive Mode:  On  Off

Path: /

Apply Cancel

Figure 3.15

**Server Address:** If your FTP server is set up in LAN, you can set as Figure 3.14  
If you have a FTP server which you can access on the internet, you can set as Figure 3.15

**FTP Port:** Usually the port is 21.

**User Name:** Enter the login name of the FTP account.

**Password:** Enter the password of the FTP account.

**Passive Mode:** If the FTP server mode is passive, choose on, or else, choose off.

**Path:** The path of FTP that you plan to store images.

Click Apply after settings.

### 3.8 Auto Capture

The camera will capture pictures automatically at interval time if you have set Auto Capture.

Auto Capture

Snap Interval: 60 minutes

Send Email

Save Picture on the SD card

Apply Cancel

Figure 3.16

**Snap interval:** Set snap interval time. The pictures will be stored to the disk you have set (you can set the storage path under “For Visitor”).

**Send E-mail:** Select it, the camera will send email to you with the picture it has captured,make sure you have set Email correctly..

**Save Picture on the SD card:** Select it and the snapped pictures will be stored to the SD Card. Make sure the camera has plugged in the SD card.

Click Apply after settings.

### 3.9 Motion Detection

If the user wants to monitor a special region, he should select motion detection. IPCAM supports four detection regions. Choose the options dialog box before window1, window2, window3, window4 to enable the corresponding areas. For example, choose window1. Then you can see a box with a number at living video (Figure 3.31).

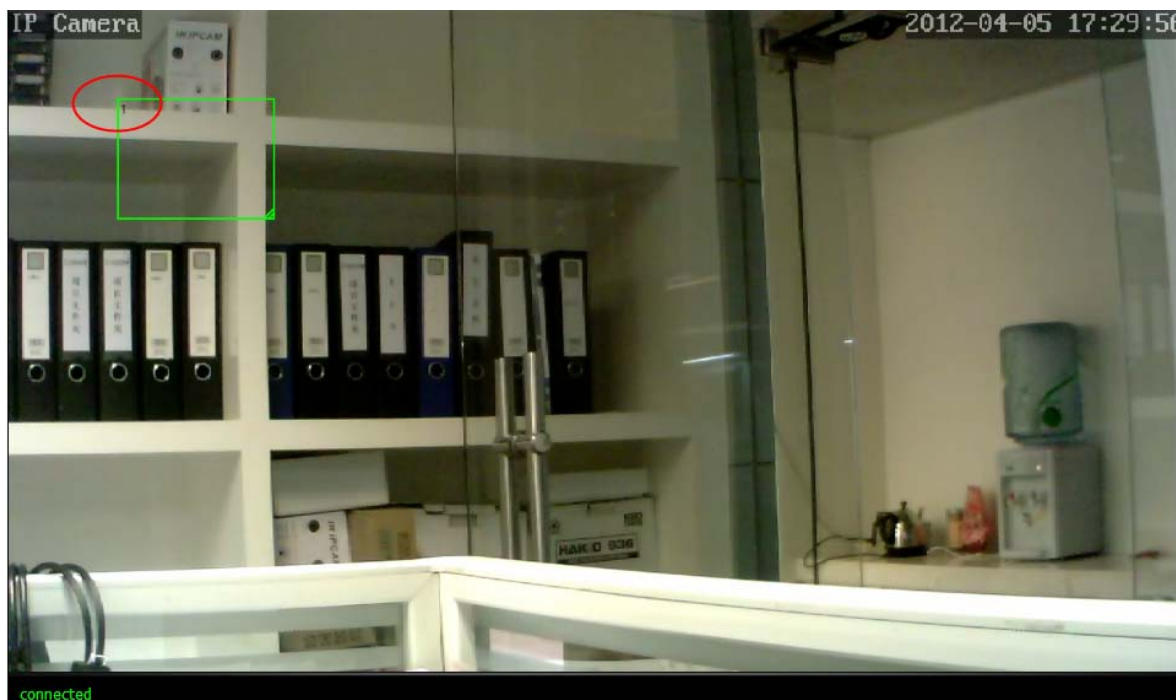


Figure 3.17

Move your mouse on the regional box, you can drag the regional box to any position in the video.

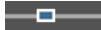


Figure 3.18

Move the mouse to the bottom right corner of the regional box .When the mouse pattern changes to “↘”, you can change the size of the detection area.



Figure 3.19

Move  right or left and adjust the sensitivity. Click apply after all settings. The regional box will blink with red colour when something moving at your detection area.

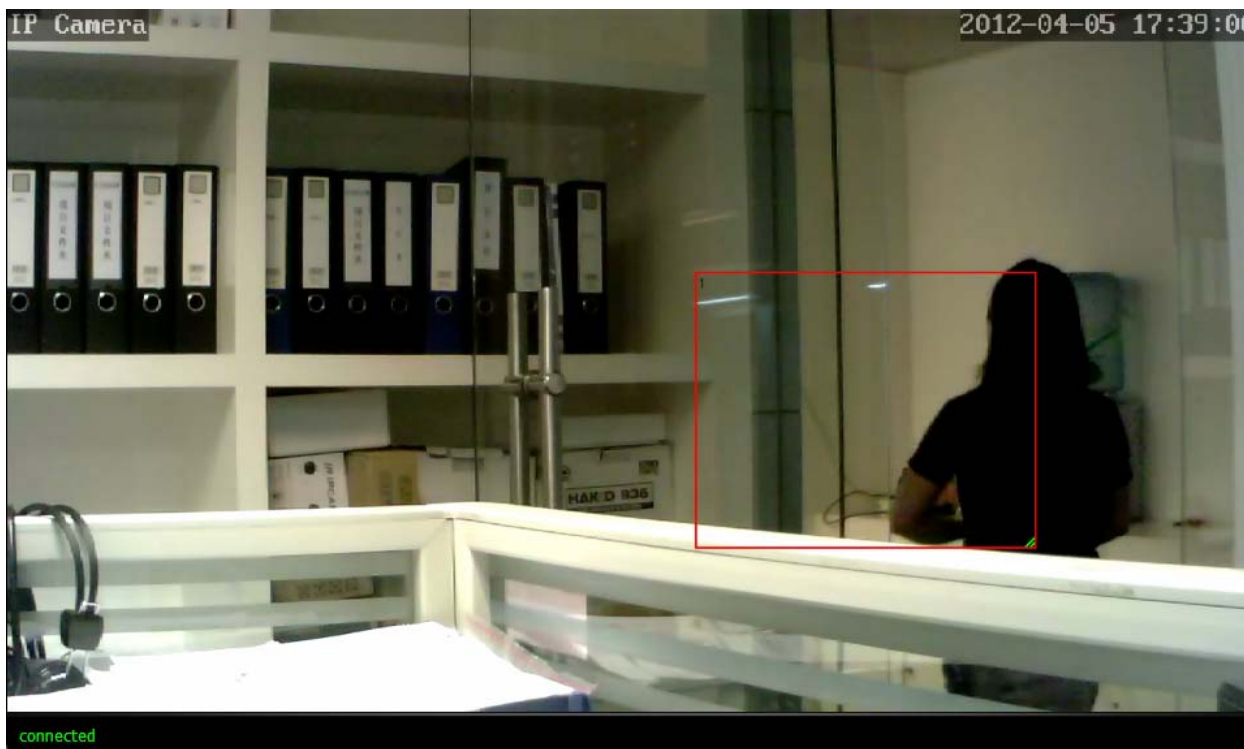


Figure 3.20

Note:1 If you select QVGA as the resolution, the camera cannot alarm anytime even when there is something moving.

2 If you add the date&time to the video,don't put the detection window on the time area or else the camera will alarm when the time change.

3 If you have not set the motion detection area,the camera will not alarm at any time.

4 Firefox, Google chrome and Safari doesn't have this function because the activex doesn't support it.

### 3.10 Alarm

Set alarm and It will send email or upload images/videos when motion has been detected.

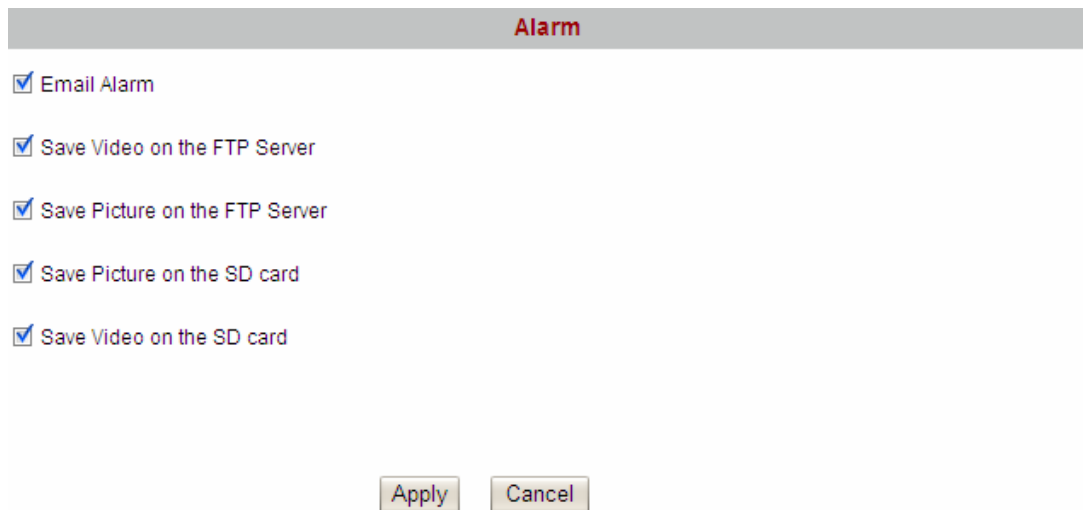


Figure 3.21

**Email Alarm:** Select it and camera will send emails when motion is activated. Make sure you have set Email Settings first.

**Save Video on the FTP Server:** To upload videos to an FTP server when motion is detected. The camera must have plugged SD card,or else you cannot save videos to FTP server because the camera will save videos to SD card first and then the videos on the SD card will be loaded up to FTP server.

**Save Picture on the FTP Server:** To upload pictures to FTP server when motion is detected.

**Save Picture on the SD Card:** Save pictures on the SD card when motion is detected. Make sure the camera has plugged in the SD card.

**Save Video on the SD card:** Save videos on the SD card when motion is detected. Make sure the camera has plugged in the SD card.

### 3.11 Schedule

If you want the camera alarm during the time you wish, or all the time, please choose Schedule and set time range for motion alarm.

**Schedule**

Use the week mode       Use the work mode       All times

day	start1~end1	start2~end2	start3~end3
<input checked="" type="checkbox"/> Sun	00 : 00 ~ 24 : 00	00 : 00 ~ 00 : 00	00 : 00 ~ 00 : 00
<input checked="" type="checkbox"/> Mon	00 : 00 ~ 24 : 00	00 : 00 ~ 00 : 00	00 : 00 ~ 00 : 00
<input checked="" type="checkbox"/> Tue	00 : 00 ~ 24 : 00	00 : 00 ~ 00 : 00	00 : 00 ~ 00 : 00
<input checked="" type="checkbox"/> Wed	00 : 00 ~ 24 : 00	00 : 00 ~ 00 : 00	00 : 00 ~ 00 : 00
<input checked="" type="checkbox"/> Thu	00 : 00 ~ 24 : 00	00 : 00 ~ 00 : 00	00 : 00 ~ 00 : 00
<input checked="" type="checkbox"/> Fri	00 : 00 ~ 24 : 00	00 : 00 ~ 00 : 00	00 : 00 ~ 00 : 00
<input checked="" type="checkbox"/> Sat	00 : 00 ~ 24 : 00	00 : 00 ~ 00 : 00	00 : 00 ~ 00 : 00

Figure 3.22

There are two ways to set the alarm.

1) Alarm at any time when motion is detected.

Select All times and apply your settings, the camera will alarm at any time when motion is detected.

2) Specify an alarm schedule.

If you want the camera to alarm during a specify time, you can select Use the week mode or Use the work mode and set time range.

Click apply, the settings what you have done will take effect.

If you click cancel, the settings will come back to the status before your settings.

If you want to reset all time range, click clean.

**NOTE:** Adjust system time before set schedule.

### 3.12 Video

Video

**Video Settings**

Lighting Frequency:

**First Stream**

Resolution:

Bit Rate:  kbps(32-6144)

Maximum Frame Rate:   fps

Key Frame Interval:  (2-150)

Bit Rate Control:  CBR  VBR

Image Quality:   (The smaller the value, the better the image quality, the larger the stream control)

**Second Stream (mobile)**

Resolution:

Bit Rate:  kbps(32-6144)

Maximum Frame Rate:   fps

Key Frame Interval:  (2-150)

Bit Rate Control:  CBR  VBR

Image Quality:   (The smaller the value, the better the image quality, the larger the stream control)

**Mobile resolution QVGA**

**Note: the motion detection will be disable when the resolution is QVGA**

**Parenthesis Options**

Time Stamp:  On  Off

Camera Name:  On  Off

Camera Name:  (Can not input ~!@#5%^&\*()\_+|=?:)

Figure 3.23

**Lighting Frequency:** Set the lighting frequency consistent with local settings to eliminate image flickering associated with fluorescent lights. There are two modes:50Hz and 60Hz.

**Resolution:** The camera supports three types: 720P, VGA,QVGA. 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.

**Maximum 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.

**Bit rate control:** It has two models: CBR and VBR. If you choose CVR, video encoder will be coding on the basis of bit rate you set. If you choose VBR, video encoder will be coding not only on the basis of bit rate, but also consider video quality.

**Parenthesis options:** Select this option to add name and time to the live view stream. If you set as following picture (Figure 3.24), you will see the video as Figure3.25. The video name cannot be Chinese characters.

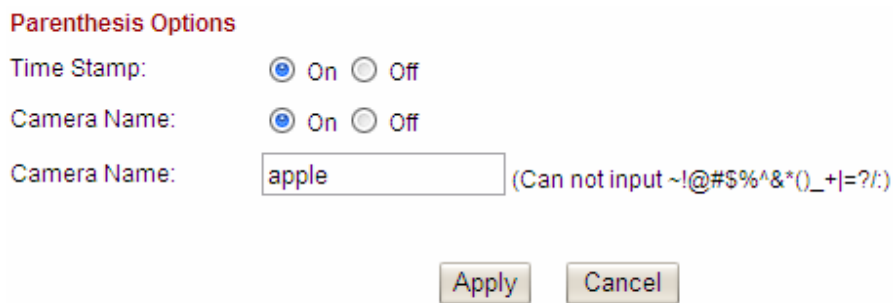


Figure 3.24



Figure 3.25



### 3.13 Image Settings

Adjust the quality of the video by setting the image parameters.

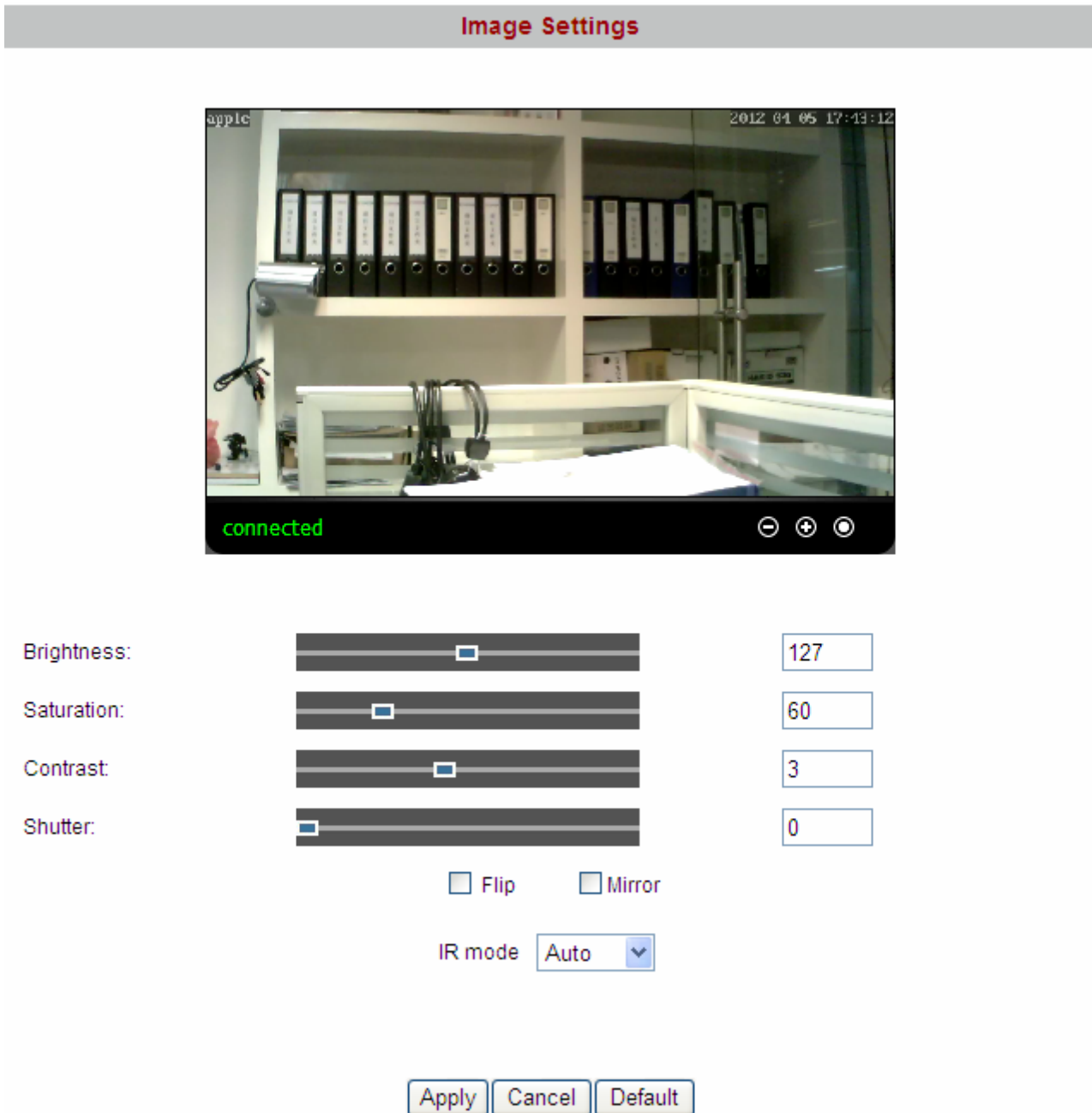


Figure 3.26

Brightness, saturation, contrast and hue are used to adjust the quality of the video.

**Flip & Mirror:** You can choose flip or mirror if you set up the camera to show a reverse image.

**IR mode:** There are two modes.( Auto, Manual). If you choose Manual, there are two modes: on or off. Choose the suitable mode manually.

Camera will save your settings if you click apply. If you want to quit settings you have done and restore the status before your setting, please click cancel. The function of Default is used to restore the initial settings.

### 3.14 Audio Settings

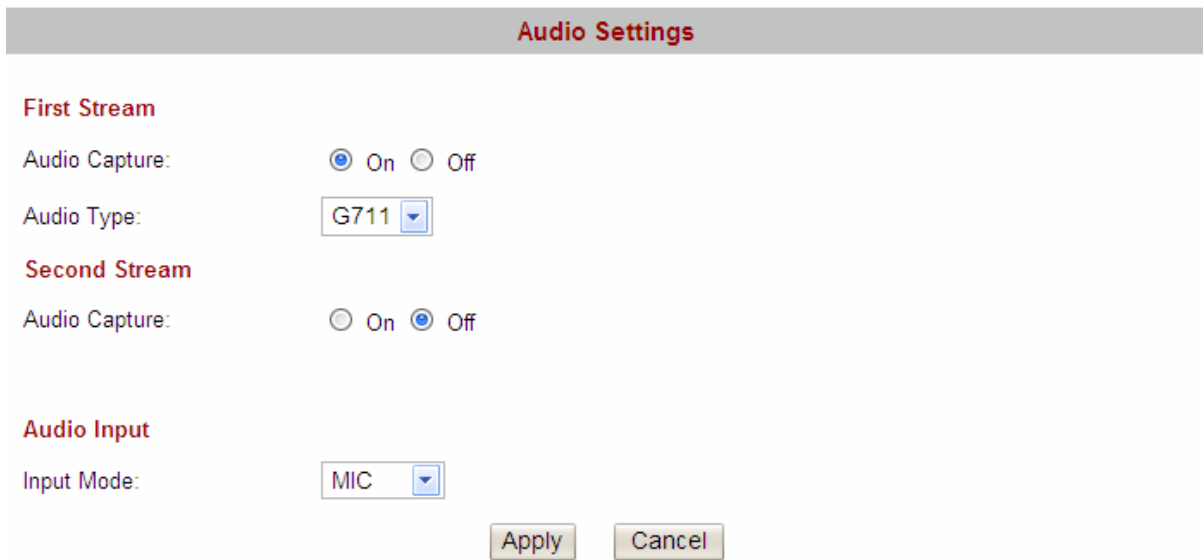


Figure 3.27

#### Audio capture

**On:** Add audio signal when coding. Choose it and the audio will be better.

**Off:** Not add audio signal when coding.

You can choose whether open audio capture for first stream or second stream.

#### Audio type

It has two types: G711 and G726. You can choose any one.

Note: If you use Firefox, Google Chrome, Safari, you must choose G711. Because the ActiveX doesn't support G726.

#### Audio input

**MIC:** If the audio input interface of the camera has connected with microphone, here you should choose MIC.

**Line in:** If the audio input interface of the camera has connected with linear audio input signal device, here you should choose Line in.

Which one you choose is decided by the device that connect with audio input interface.

Click Apply, you can see a dialog box as below:

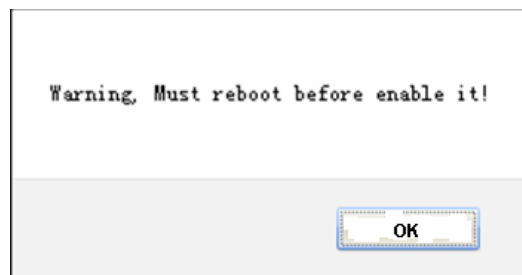


Figure 3.28

Click OK to reboot camera.

If you give up the settings you have done, click cancel to restore the status before your settings.

Back to the "For Visitor" and click the icon , you can here the voice around the camera.

### 3.15 Initialize

Reboot: Click reboot, the infection is the same as plug the power and re-plug it.

Factory default: Click it, all parameters will return to factory settings.

Backup setting data: If you don't want to quit all parameters that you've set. You can click **Save** and all the parameters you set will be stored as a parameters bin file.

Restore: Click browse, choose the correct bin file and then click ok to get all parameters which you set before.

Upgrade: Click **Browse**, choose the correct bin file and then click **OK** to upgrade. Don't shut down the power during upgrade.

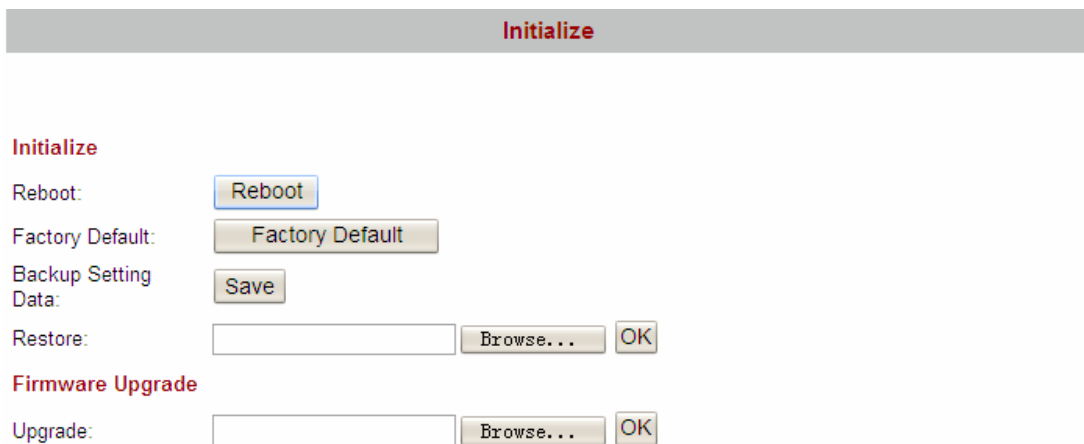


Figure 3.29

### 3.16 Back

This will take you back to the video window.

## 4 Other Settings

### 4.1 Use Mobile to login

If the camera has been linked to Internet, set the parameters of the camera and router. Make sure the camera can be accessed by domain name and WAN IP.

For example, the WAN IP is 183.37.54.137, the domain name is ycxgwp.no-ip.info. Then open the mobile IE, enter the following URL, you can login the camera. <http://183.37.54.137/mobile.html> or <http://183.37.54.137/wap.wml> or <http://ycxgwp.no-ip.info/mobile.html> or <http://ycxgwp.no-ip.info/wap.wml> .

If the HTTP port num isn't 80, you should add the port num to the URL:

<http://183.37.54.137:portnum/mobile.html>

or [http:// ycxgwp.no-ip.info: port num/mobile.html](http://ycxgwp.no-ip.info:port_num/mobile.html)

## 4.2 For MAC OS

The MAC OS can't install the exe application program. If you want to access the camera, you should know the IP or domain name, then enter the url to the IE and access the camera.

# 5 APPENDIX

## 5.1 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.

### 5.1.1 I have forgotten the administrator password

To reset the administrator password, you had better unplug the network cable firstly. After that, press and hold down the RESET BUTTON about 15 seconds. Releasing the reset button, the password will turn to the factory default.

Default administrator username: admin	password: admin
Default user username: user	password: user
Default guest username: guest	password: guest

### 5.1.2 Subnet doesn't match

Check whether your ipcamera in the same subnet of your computer. The step is **Control Panel**→**Network Connections**→ Choose **General**→**Properties**..(Figure 3.6/3.7) 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.

### 5.1.3 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**

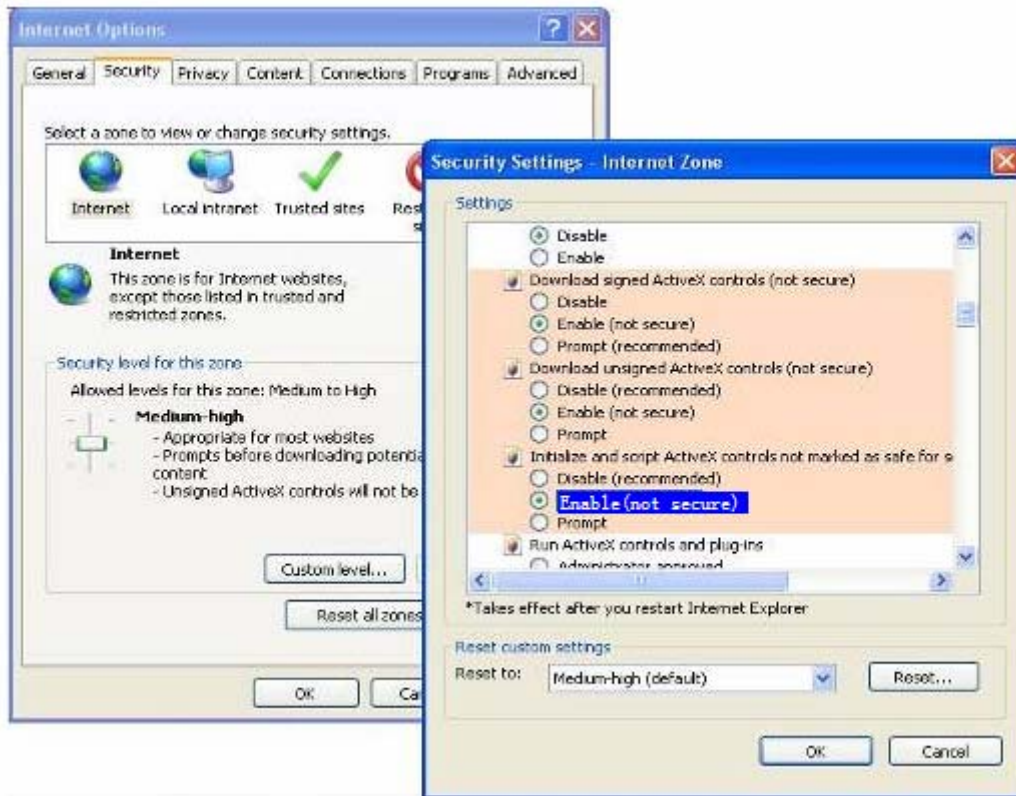


Figure 5.1

If you allow the ActiveX running, but still could not see living video. Please change another port number to try. Don't use port 80, use any port between 1024 and 49151.

**Basic Network Settings**

**LAN Settings**

IP Configuration Type: Fixed IP Address

IP Address: 192.168.11.129

Subnet Mask: 255.255.255.0

Gateway: 192.168.11.1

DNS Configuration Type: Manual DNS

Primary DNS: 192.168.11.1

Secondary DNS: 202.96.134.133

**HTTP**

HTTP Port number: 80 (80 or 1024-49151)

RTSP Port number: 554 (554 or 1024-49151)

RTSP Permission checksum:  On  Off (Note: You need to restart the machine, this setting will only take effect)

Apply Cancel

Figure5.2

**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.

### 5.1.4 I cannot see the video on Firefox or Safari or Google chrome?

For Firefox, Safari and Google chrome, you should install Quick Time Player as the ActiveX controller, please configure the activex controller as the following picture:  
Select Preferences—QuickTime Preferences...



Figure 5.3

Choose HTTP as the transport protocol.

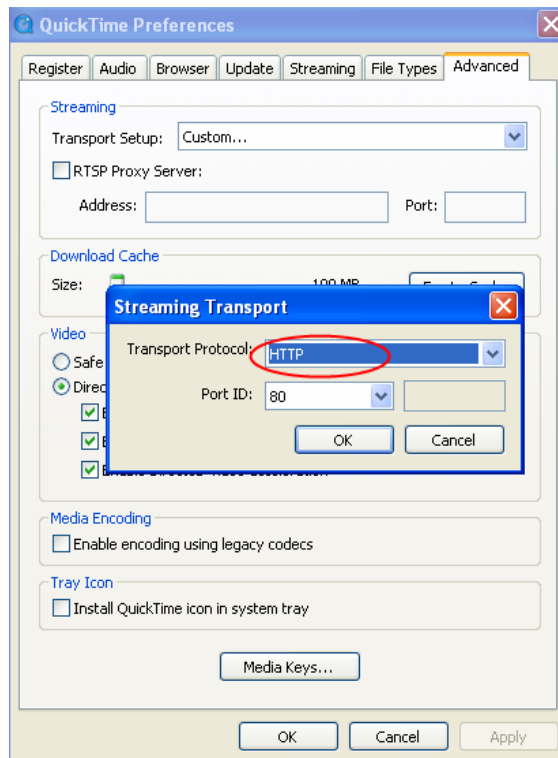


Figure 5.4

Choose Automatic as the transport setup, then click OK to save the settings.

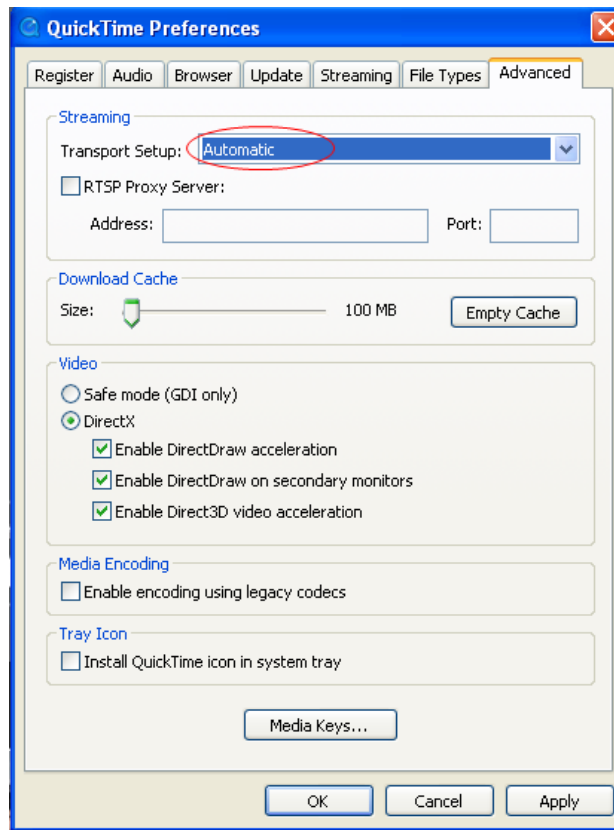


Figure 5.5

### 5.1.5 Can't access IP camera in internet

There are some reasons:

- 1 ActiveX controller is not installed correctly (Figure2.10-2.12)
  - 2 The port which camera used is blocked by Firewall or Anti-virus software. Please change another port number and try again. (Figure5.2)
  - 3 Port forwarding is not successful
- Check these settings and make sure they are correct.

### 5.1.6 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.

## 5.2 Default Parameters

### Default network Parameters

IP address: obtain dynamically  
 Subnet mask: obtain dynamically  
 Gateway: obtain dynamically  
 DDNS: Disabled

### Username and password

Default admin username: admin	Default password: admin
Default user username: user	Default password: user
Default guest username: guest	Default password: guest

## 5.3 Specifications

ITEMS		FI9820W
<b>Image Sensor</b>	Image Sensor	1/4"Color CMOS Sensor
	Display Resolution	1280*720 Pixels
	Lens	f: 3.6mm, F:2.4
	Mini. Illumination	0.5Lux
<b>Video</b>	Image Compression	H.264
	Resolution	720p (1280*720) , VGA (640*480) , QVGA (320*240)
	View	H.264 dual streaming
	View Angle	67 Degree
	Image adjust	The brightness, contrast, saturation , is adjustable
	White balance	Automatic, Indoor, outdoor , is adjustable
	Infrared mode	Automatic , manual (on/off)
	Light Frequency	50Hz, 60Hz
	Night visibility	Φ5mm 11 IR LEDs, Night visibility up to 8 meters
	Pan/Tilt Angle	Horizontal:300° & Vertical: 120°
<b>Audio</b>	Input/Output	Linear Input/Output, which can realize two-way voice the intercom
	Audio Compression	G.711/G.726, Audio sampling Bit rate 128kbps ~ 2.048Mbps
<b>Network</b>	Ethernet	One 10/100Mbps RJ-45
	Supported Protocol	TCP/IP、UDP/IP、HTTP、SMTP、FTP、DHCP、DDNS、UPNP
	Wireless Standard	WIFI(IEEE802.11b/g/n)
	Support IP address	static IP address, dynamic IP address
<b>Power</b>	Power Supply	DC 5V/2.0A (EU,US,AU adapter or other types optional)
	Power Consumption	8Watts (Max.)
<b>Alarm</b>	Alarm detection	The motion detecting, detection threshold Settings
	Alarm inform	Support Email、FTP etc alarm inform way
<b>Hardware Interface</b>	SD CARD	SD CARD (Support to 32G)
	Audio Input/Output	One audio input jack, One audio output jack.



	Reset Buttons	One Reset
	Ethernet	One 10/100Mbps RJ-45
	Wireless Interface	WIFI antenna
<b>Environment</b>	Operate Temper.	0° ~ 55°C (32°F ~ 131°F)
	Operating Humidity	10% ~ 80% non-condensing
	Storage Temper.	-10°C ~ 60° (14°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
<b>Physical</b>	Dimension	117(L) x114(W) x129mm(H)
	Gross Weight	814g(Color Box Size:245 x 145 x 165mm)
	Net Weight	348g
<b>PC Requirements</b>	CPU	2.0GHZ or above
	Memory Size	256MB or above
	Display Card	64M or above
	Supported OS	Microsoft Windows 2000/XP/Vista ,Mac OS
	Browser	IE6 and above version or compatible browser, Firefox or other standard browsers
<b>Software</b>	Upgrade	Upgrade from network
	Application Software	H.264 Camera Client.exe
<b>Certification</b>	CE,FCC	

## 6 OBTAINING TECHNICAL SUPPORT

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

