User Manual

Model: FI8909W

Indoor Wireless IP Camera

NIGHT VISION & REMOTE

Black

White

CONTENTS

1 WELCOME

IPCAM is an integrated IP Camera solution based on the TCP/IP standard. 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 the Internet. The basic function of IPCAM is to provide remote video on the IP network. High quality video images are transmitted at up to 30fps on the LAN/WAN by using MJPEG hardware compression technology. The WEB server within IPCAM supports various internet browsers including Internet Explorer. Therefore the management and maintenance of your device is simplified, by using the network to remotely configure, start-up, and upgrade the firmware of your IPCAM. You can use IPCAM to remotely monitor your home or your office. Controlling the IPCAM and managing images is simplified by using the provided web interface across the network utilising either wired or wireless connectivity.

1.1 Features

- Powerful high-speed video protocol processor
- High Definition Colour CMOS Sensor
- 300K Pixels
- IR night vision (Range: 5m)
- Optimized MJPEG video compression for transmission
- Multi-level users' management and passwords definition
- Embedded Web Server for users interaction using IE
- Wi-Fi compliant with wireless standards IEEE 802.11b/g/n
- Supporting Dynamic IP (DDNS) and UPnP LAN and Internet (ADSL,Cable Modem)
- Motion detection activates alarm
- Supports image snapshot
- Supports multiple network protocols: HTTP/TCP/IP/UDP/STMP/DDNS/SNTP/DHCP/FTP
- Supports WEP/WPA/WPA2 encryption

- Supports Daylight Saving Time
- Supports MSN
- Supports Gmail as sender on mail service settings

1.2 Packing List

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

- IPCAM × 1
- Wi-Fi Antenna×1 (only available for wireless model)
- DC Power Supply × 1
- Quick Installation Guide ×1
- CD × 1 (Includes IPCAM user manual, IP camera tool, FOSCAM Video Installation)
- Network Cable × 1
- Mounting bracket × 1 (option)
- Warranty Card × 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: 5 IR LEDs

LENS: CMOS sensor with fixed focus lens. (3.6mm)
WIFI Antenna: Wireless Antenna
Microphone: Built-in microphone
Network Light: The LED will blink when plug the power
Power Light: If the power adapter works well, the light will turn on
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

1.3.3 Bottom View

There are up to three labels located on the body of the camera; this is an important feature of original Foscam cameras. If your camera does not have labels as shown in Figure 1.3 ,it may be a clone one. 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. You must power on the camera before reset.

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.

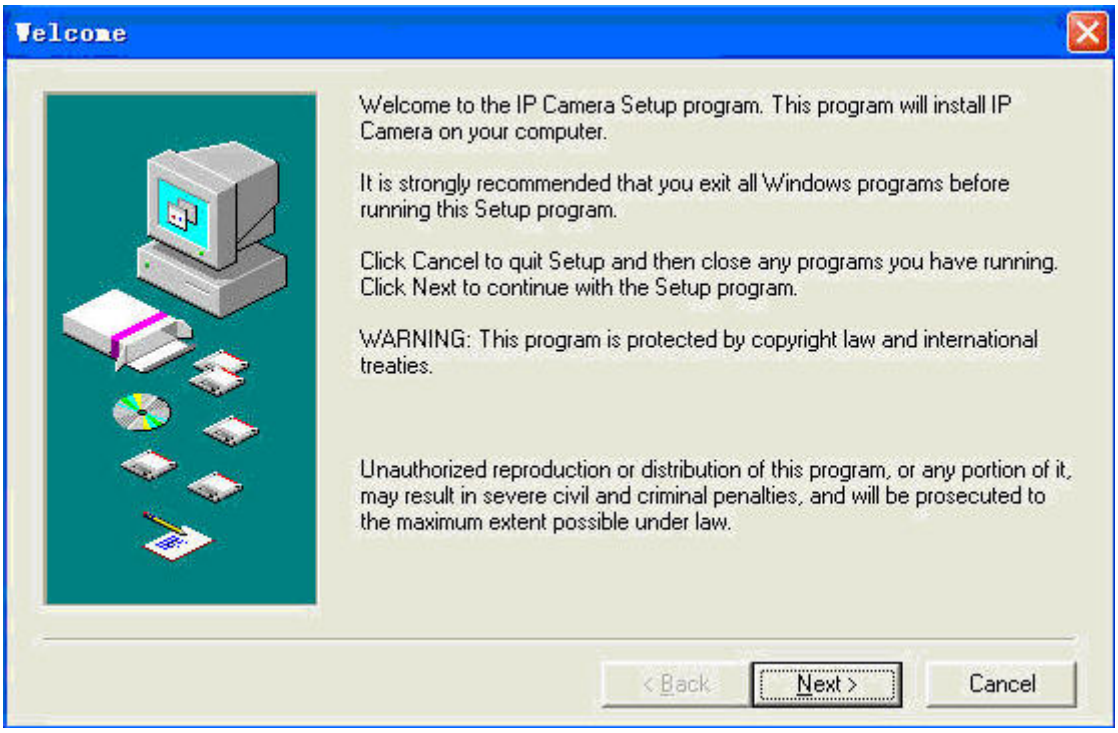


Figure 1.4

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

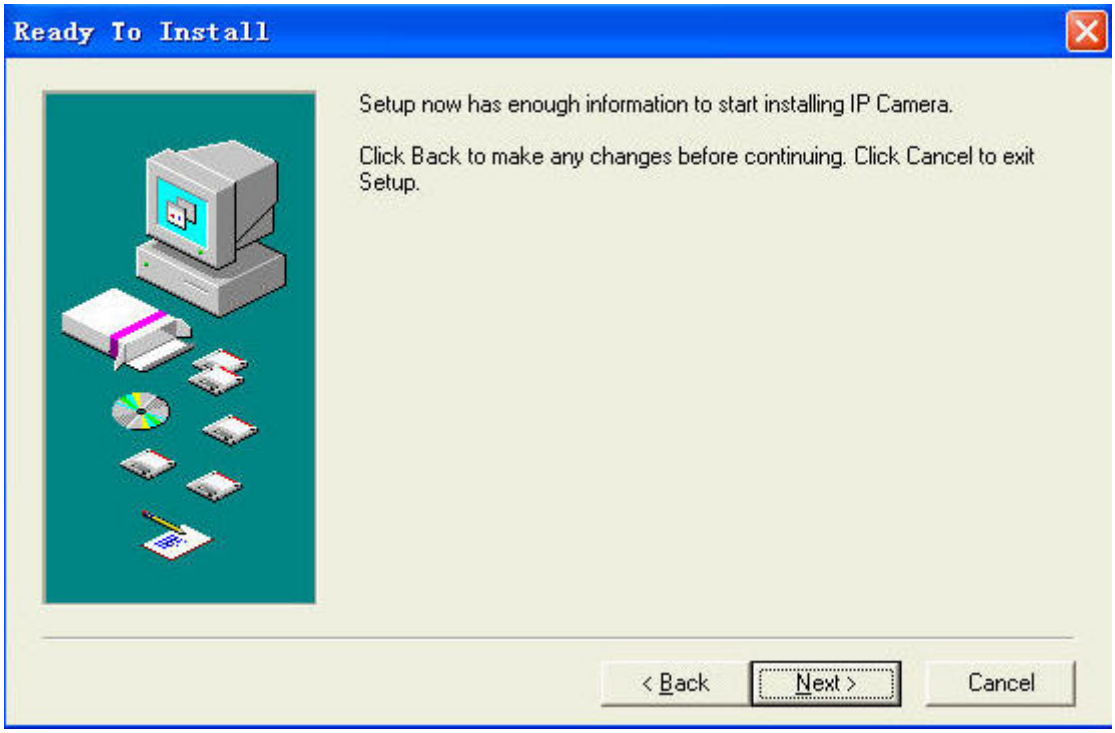


Figure 1.5

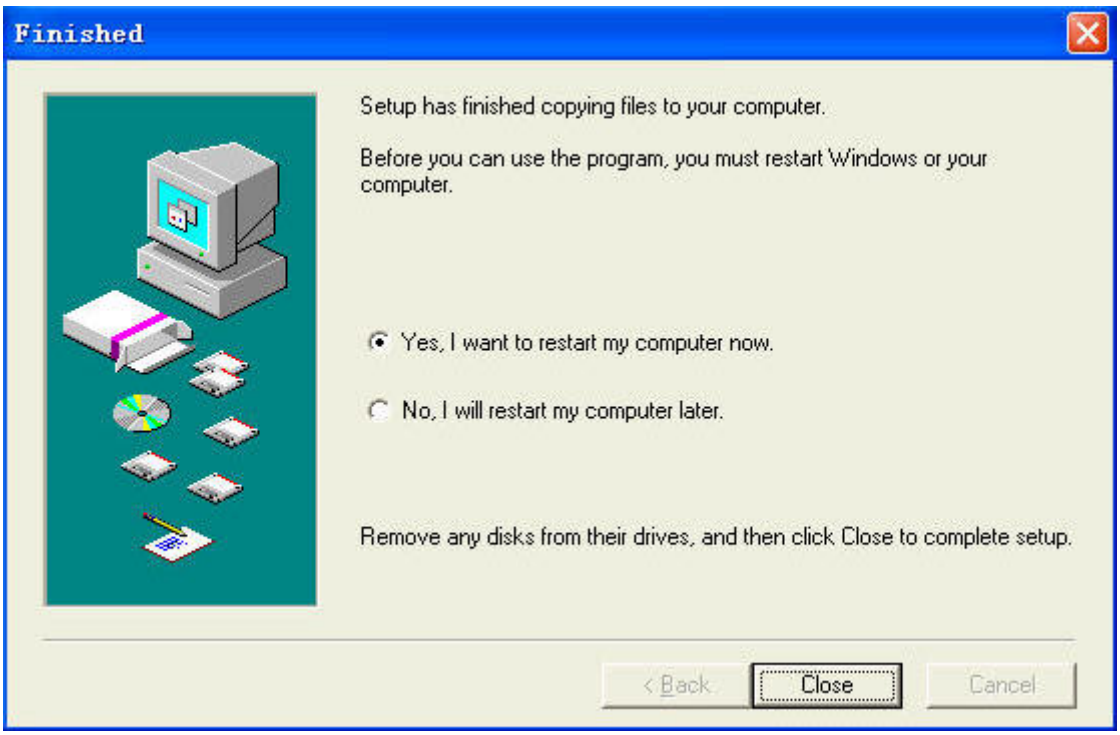
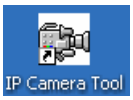


Figure 1.6

The computer restarts upon installation completion and the icon 

appears on the desktop automatically.

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

For example, if it was pointing to C:\Windows\System32\IPCamera.exe.
Please correct this by pointing the shortcut to the correct path:
C:\Windows\SysWOW64\IPCamera.exe. This 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 adaptes may cause damage to your IP Camera. IP Camera terminal shall be installed in an indoor environment where the rain or snow could not pour it.

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 at 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 power adapter will be visible.

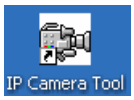
(5) When the camera is powered up, If the network cable is plugged in correctly, the small green light on the camera network socket will turn on, and the small yellow light will flash. The network light will blink, about 1~2 times per second.

(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 connected properly, you can double click the icon “IP Camera Tool”



and a dialog box as Figure 2.1 will pop up.

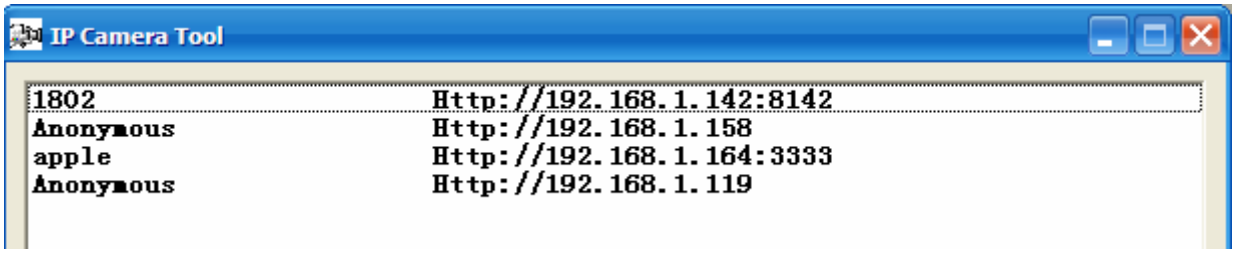


Figure 2.1

The software searches for IPCAMs automatically over the LAN.

There are 3 possible results:

1. **No Cameras are found on the LAN**. After about 1 minute of searching, the Result Field will show “not found IP Server” and the program shut off automatically.
2. **IP Cameras have been found within LAN.** All the found IP Cameras will be listed and the total number displayed in the result field as shown in Figure 2.1.
3. **IP Cameras installed within the 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. Use the left mouse button to select the prompt and then right click the mouse for available options, choose **Network Configuration** to set the IP address of the Camera to the same subnet as the LAN. (Figure 2.5) You can choose to obtain an IP from the DHCP server or set a static IP for the camera. (Figure 2.4)

NOTE: If your camera is not displayed within the IP camera tool list, check if DHCP is enabled on your router, and that the router MAC address filtering is not blocking your camera. Also make sure that any firewall isn’t blocking 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.

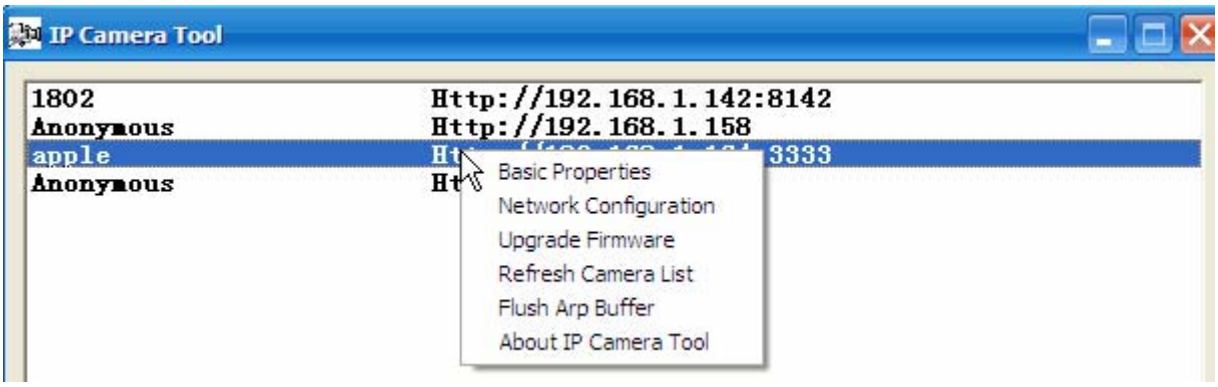


Figure 2.2

- **Basic Properties**

Device information displayed in the Basic Properties is **Device ID, System Firmware Version, 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 determine the IP address allocated to each camera. For example Device ID is 00606E8C5058, the same MAC ID label is found on the bottom/back of the camera.

Each camera has its own MAC ID. If the camera's IP is not found with the IP Camera Tool, the router 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. There are two MAC addresses, one is the Wired MAC ID and the other is the Wi-Fi MAC ID.

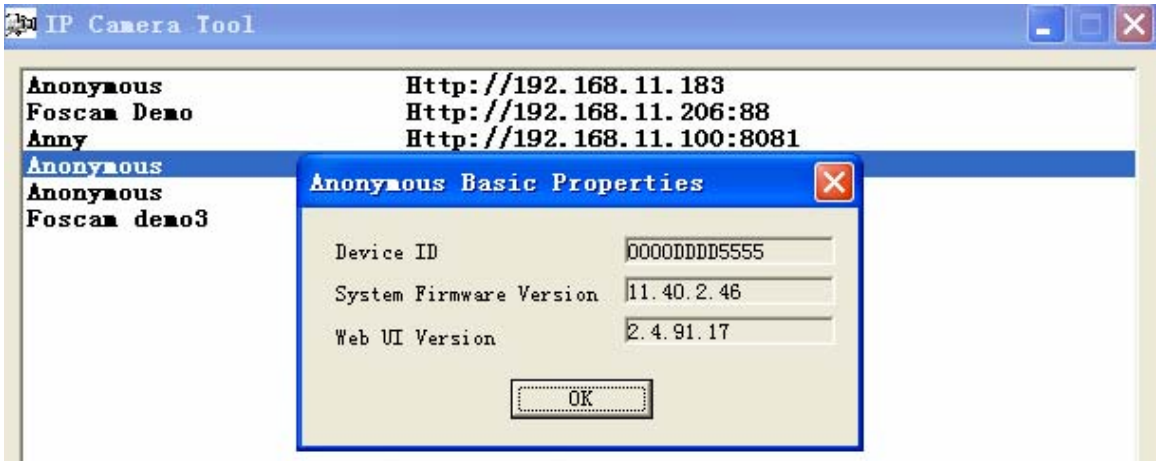


Figure 2.3

- **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 its IP from the DHCP server. In other words, the camera will have a dynamic IP. (Make sure the Router to which the camera connects has DHCP enabled).

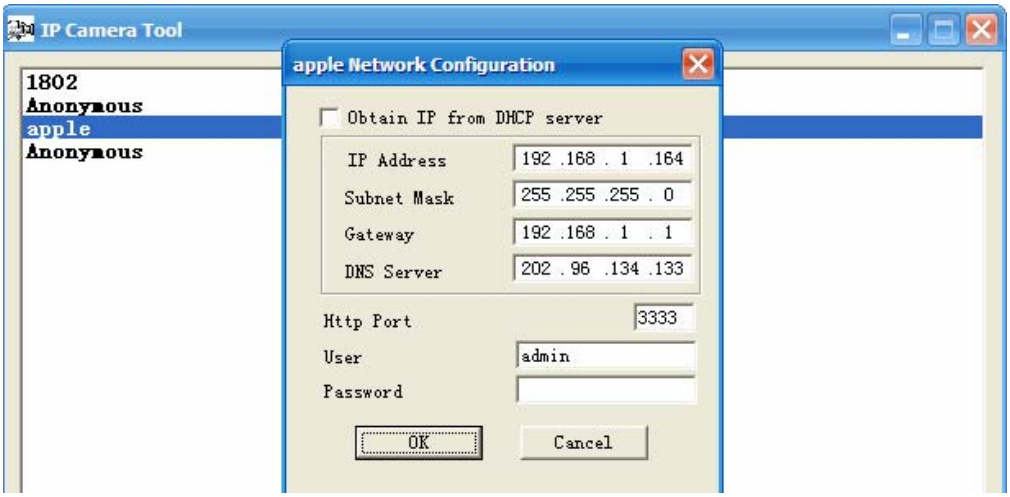


Figure 2.5

IP Address: Fill in the IP address assigned.

Subnet Mask: Fill in the Subnet Mask of your network, normally this is: 255.255.255.0.You can find the network subnet mask from your router or from your locally attached PC.

Gateway: Fill in the Gateway address. The gateway is normally your router's LAN IP. You can find the Gateway address from your locally attached PC.

DNS Server: Fill in the DNS address. It is recommended that you use the address from your locally attached PC, which is normally your router's LAN IP.

Http Port: The default port for HTTP is 80. Only change this if you understand the implications of doing so.

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

This section only details the most typical settings and how to configure wired connections during installation. Other network configurations are broadly similar, although the specific parameters that you must configure are necessarily different. A full description of all configurations or configuring advanced IP solutions is beyond the scope of this manual.

- **Upgrade Firmware**

Enter the correct Username and Password to upgrade the system Firmware and Web UI. If you upgrade the camera, you must **upgrade system firmware** first and then **upgrade web UI** or you may damage the camera. Please ensure you have download the correct firmware package for your camera before upgrading. Read the upgrade documentation (readme.txt file) in the upgrade package before you upgrade.

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

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

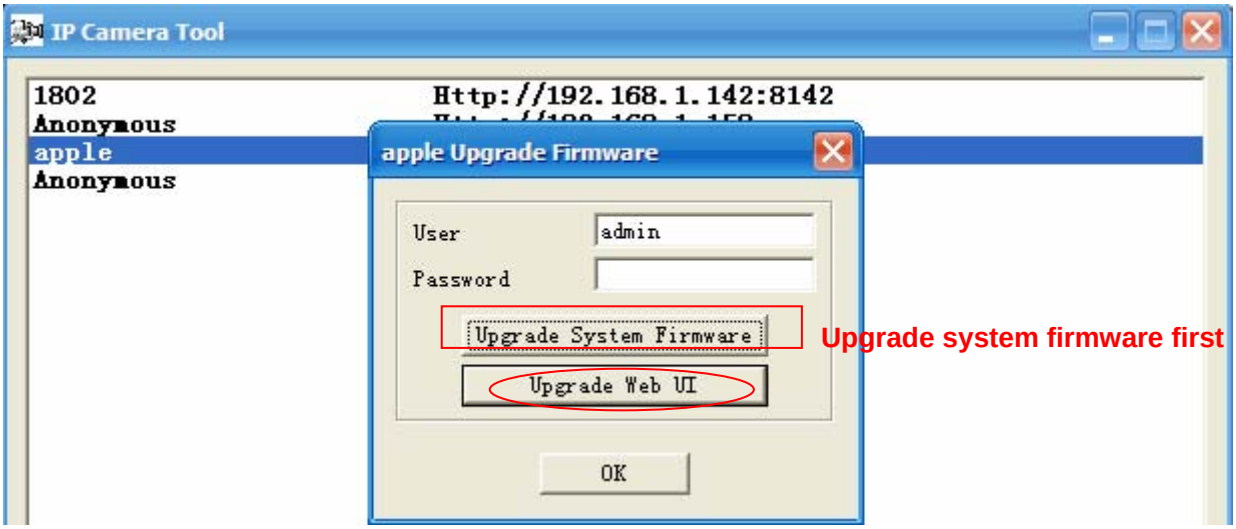


Figure 2.6

- **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**

Displays the version of the IP Camera Tool.

2.2 Camera Login

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

1) Using the **IP Camera Tool** ,double click the IP address of the IP Camera listed (Figure 2.1).The browser you use will be opened automatically and display the camera login page. (Figure 2.8)

2) You can also access the camera using Internet Explorer browser by typing in the camera's IP address. For example:

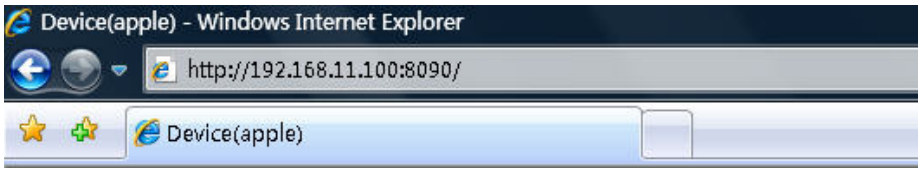


Figure 2.7

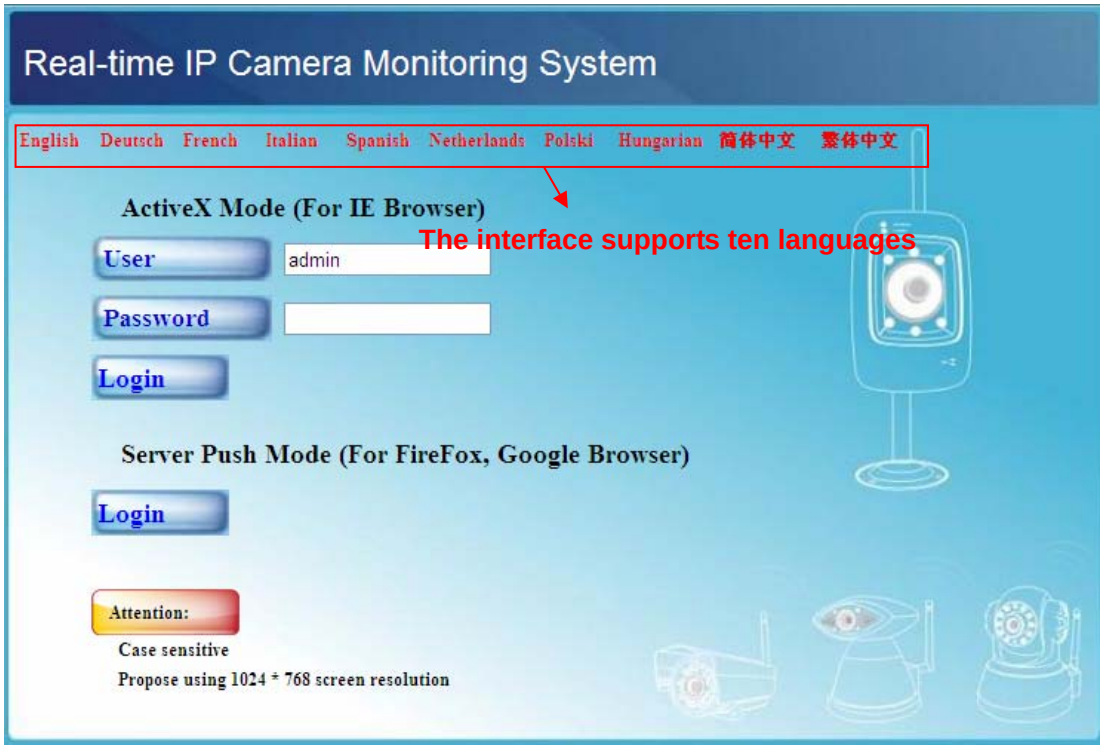


Figure 2.8

The default user is admin, with no password.

There are two modes to login. If you use IE browser, select activeX mode to login. If you use Firefox or Google Chrome, select Server Push Mode to login. (Figure 2.9)

Figure 2.9

For IE browser

Fill in the user name and choose the first login button.

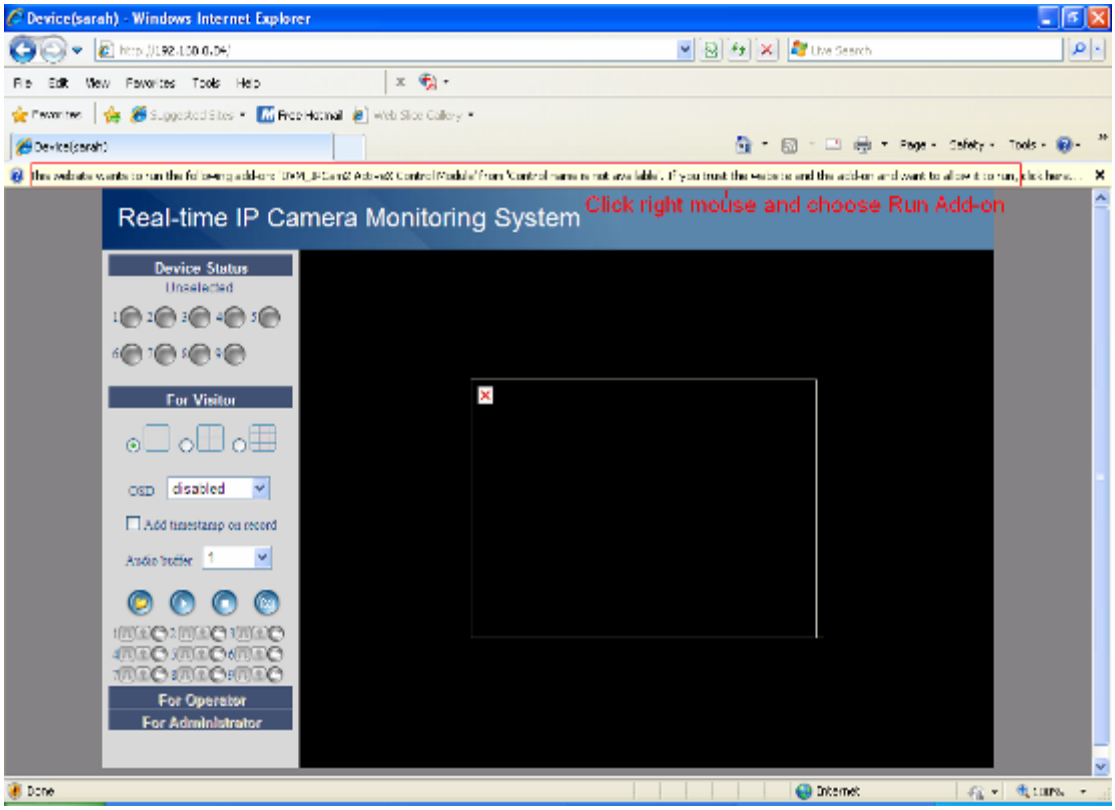


Figure 2.10

The first time you to the User Interface you will receive an ActiveX prompt as in the picture above. (Figure 2.10) Fight click on the prompt and choose **Run Add-on**.

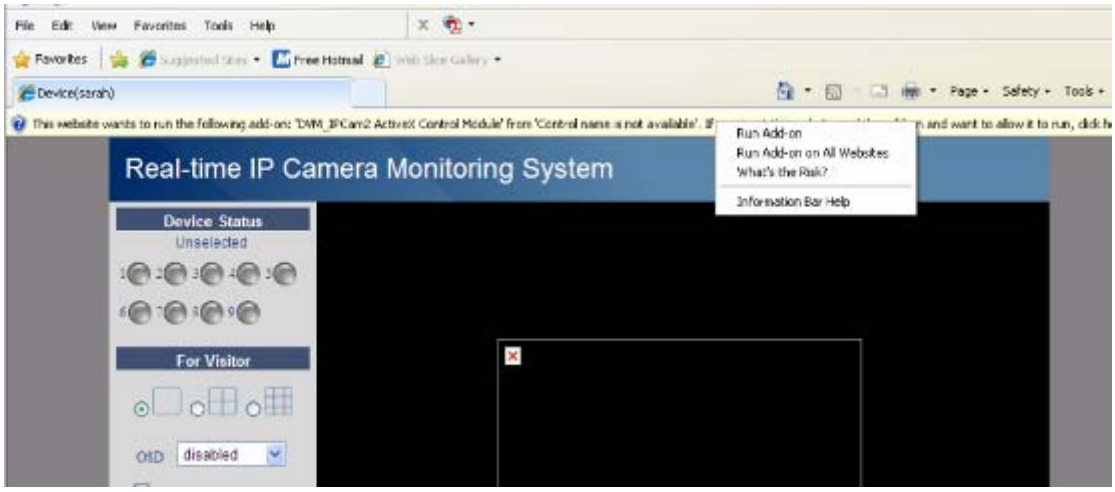


Figure 2.11

Select **Run** on the next prompt (Figure 2.12) which will return to the login screen..

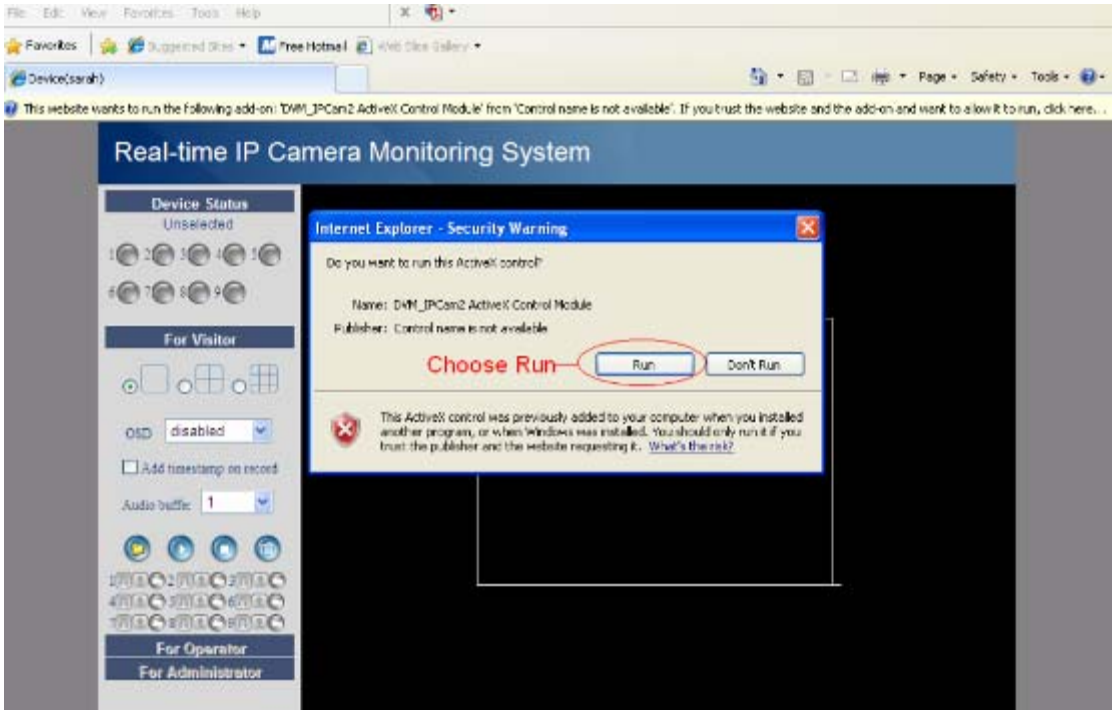


Figure 2.12

Fill in the user name and choose login again. You will see live video. (Figure 2.13)

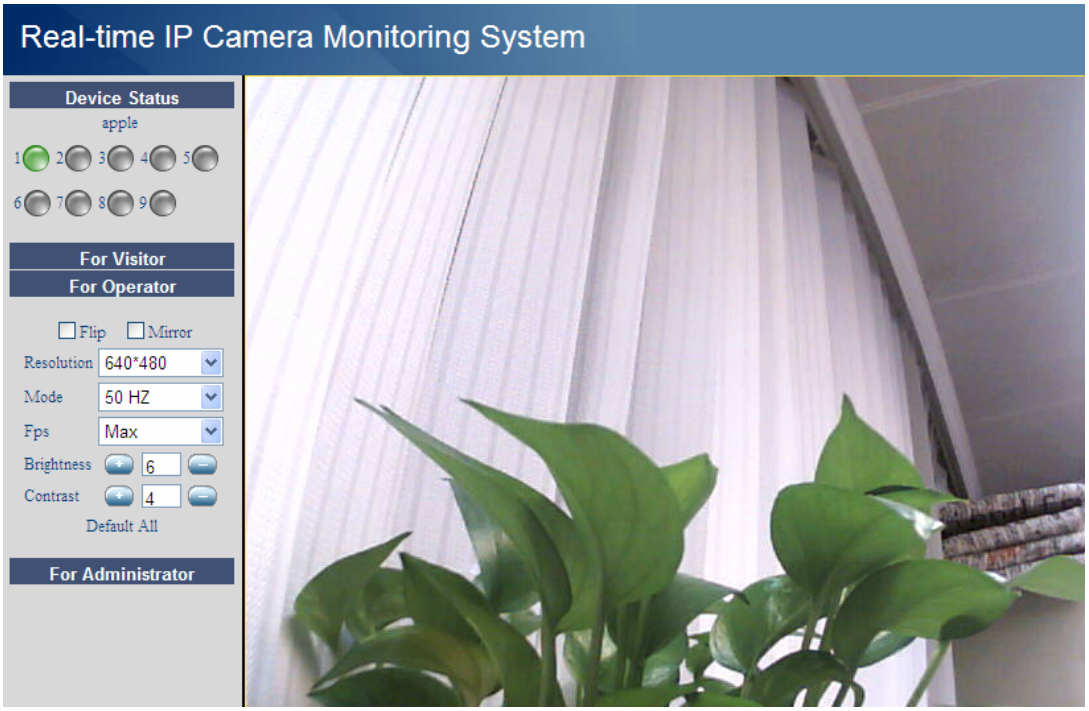


Figure 2.13

NOTE: If you cannot see live video after installing the activeX control. Only a red cross  in the center of the video or just a black screen, try changing to another port number to try. Try using another port besides port 80 such as port 85, 8005 or 8100.

Make sure that all firewall or antivirus software on your computer does not block the active download and installation. If you are unable to run the activeX control, try shutting down the firewall or antivirus program.

For Firefox, Google Chrome, Safari or other standard browsers

Fill in the user name and choose the second login button. You may be asked for the user name

and password again before you login the User Interface. After successfully logging in, you will see the **Device Status** of the camera.

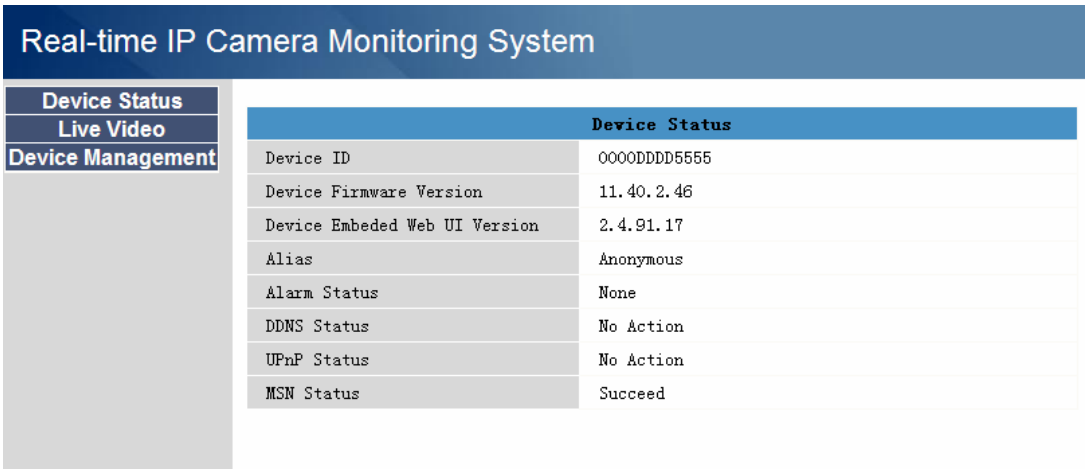


Figure 2.14

Click **Live Video**, you will see the camera's live video.

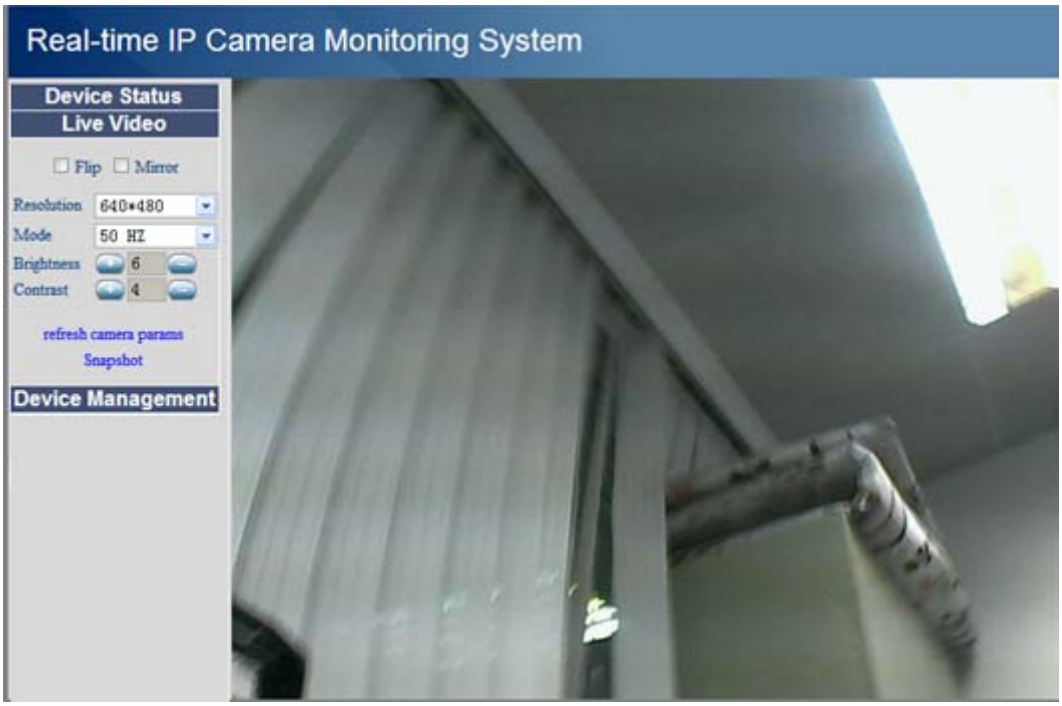


Figure 2.15

2.3 Device Status

For the Internet Explorer browser

If the camera is connected properly, the light of the device status will show green.

If the light shows yellow, check if the activeX is enabled or change to another port number and try again.

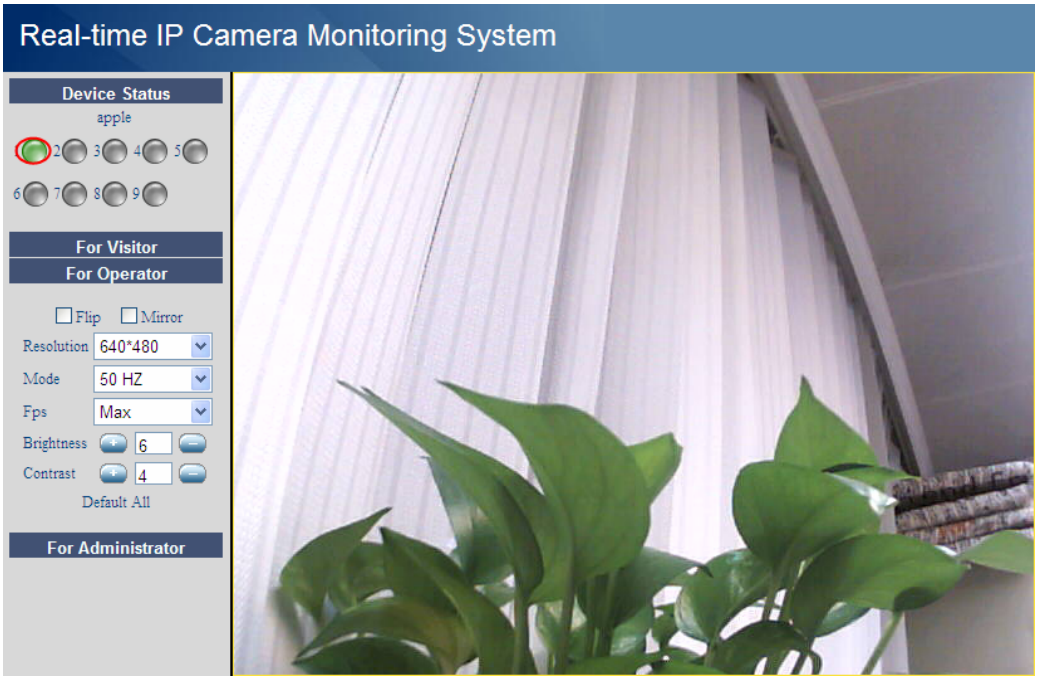


Figure 2.16

If you want to view the device information, choose **For Administrator** and choose **Device info**.

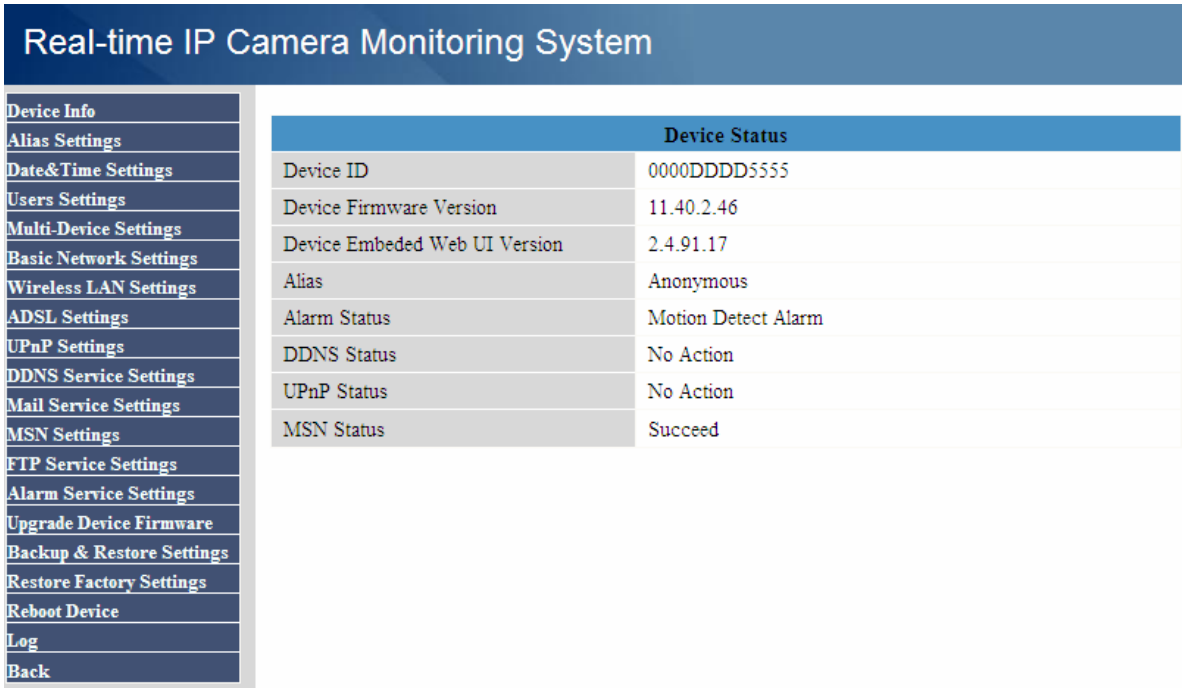


Figure 2.17

For Firefox, Google Chrome and Safari

When you login the UI, you will see Device Status which is the same as Device Info in IE browser. (Figure 2.14)

2.4 For Visitor

For IE browser

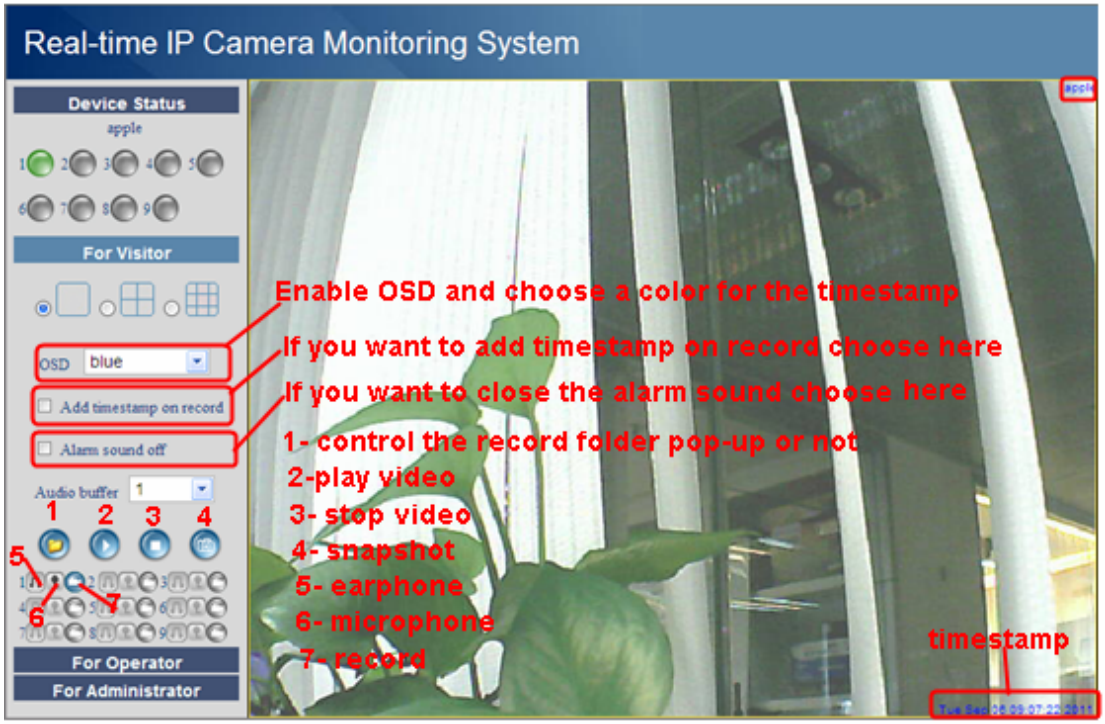


Figure 2.18

Multi-device window: The firmware inside the camera supports up to maximum of 9 cameras being monitoring at the same time. You can add other cameras in multi-device settings.
OSD: OSD is used to add timestamp on the video. There are five text colors to choose from.
Add timestamp on record: Select this option if you want to add a timestamp to recordings.
Alarm sound off: Select this option, to mute the beep alarm sound when motion is detected.
Audio buffer: Audio buffer with units set as number of seconds.

: When you enable motion alarm, the camera will record automatically and store the recording file to the folder you configured. This icon is used to control whether the folder opens or not..

: When you click this icon, the camera video will be enabled.

: When you click this icon, the camera video will be disabled.

: When you click this icon, a still image will be available to save as a JPG

: When you click this icon, the camera will begin continuous recording and store the .avi file to the folder you configured. (Figure 3.3) Click again to stop.

: Click the headphone icon and you will hear sound captured by the camera's built-in microphone. You may need to plug earphones or enable the computer speakers to hear from the camera's microphone..

 : Click the speaker icon and then talk through your computer's microphone which will transmit through the camera's speaker. People will hear your talking through the camera's built-in speaker.

Record: Click the record icon. The camera will begin recording and store the .avi file to the folder you set. (Figure 3.3) Click the record icon again to stop the recording.

For Firefox, Google Chrome and Safari

You will see an image like Figure 2.14 when you login to the camera as visitor.

2.5 For Operator

For IE browser

Click **For Operator**, the following screen will appear.

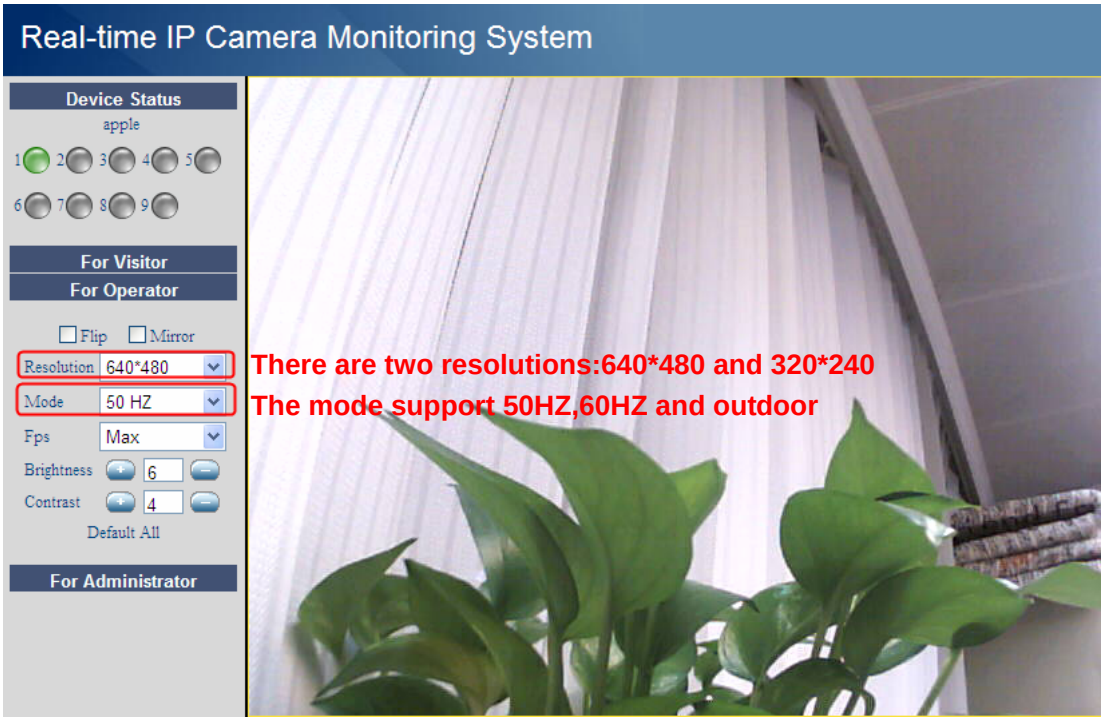


Figure 2.19

Flip & Mirror: These options are primarily used if the camera is mounted inverted.

Mode: There are three modes for adjusting ambient light. (50HZ, 60HZ and outdoor)

Brightness and **Contrast:** are used to adjust the quality of the video.

For Firefox, Google Chrome and Safari

Click **Live Video**. There are several differences from IE and Firefox. In IE, there is a button to return all settings to default. In Firefox, the snapshot button is under for operator. And there is another function to refresh camera parameters. (Figure 2.20)

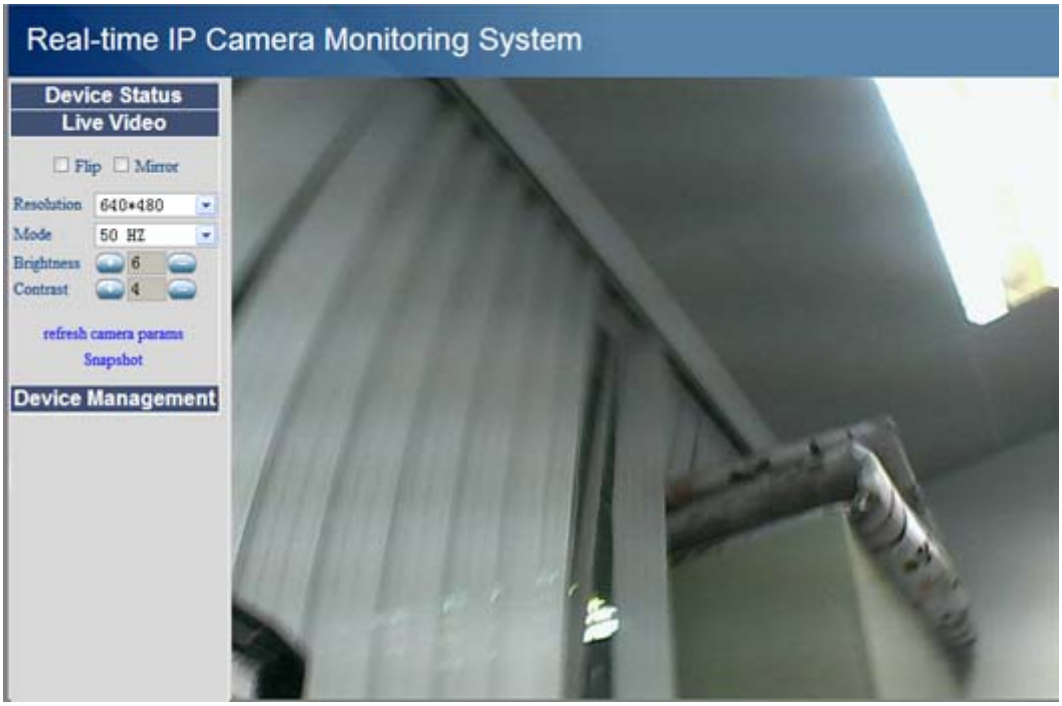


Figure 2.20

2.6 For Administrator

For IE browser

Click **For Administrator**. You will see the **Device Status**.

It contains the device ID, firmware version of the camera and other status's of the camera.

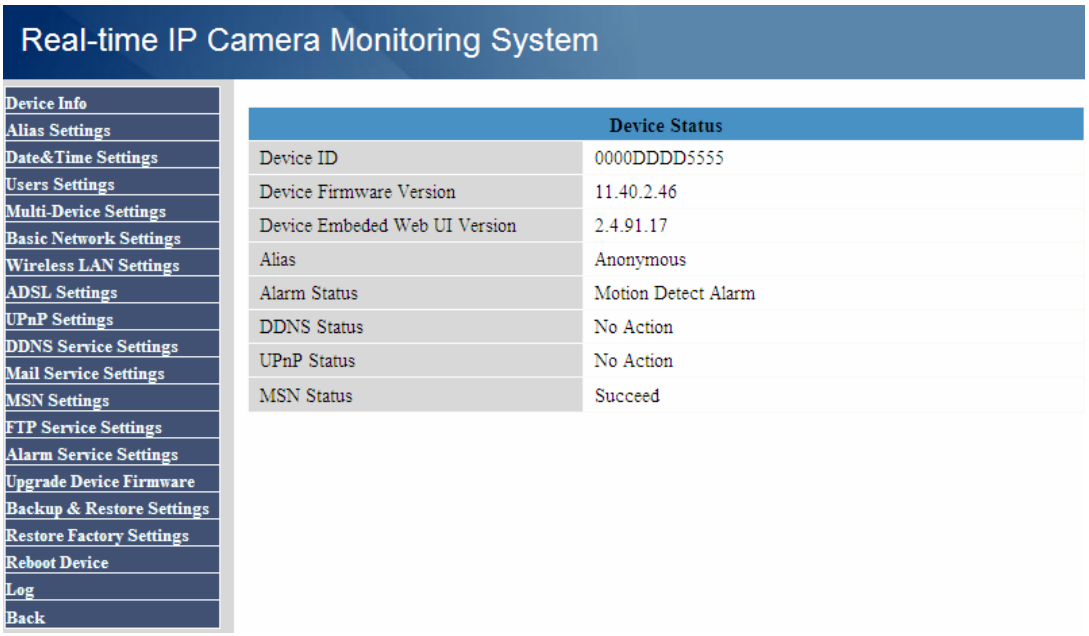


Figure 2.21

For Firefox, Google Chrome and Safari

Click **Device Management** and you will enter the settings page for administrator.

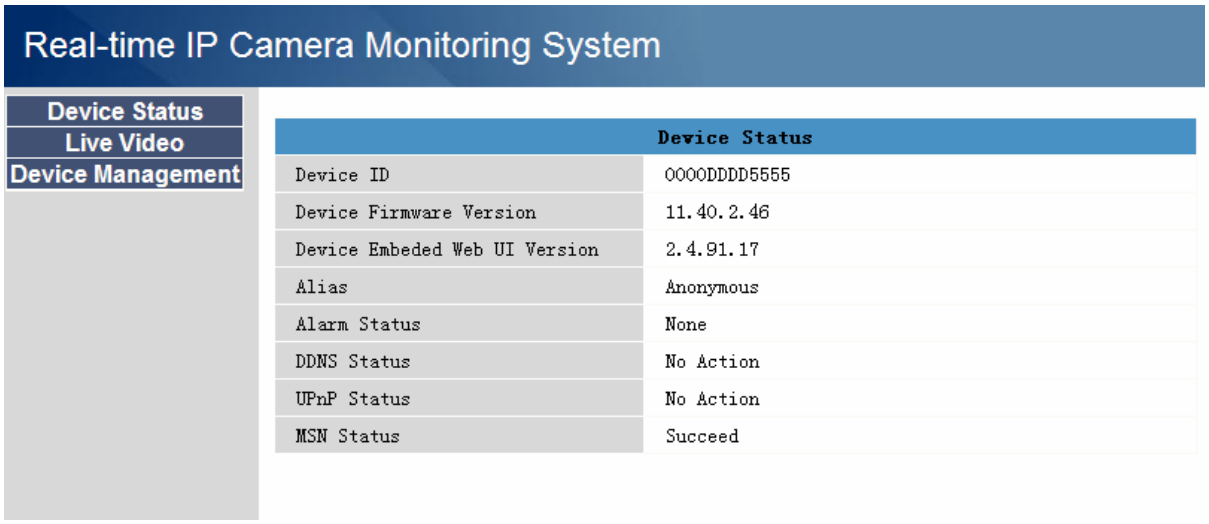


Figure 2.22

Internet Explorer has the three following options which are not the same in Firefox, Google Chrome and Safari:

Device Status: This is similar to **Device Info** which will have the same information as IE.

Multi-Device Settings: Since this function is controlled by the activeX, it is not available in Firefox or Google Chrome.

Back: In Firefox or Google browser, you must click Live Video or Device Status to go back.

NOTE: Audio, record and multi-device unctionality is controlled by the activeX controller, herefore Firefox or Google Chrome will not allow these functions.

3 How to configure settings in For Administrator

3.1 Alias Settings

Default alias is anonymous. You can define a name for your camera here such as Ipcam. Click **Submit** to save your changes. The alias name supports special characters.

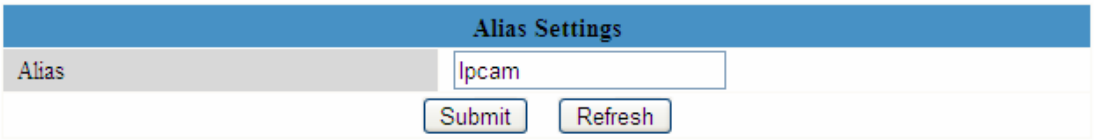


Figure 3.0

3.2 Date & Time Settings

Choose the time zone of your country. You can choose **Sync with NTP Server** (Figure 3.1a) or **Sync with PC Time**. (Figure 3.1b) If your country implements the **Daylight Saving Time**, that option can also be selected (Figure 3.2).

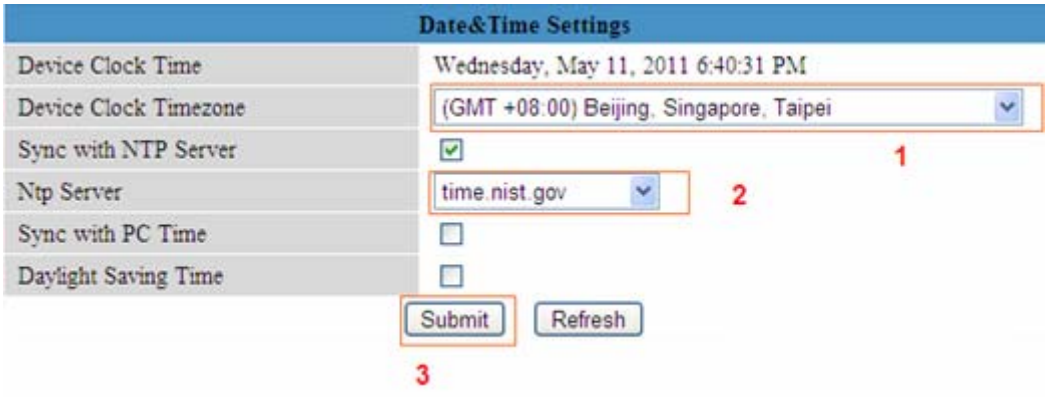


Figure 3.1a

Figure 3.1b

Figure 3.2

3.3 User Settings

Here you can create users and set permission levels, **visitor**, **operator** or **administrator**. Click **Submit** to save these settings. The camera will reboot.

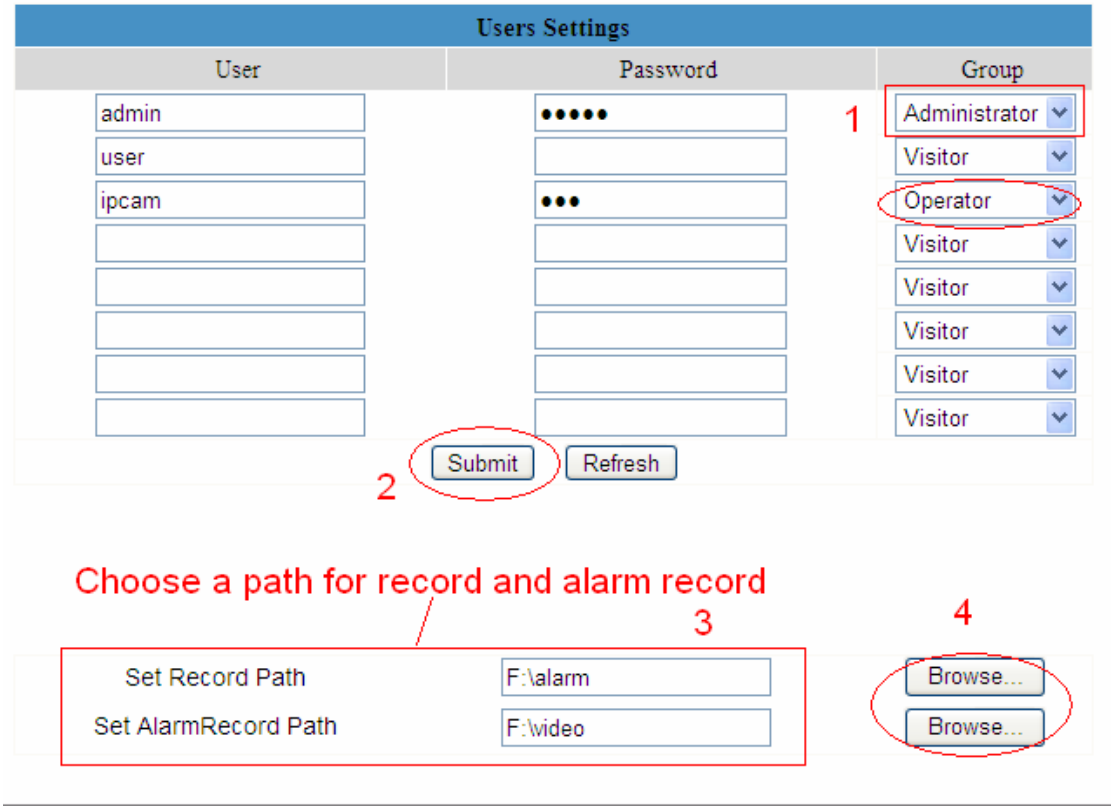


Figure 3.3

Here you can also set two important file locations for the camera, the **Record Path**, and the **Alarm Record Path**. Simply click **Browse** and choose the path to the required folder. The **Record Path** location is used to store manually recorded files (Click record icon. Figure 2.18) and still images

The **Alarm Record Path** location is used to store automatically recorded files when the camera is activated by motion. (See set motion alarm. Figure 3.30) The default path for **Record Path** and **Alarm Record Path** is C:\Documents and Settings\All Users\Documents.

NOTE: In Windows7 or Vista, if you cannot set the paths.:

Windows7 or Vista's security level is higher than Windows XP/2000.For "set record path" function, user should add the Device IP address to the Internet Explorer's 'Trusted sites' first. The step is: IE browser→Tool→Internet Proper→Security→Trusted sites→Sites→Add

3.4 Multi-Device Settings

The firmware within the camera can support a maximum of 9 devices monitoring all at the same time.

3.4.1 Add cameras in LAN

In the Multi-Device Settings page, you can see all devices found on the LAN. The 1st Device is the default one. You can add more cameras to the list on the LAN for monitoring. The camera's software supports up to 9 IP Cameras online simultaneously. Click **The 2nd Device** and click the item in the **Device List in LAN**, The Alias, Host and Http Port will be filled in the boxes below automatically. Enter the correct username and password then click **Add**. Add more cameras in

the same way. After all cameras have been added, please choose **Submit**.

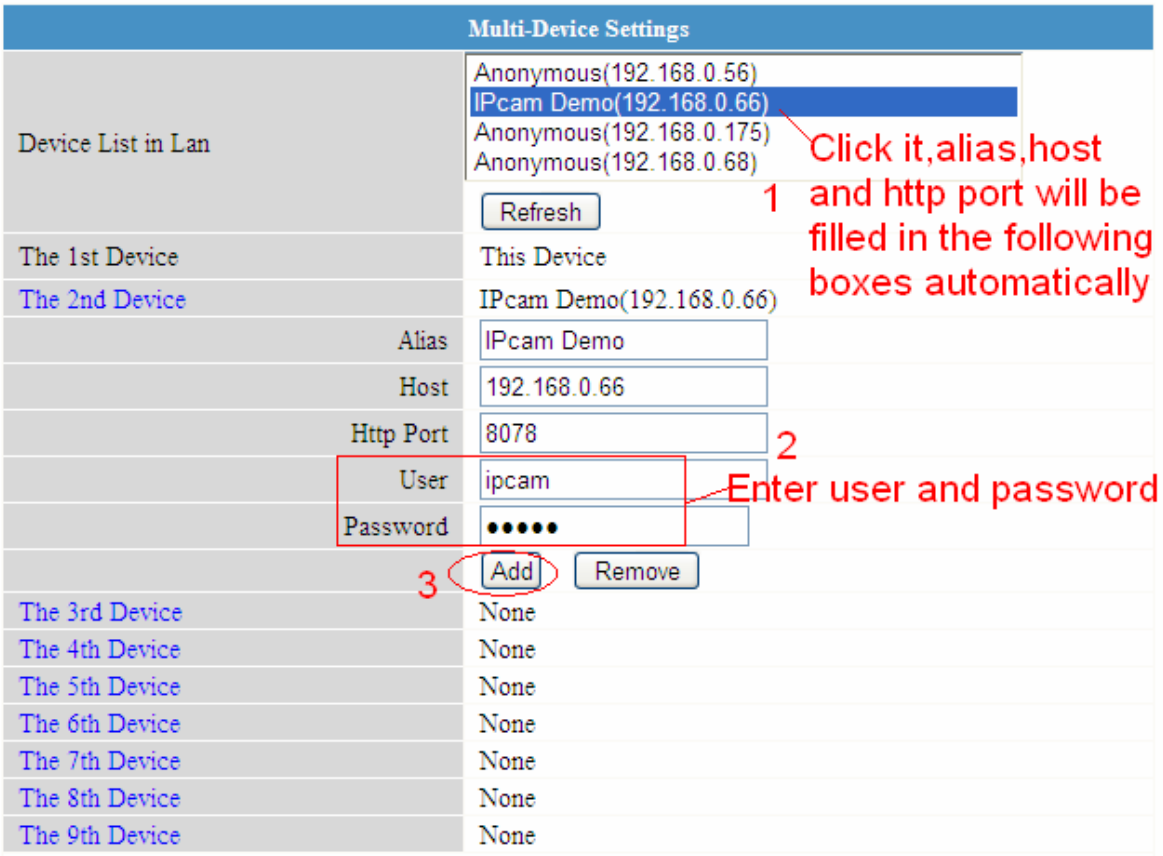


Figure 3.4

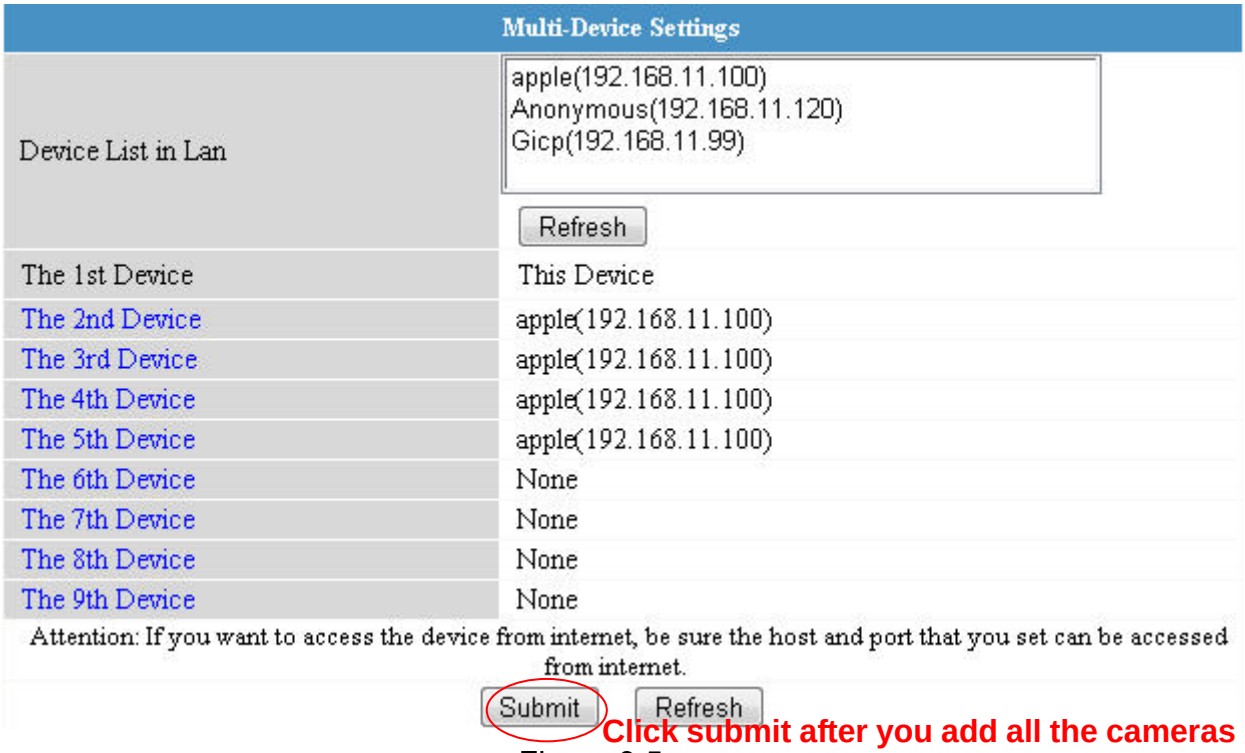


Figure 3.5

Choose **For Visitor** and then click the four windows option, you will see all four cameras you added.

Figure 3.6

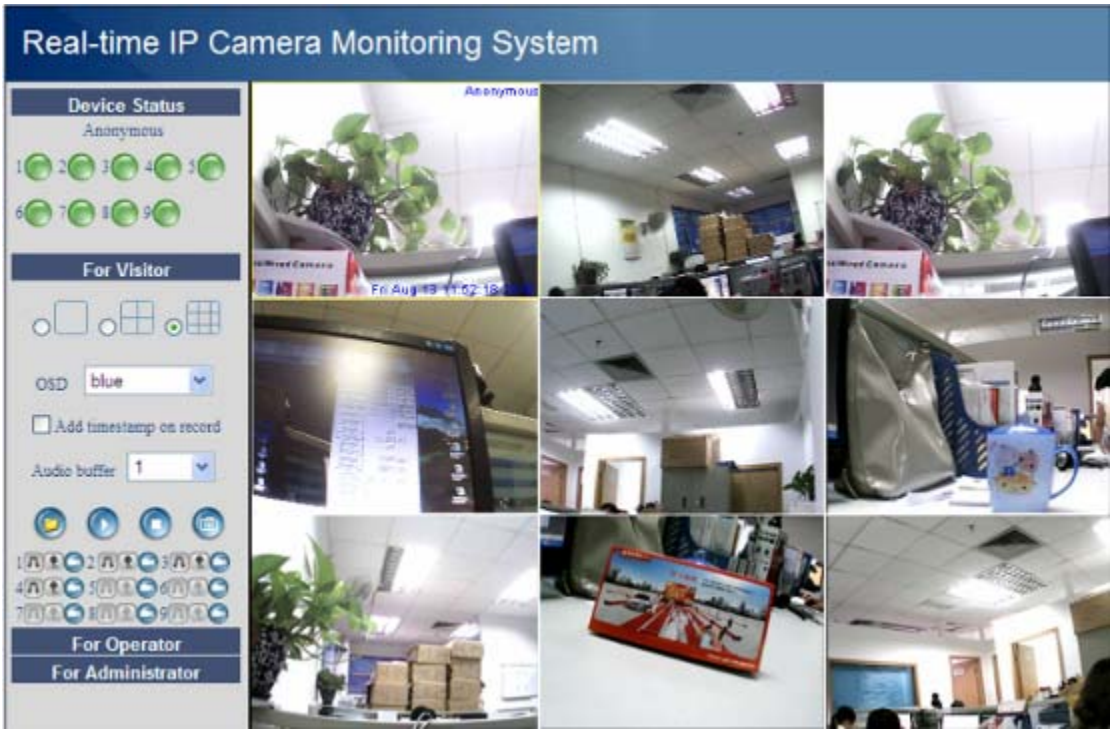


Figure 3.7

3.4.2 Add cameras in WAN

If you want to view all cameras via the internet(remote computer), you will need to add them using DDNS domain name. Firstly, make sure all of the cameras you added can be accessed through the internet. (Read **How to configure DDNS settings** in **Quick Installation Guide**) Login to the first camera using a DDNS domain name and port.

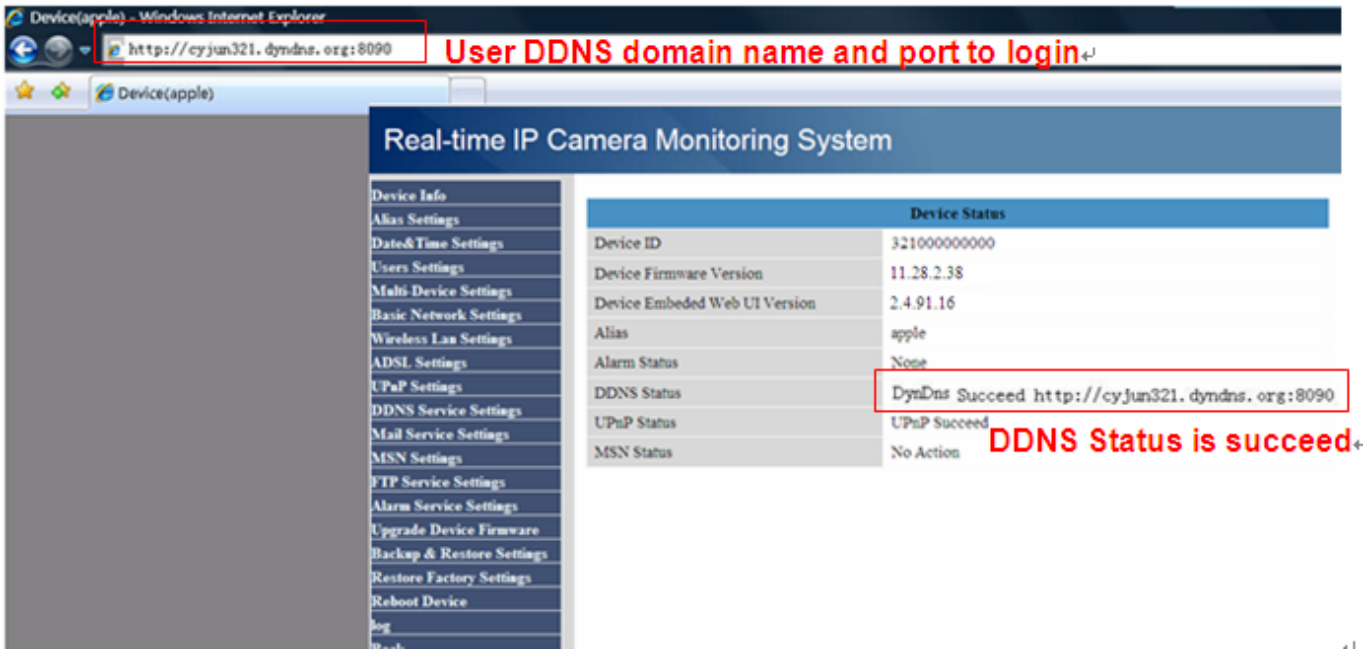


Figure 3.8

If you have several cameras, you can use the same DDNS domain name; you only need to set a different port number for each camera.

Click **Multi-Device Settings**. Choose **The 2nd Device**. Fill in the 2nd camera's name, DDNS domain name, port number. Enter user name and password and then choose Add. (Figure 3.8)

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

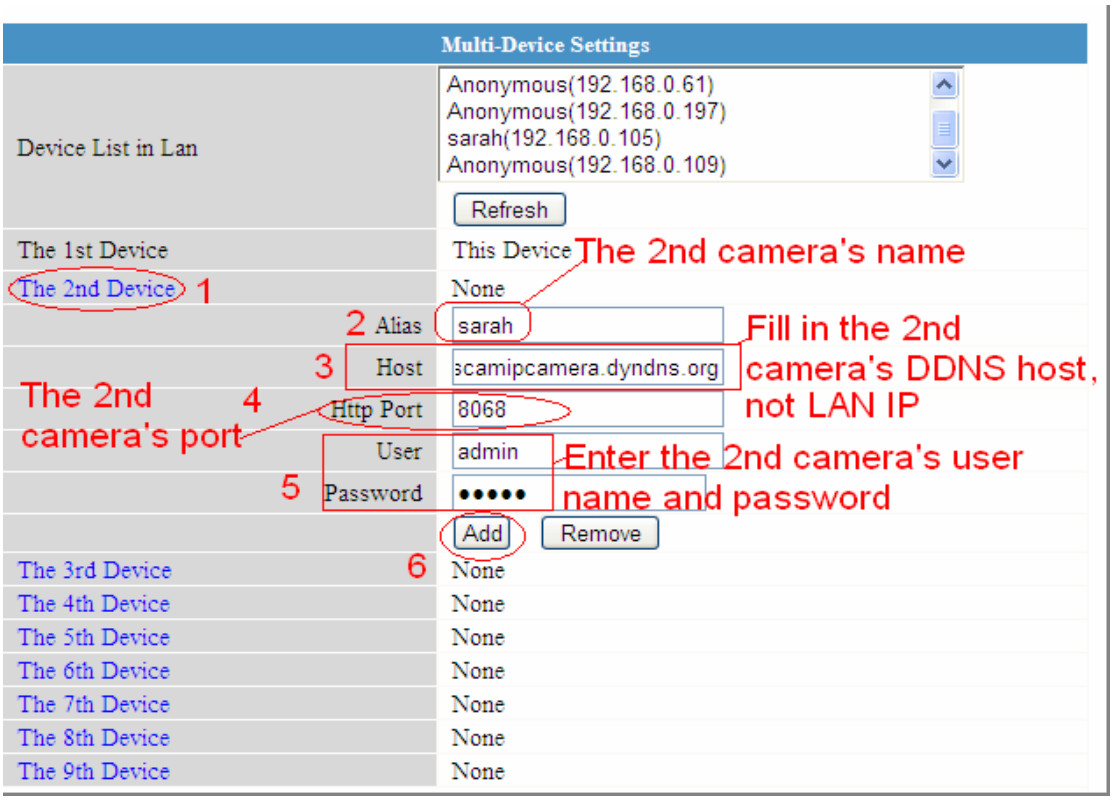


Figure 3.9

Add the other cameras in the same way. Click **Submit** to save.

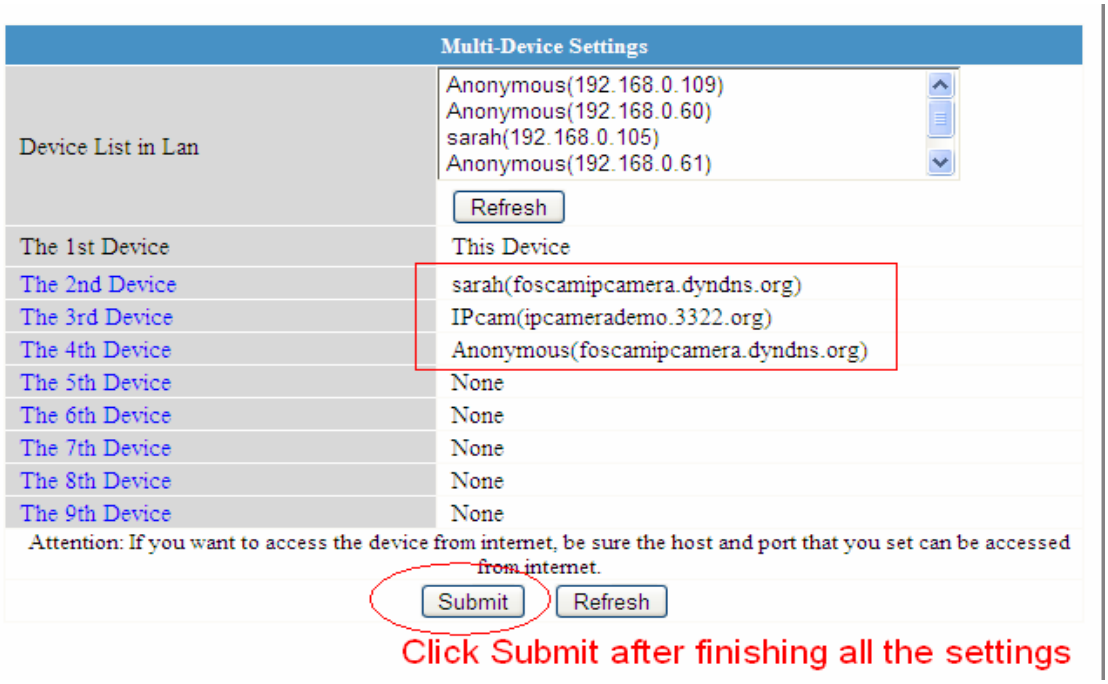


Figure 3.10

Return to video window. You will see all of the cameras accessible through the internet. When you are away from home, you can use the first camera's DDNS domain name and port to view all the cameras via internet.

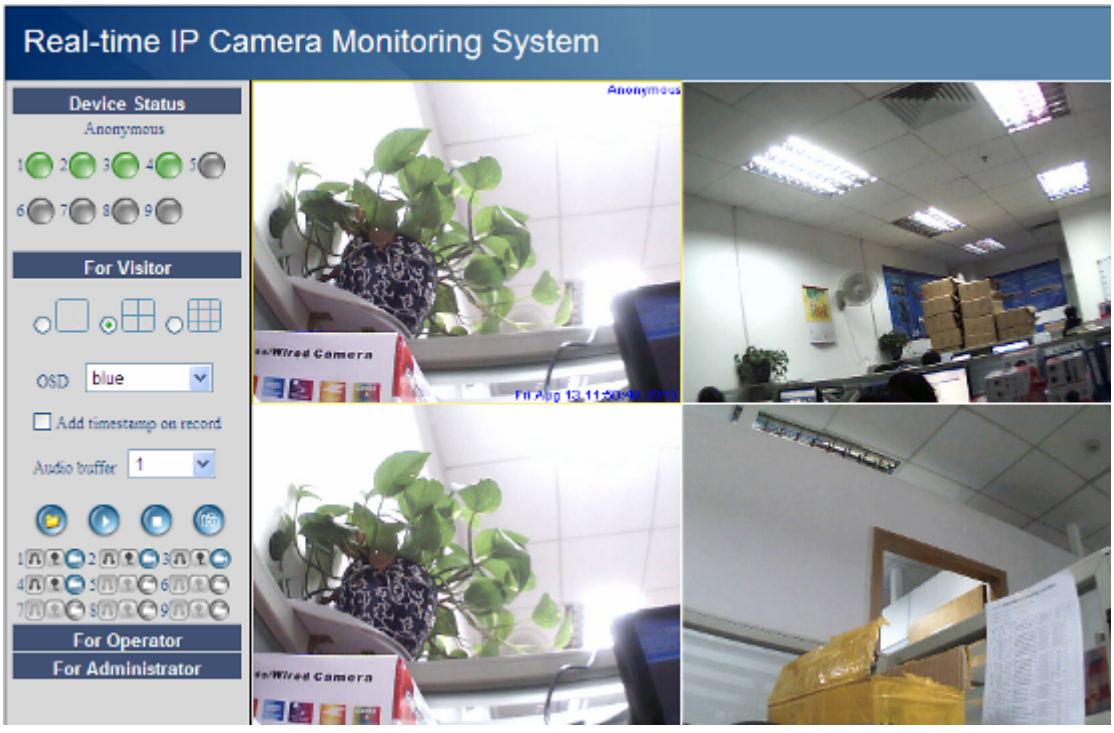


Figure 3.11

3.5 Basic Network Settings

If you want to set a static IP for the camera, select **Basic Network Settings**. Keep the camera in the same subnet of your router or computer.

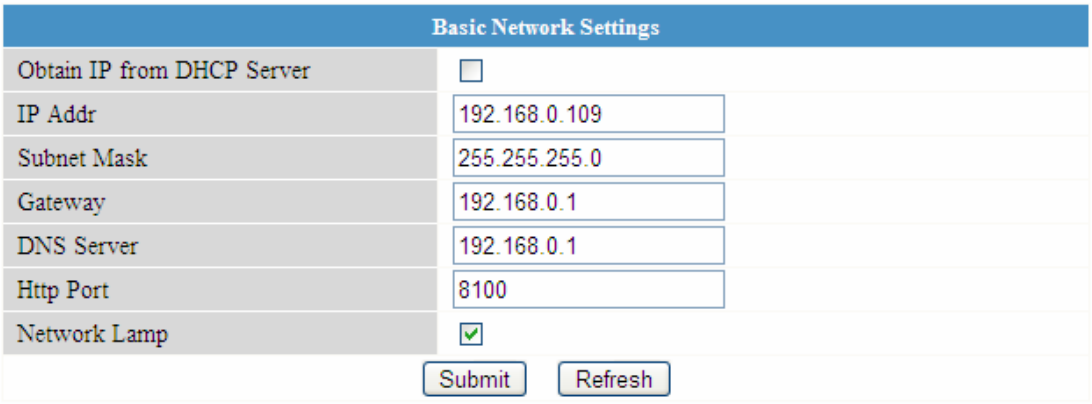


Figure 3.12

Changing settings here is the same as using the IP Camera Tool. (Figure 2.5)

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

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

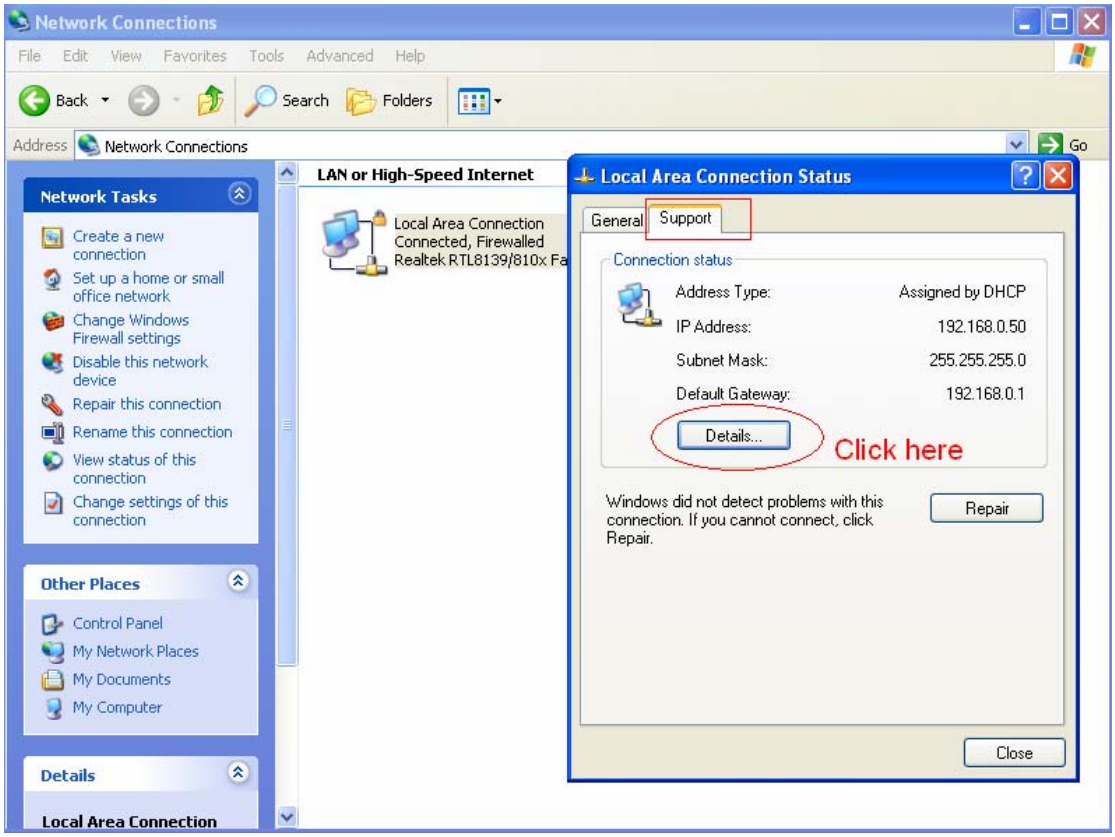


Figure 3.13

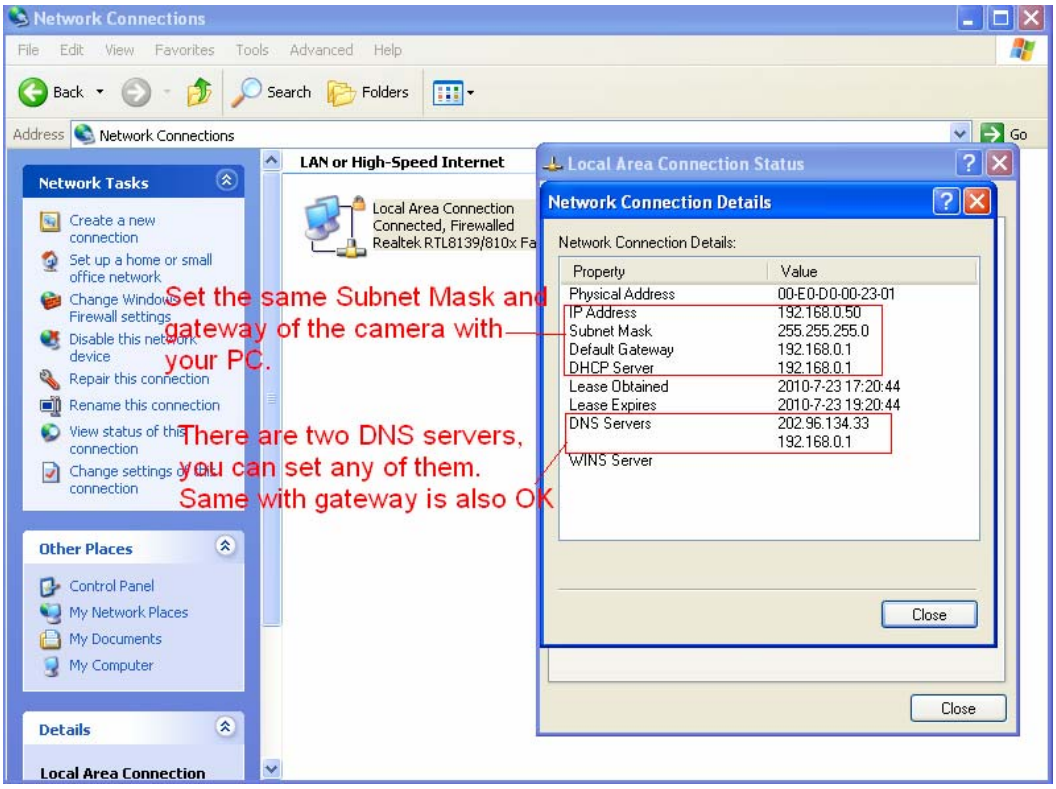


Figure 3.14

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

3.6 Wireless LAN Settings

Please view **How to set Wireless LAN Settings** in **Quick Installation Guide**.

3.7 ADSL Settings

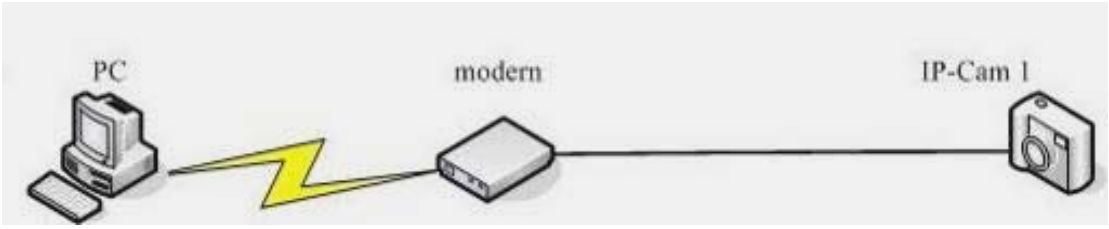


Figure 3.15

When connected to the Internet through ADSL directly, you can enter the ADSL username and password obtained from your ISP.

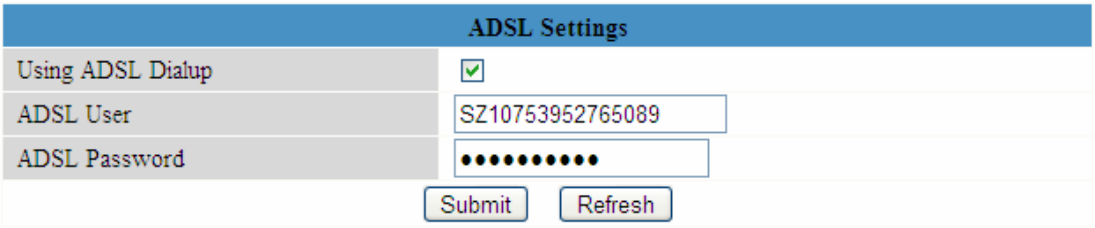


Figure 3.16

3.8 UPnP Settings

Choose **Using UPnP to MAP Port** and then click **Submit.**

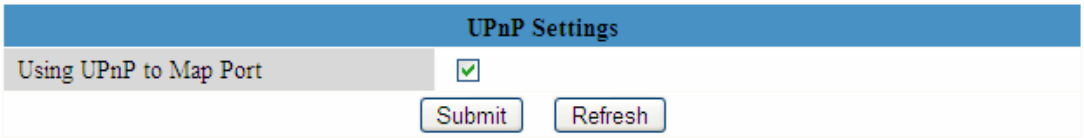


Figure 3.17

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

3.9 DDNS Service Settings

Please view the information in **Quick Installation Guide** about **How to set DDNS Service Settings**.

3.10 Mail Service Settings

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

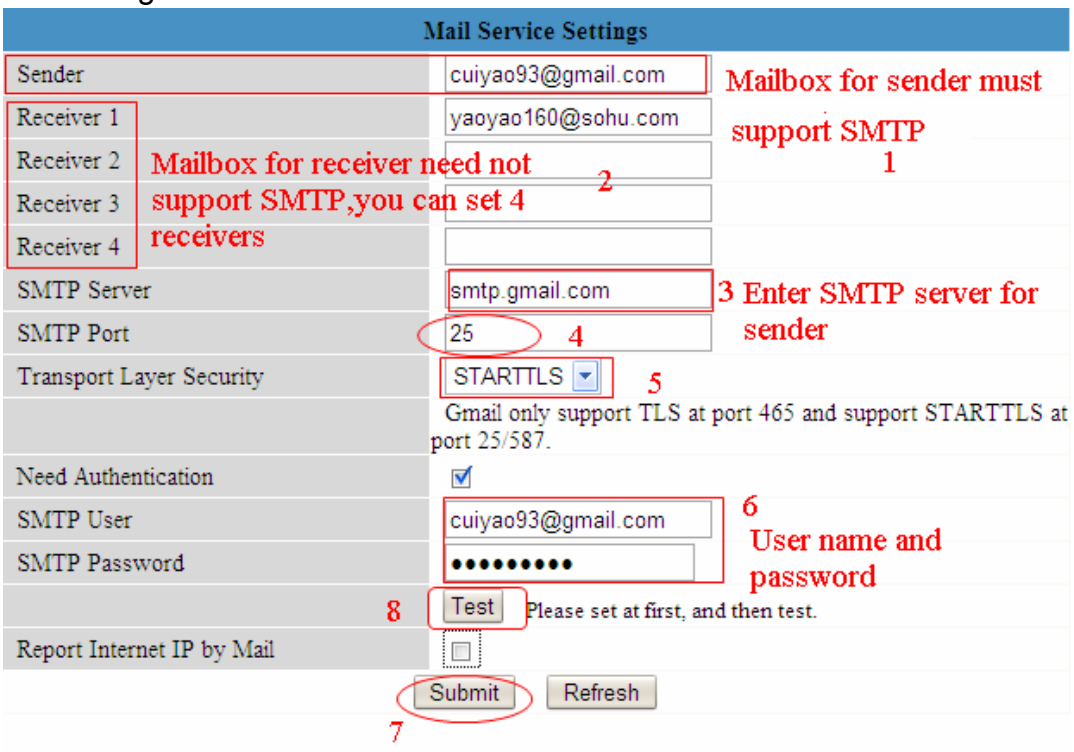


Figure 3.18

Make sure your mailbox for sender supports SMTP. Four recipients can be added to receive images. **SMTP port** is usually set as 25. Some SMTP servers have their own port, such as 587

or 465 and Transport Layer Security usually is None. If you use Gmail, Transport Layer Security must be set to TLS or STARTTLS and SMTP Port must be set to 465 or 25 or 587, which port you choose should be decided by which Transport Layer Security you select.
NOTE: Click **Submit** first before choosing **Test**.
Click **Test** to see if SMTP has been successfully configured..

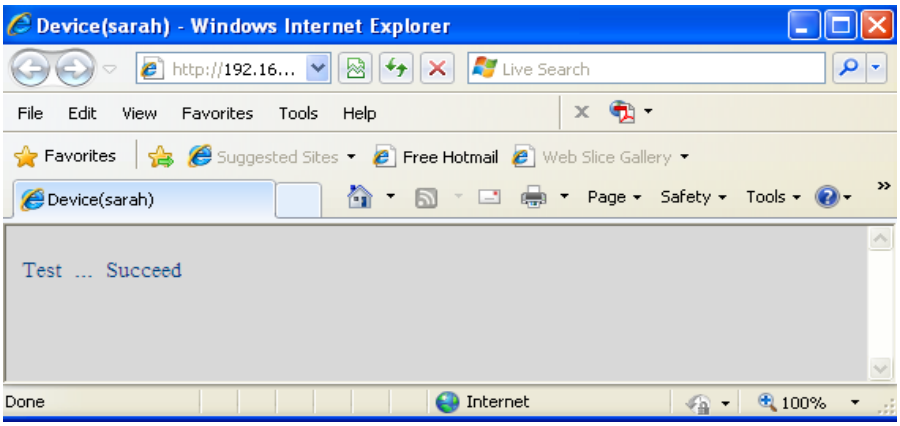


Figure 3.19

If the test fails with one of the following errors after clicking **Test, verify** that the information you entered is correct and again select **Test** .

1) Cannot connect to the server
2) Network Error. Please try later
3) Server Error
4) Incorrect user or password
5) The sender is denied by the server. Maybe the server need to authenticate the user, please check it and try again
6) The receiver is denied by the server. Maybe because of the anti-spam privacy of the server
7) The message is denied by the server. Maybe because of the anti-spam privacy of the server
8) The server does not support the authentication mode used by the device

Report Internet IP by Mail—If selected, you will receive emails which contains internet IP information such as when the camera is powered on or the Internet IP changes, it will send the internet IP by mail. (For example: IPCAM's urls is http://119.123.207.96:8068). Make sure the port is mapped to the router correctly.

3.11 MSN Settings

If you forget the domain name of the camera and you want to access the camera remotely, you must configure MSN.
Acquire an MSN ID for the IPCAM first, then follow the instructions as per Figure 3.20a.

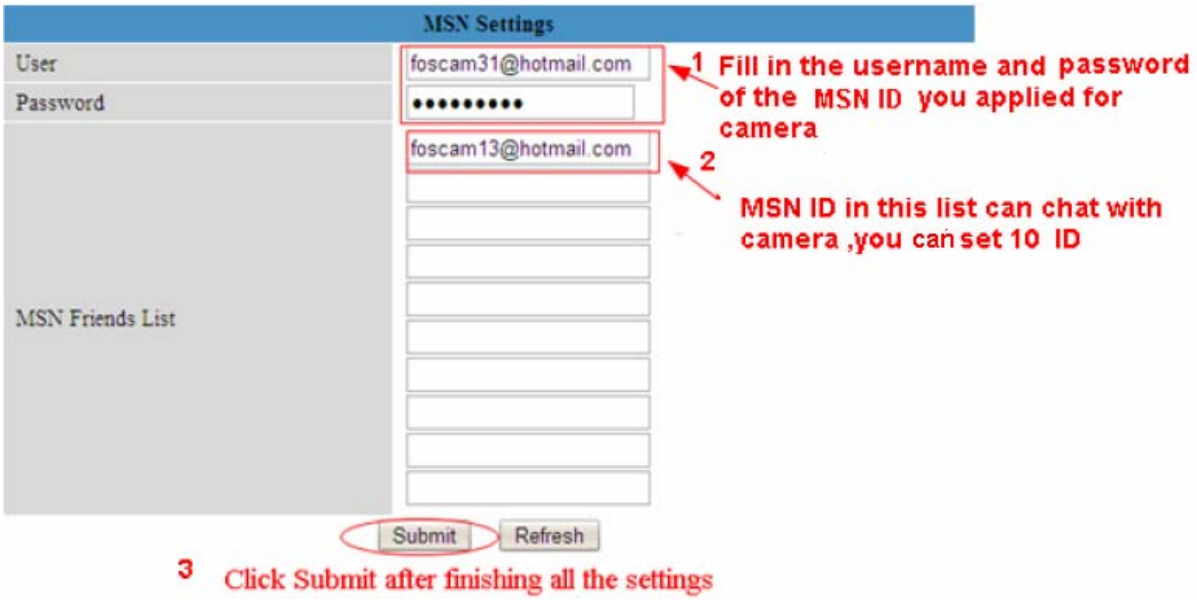


Figure 3.20a

Go to the "**Device Info**" screen and verify the MSN settings are correct.

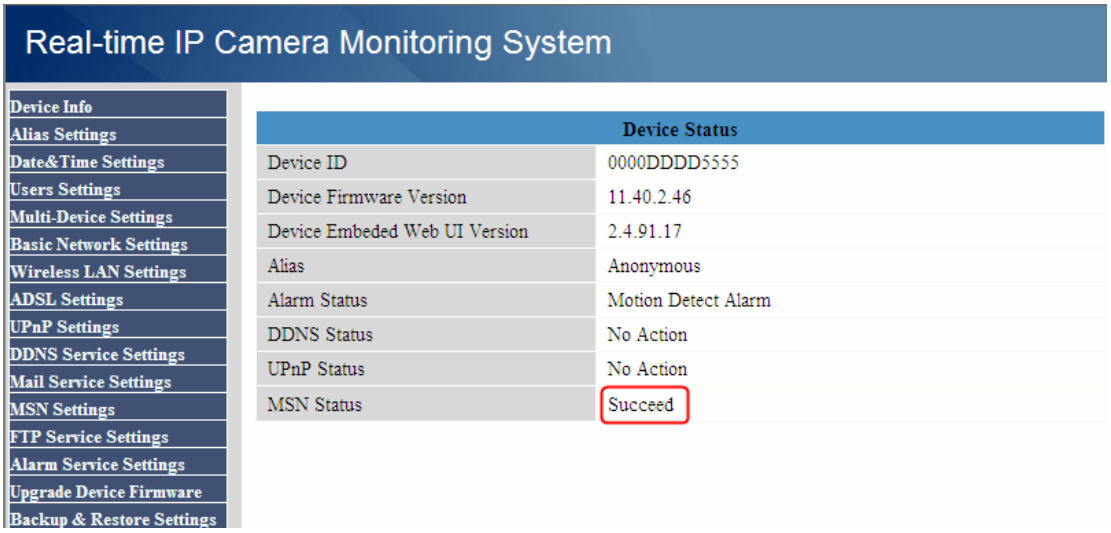


Figure 3.20b

All users entered on the MSN Friends list can chat with the camera .For example: "foscam13"(see Figure 3.20a,it is contained in the MSN Friends List) login to MSN, double click the icon of " foscam31 "(it is the MSN ID you applied for camera ,Figure3.20a) ,he or she can chat with IPCAM(Figure 3.21)

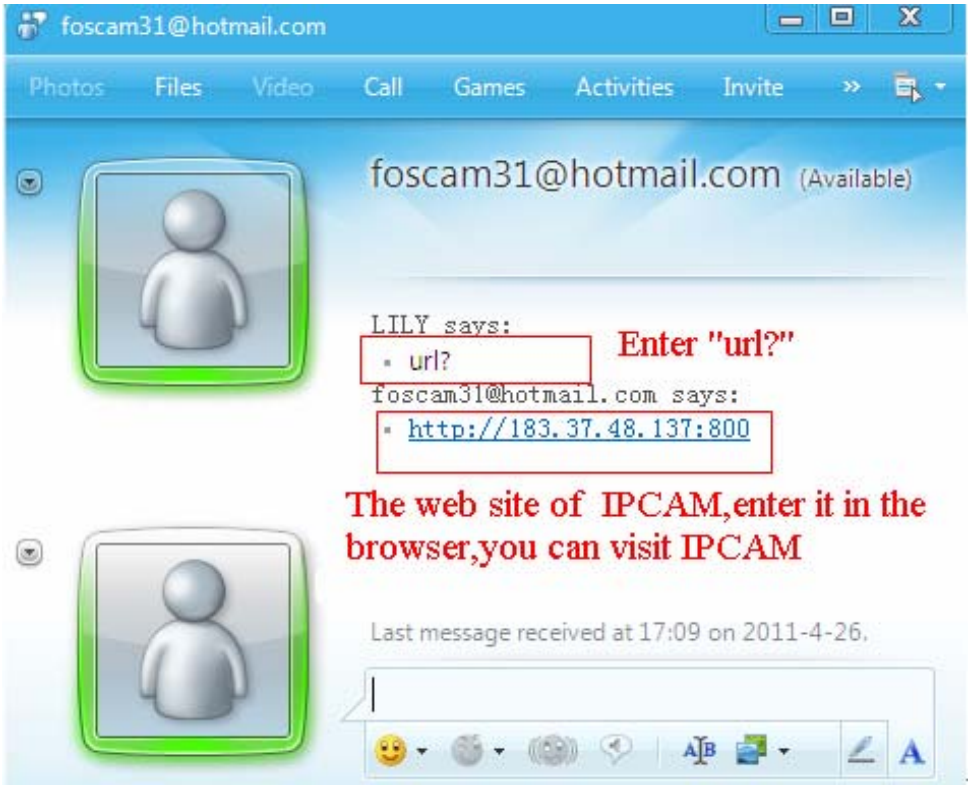


Figure 3.21

So, add your MSN ID to the MSN Friend List, you can then chat with the camera and get the access address and then login to the camera.

Note: When you login to the camera using the IP Camera Tool, you can't login to the camera using the MSN ID of camera at the same time.

3.12 FTP Service Settings

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

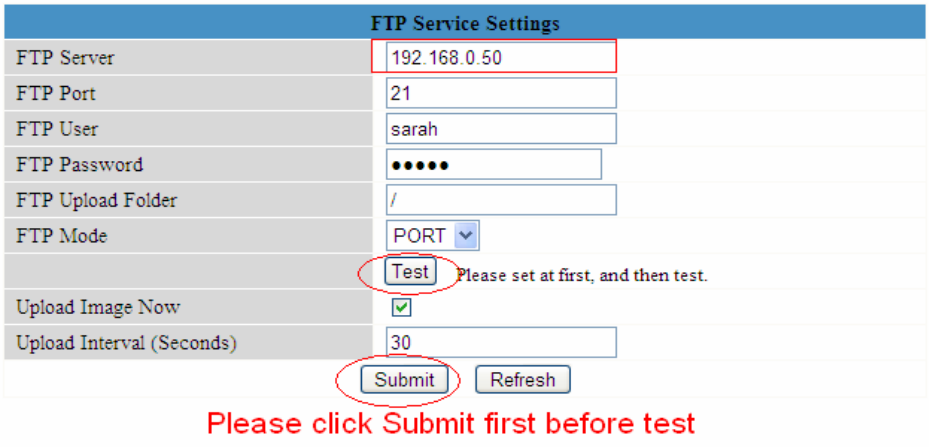


Figure 3.22

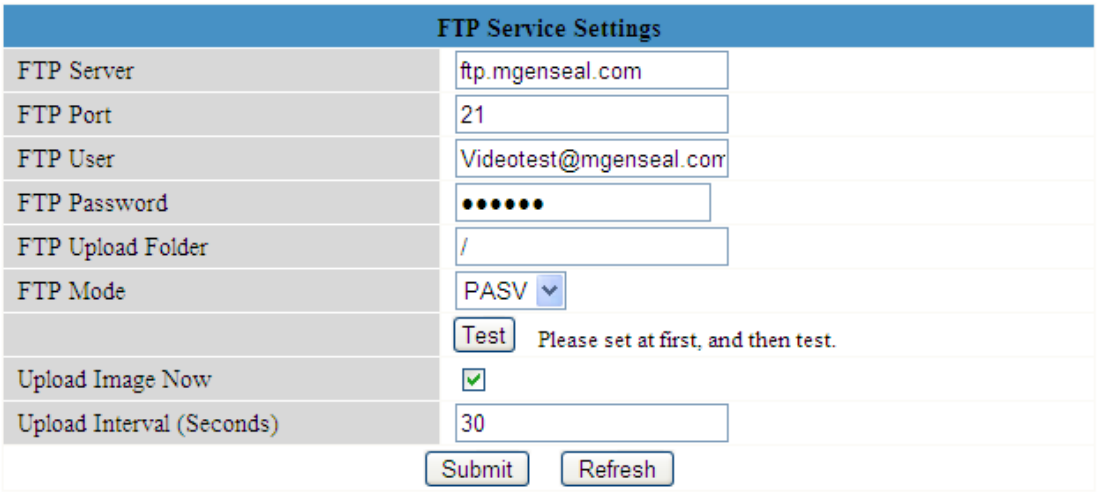


Figure 3.23

FTP server: If your FTP server is located on the LAN, you can set as Figure 3.22
If you have an FTP server which you can access on the internet, you can set as Figure 3.23
FTP Port: Usually the port is 21
FTP Upload Folder: Make sure that the folder you plan to store images exists as the camera can't create the folder itself. Also, the folder must be read/writable.
FTP Mode: The camera supports standard (POST) mode and passive (PASV) mode
Upload Image Now: This option will upload images continuously when you enable the checkbox.
Upload Interval refers to the time between the current image and the next image being uploaded.
Click **Submit** to save these settings. Click **Test**, the following screen displays if successful. (Figure 3.24).

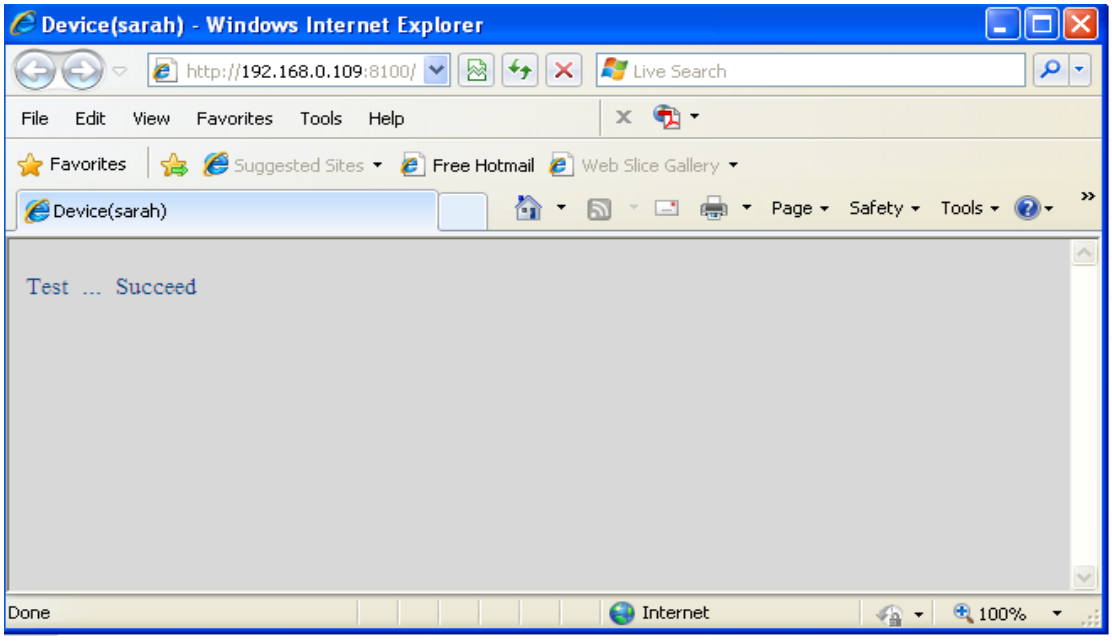


Figure 3.24

The following errors may occur:
1) Can not connect to the server. Check if the FTP Server is correct or not.
2) Network Error. Please try later.

3) Server Error.
4) Incorrect user or password. Check the username and password is correct or not.
5) Can not access the folder. Verify the folder exists and your account is authorized
6) Error in PASV mode. Verify the server supports PASV mode
7) Error in PORT mode. PASV mode should be selected if the device is behind a NAT
8) Can not upload file. Verify your account is authorised
If an error occurs check the parameters you entered are correct. The filename format of the image is similar to 00606E8C1930(sarah)_0_20100728114350_25.jpg
Check if your FTP server supports this file name format.

3.13 Alarm Service Settings

If you enable **Motion Detect Armed**, it will send mail alerts and upload images when motion has been detected.

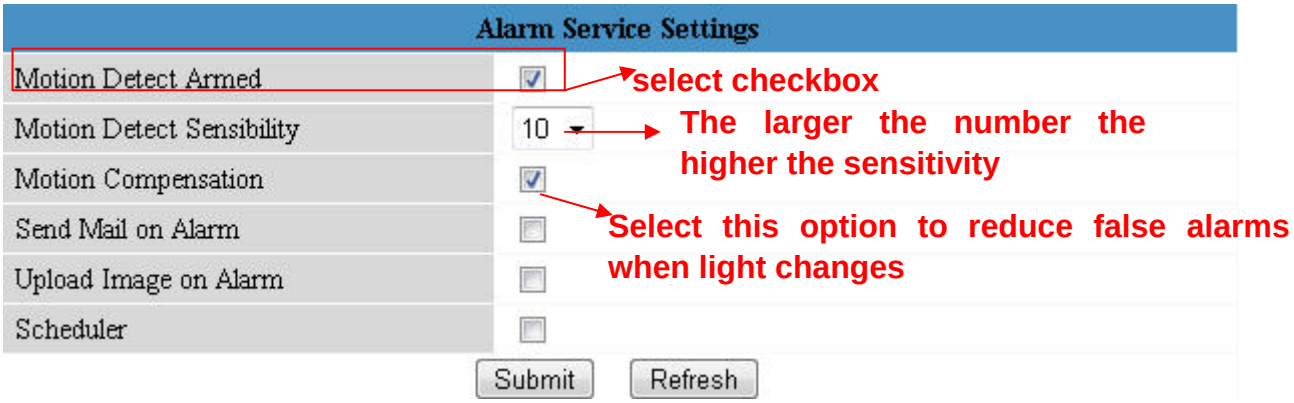


Figure 3.25

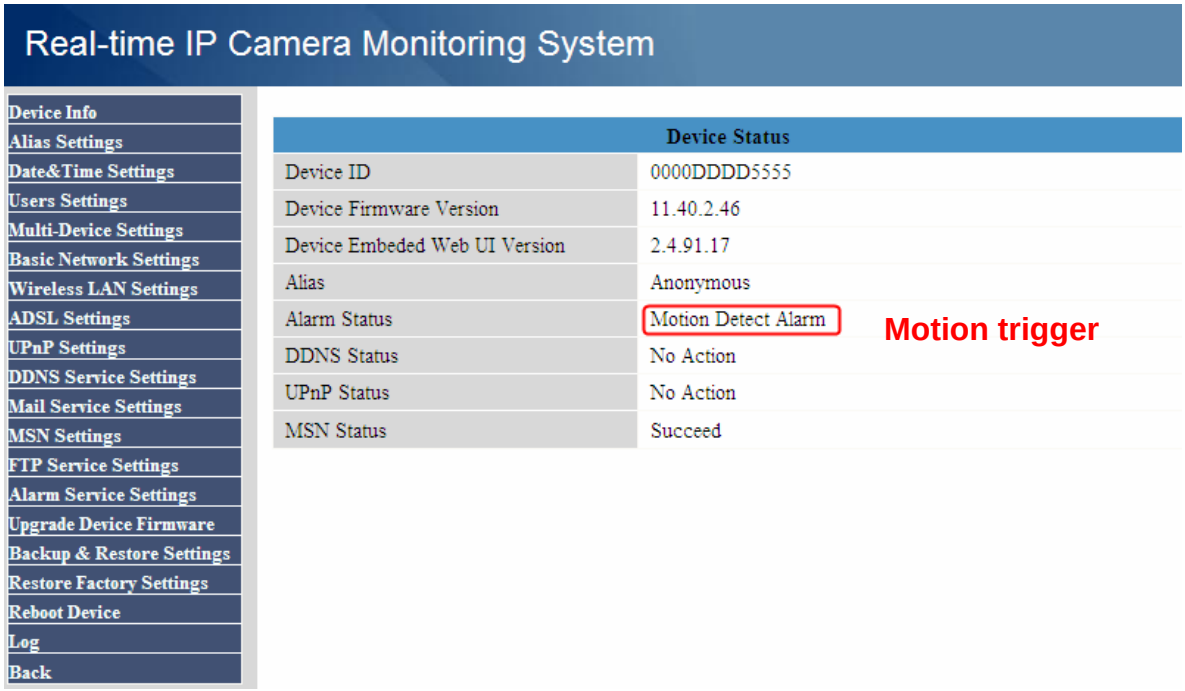


Figure 3.26

If motion is detected after you enable **Motion Detect Armed**, the Alarm Status will turn to Motion

Detect Alarm.

There are five alarm indicators:

1) The light turns red when motion is detected.

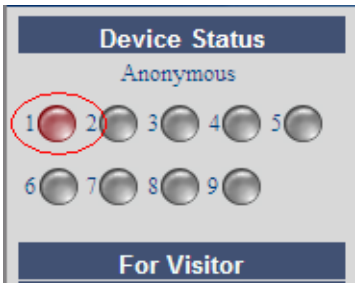


Figure 3.27

2) A beep will sound when the light turns red.

3) The camera will record for one minute after motion is detected. You can find the recording file in the folder which you set previously.

4) Camera will send emails when motion is activated.

If you want to receive images when motion is detected, you must set **Mail Service Settings** first. (Figure 3.18) Then set motion alarm as follows:

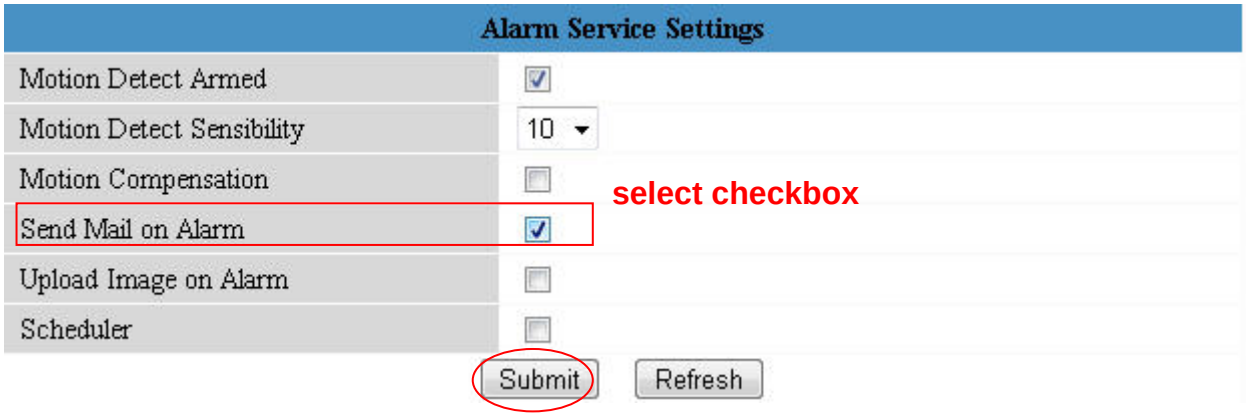


Figure 3.28

If you want to specify when the camera sends email at a specific time when motion is detected, but only during the time you wish. You can choose Scheduler and set the time range for motion alarm. (Figure 3.30)

5) Upload images via FTP server when motion is detected.

To upload images to an FTP server when motion is detected, you must set **FTP Service Settings** first. (Figure 3.22/3.23) and then set motion alarm as below picture.

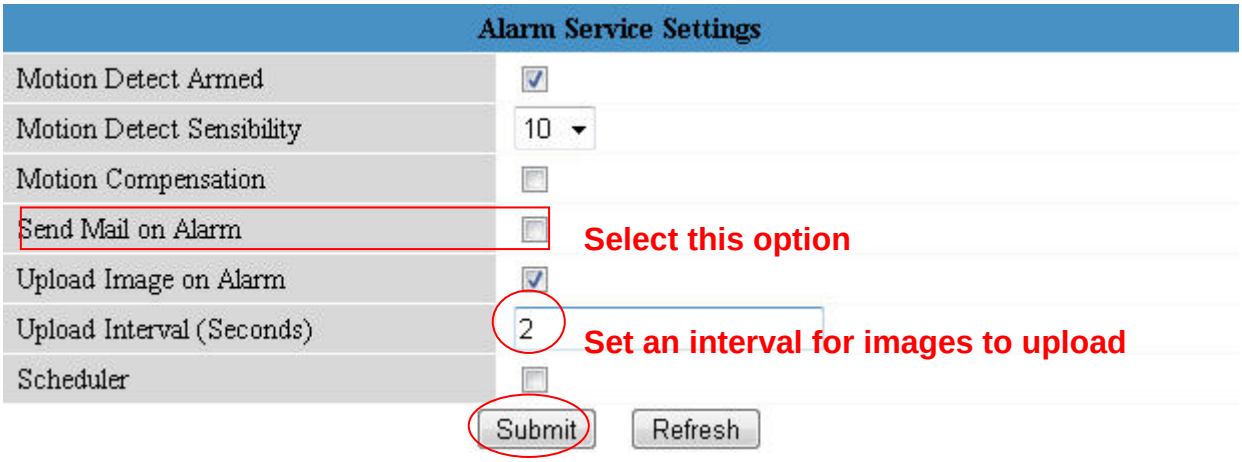


Figure 3.29

There are two ways to set the alarm.

1) Alarm at any time when motion is detected.

Don't select **Scheduler**. Click Submit and the camera will alarm at any time when motion is detected.

Another method: select Scheduler, and click "set All", you will see all time boxes turn blue as in the following picture. Click Submit and the camera will alarm at any time when motion is detected.

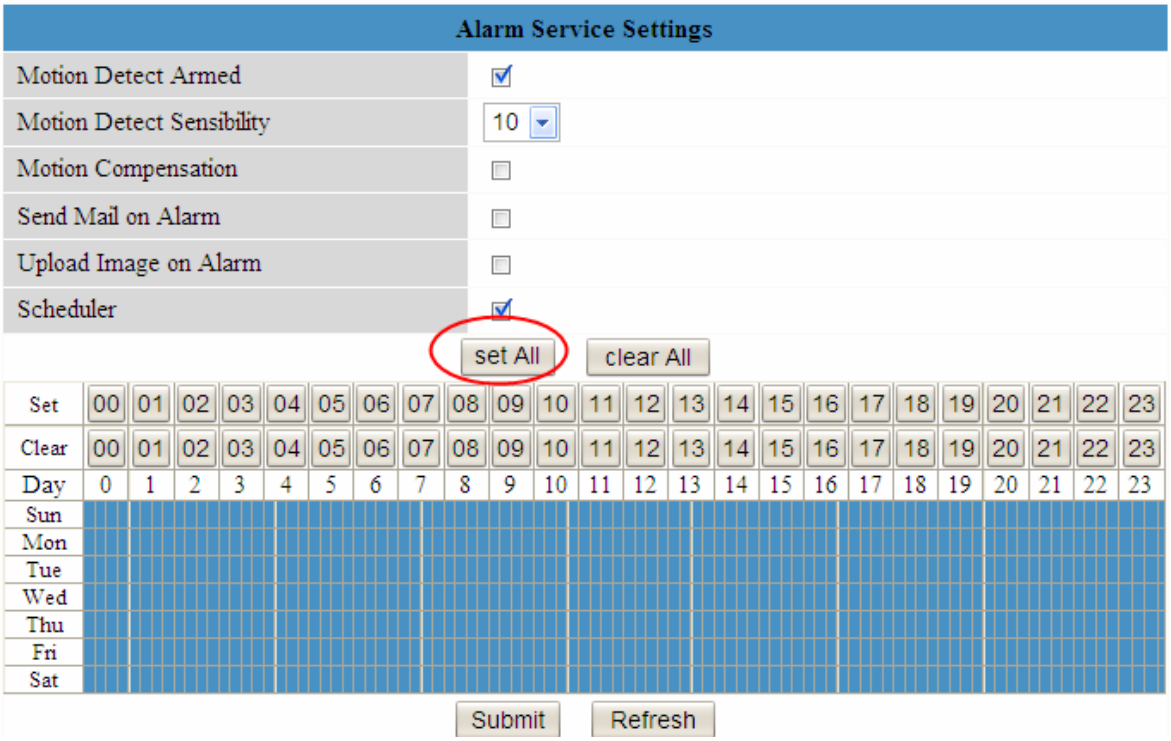


Figure 3.30

2) Specify an alarm schedule.

If you want the camera to alarm during set times select **Scheduler** and set time range.

If you want to select one serial area, you can click any number between 00 and 23 on the first row, the corresponding column will be selected and it will turn blue. For example, click the number "06" on the first row, you can see the column turn blue. That means the camera will alarm when motion is detected between 6 and 7 o'clock every day. Click the number"06" on the second row, you can cancel the corresponding column you set. And it will turn grey.

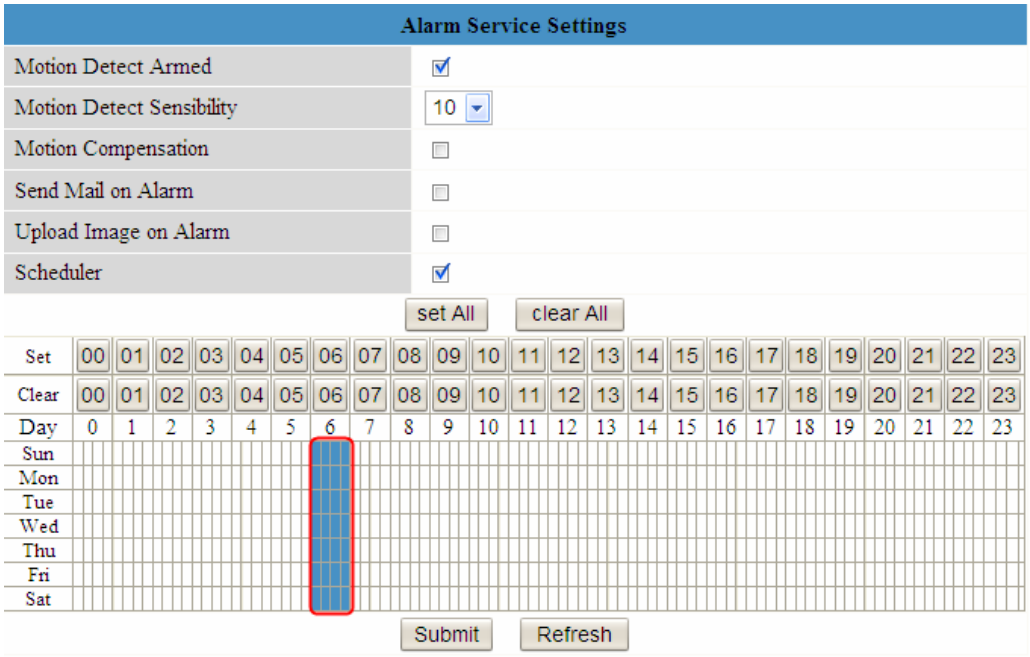


Figure 3.31

If you want to select discrete area, you click the left button on the box of time range. It will turn blue. If you want to delete it, just click the left button and it will turn grey.

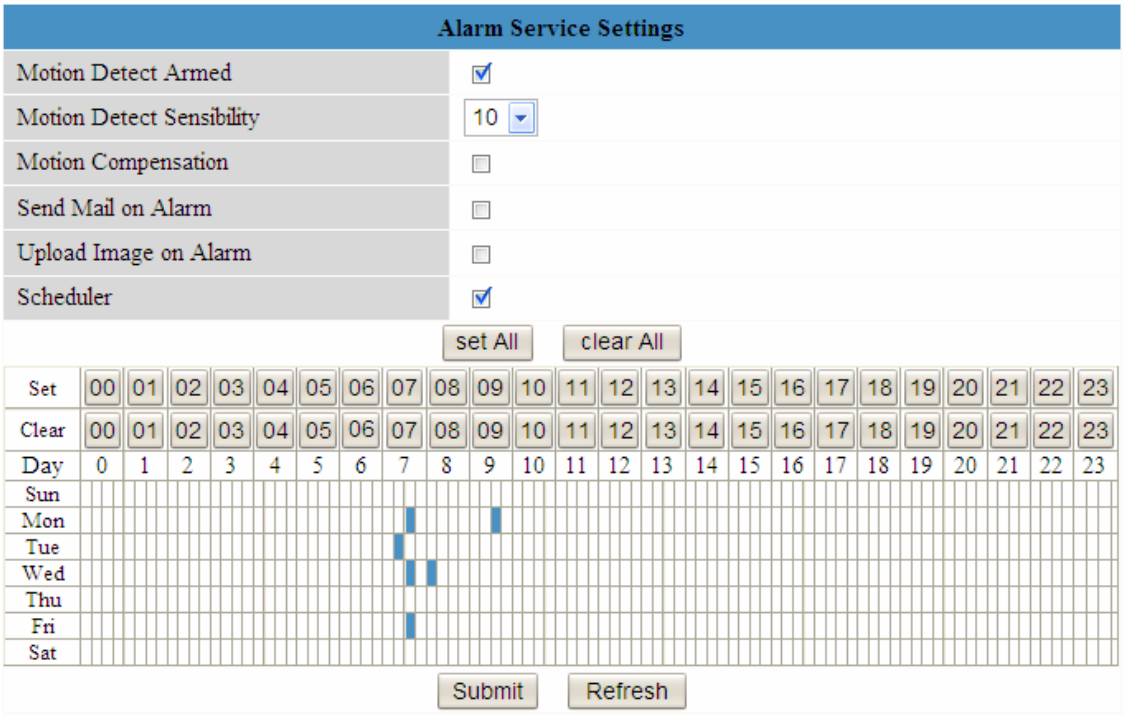


Figure 3.32

If you want the camera alarm most of the time, you can select Set All first and then click left button on the box you don't want the camera to alarm even when the motion is detected. The box will turn grey. Click Submit to take effect.

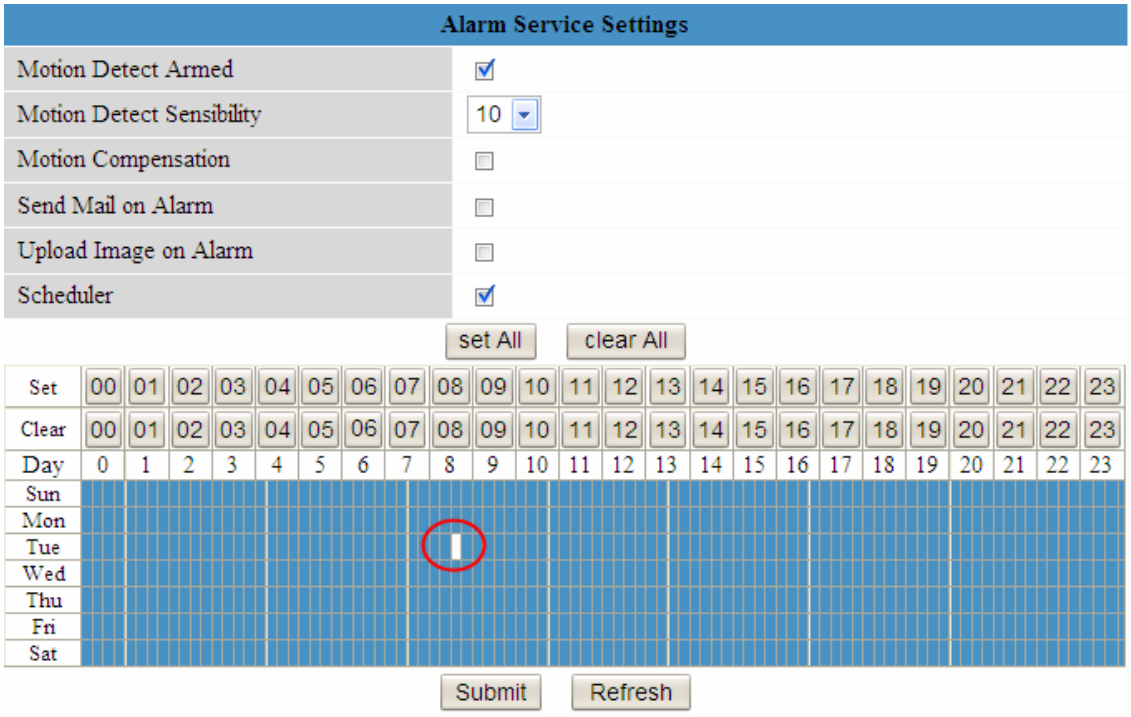


Figure 3.33

3.14 Upgrade Device Firmware

When you upgrade the camera, please upgrade system firmware first and then upgrade the Web User Interface.

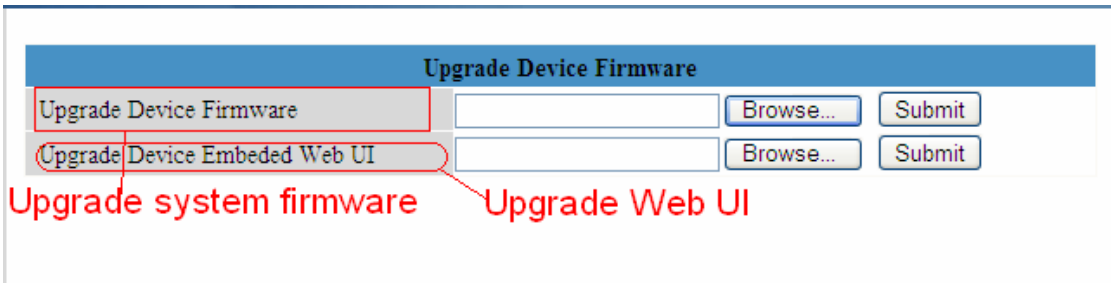


Figure 3.34

Click **Browse**, choose the correct bin file and then click **Submit** to upgrade.
Don't turn off the power during the upgrade until the IP camera tool finds the camera again.

3.15 Backup & Restore Settings

Click **Submit** to save all the parameters you have set. These parameters will be stored in a bin file for future use. The bin file can be reloaded to restore the parameters that were set.

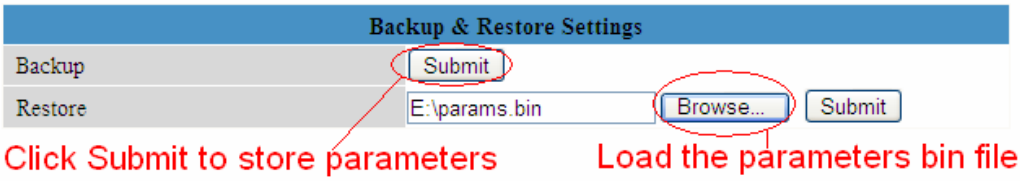


Figure 3.35

3.16 Restore Factory Settings

All parameters will return to factory settings if selected.

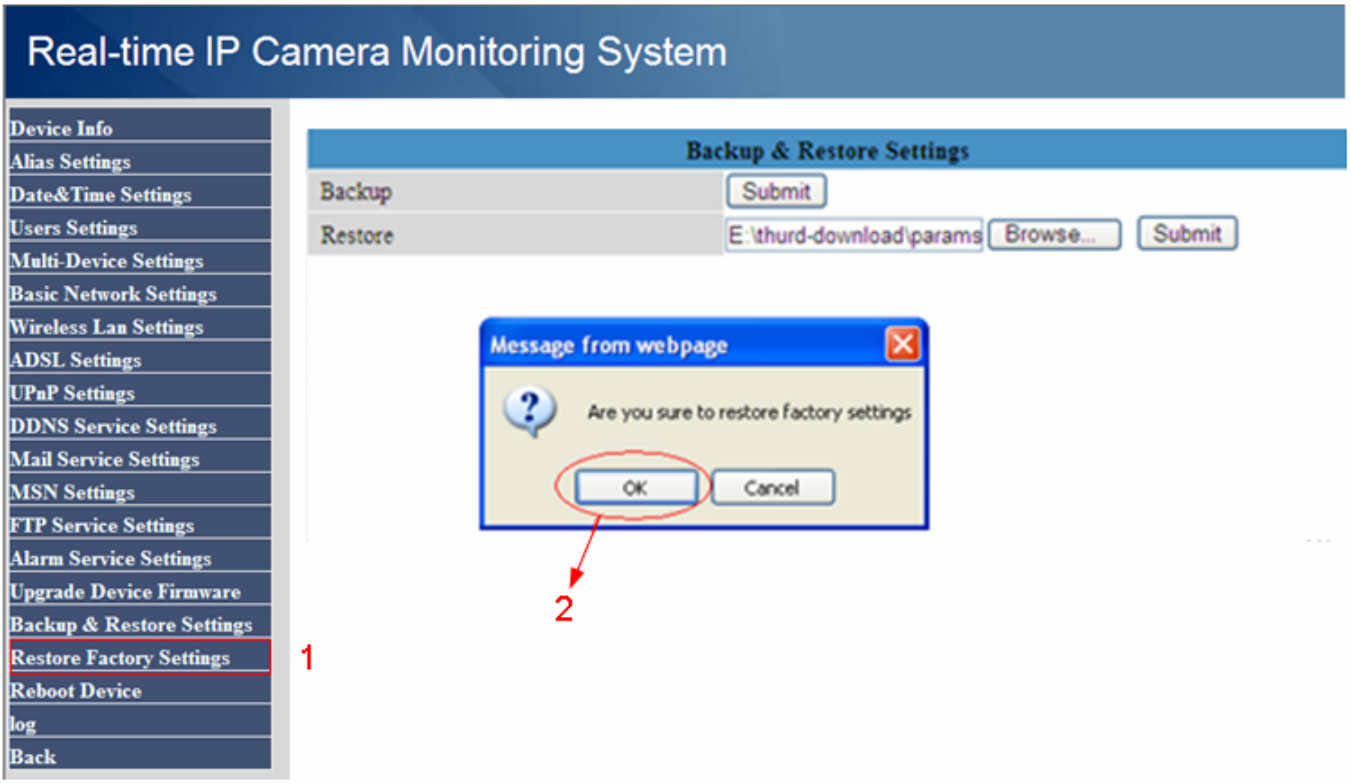


Figure 3.36

3.17 Reboot Device

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

3.18 Log

The log record shows who accessed the camera and when.

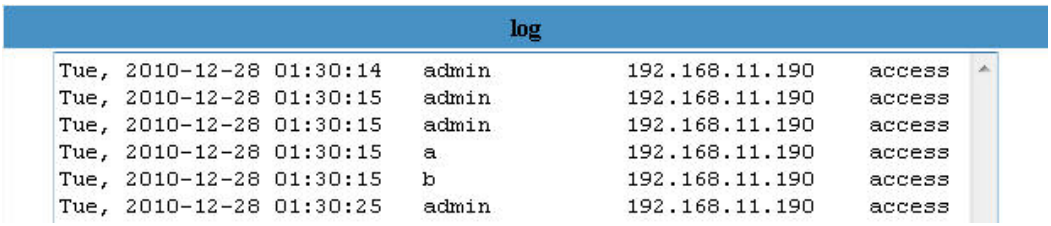


Figure 3.37

3.19 Back

This will take you back to the video window.

4 APPENDIX

4.1 Frequently Asked Questions

NOTE: Always verify network connections are working by checking the status of the indicators on the network server, hub and network card.

4.1.1 I have forgoten the administrator username and/or password

To reset the administrator username and password, press and hold down the RESET BUTTON for 15 seconds. Upon releasing the reset button, theusername and password will return to the factory default administrator username and password. Please power on the camera before reset
Default administrator username: **admin**
Default administrator password: No password

4.1.2 Subnet doesn’t match, dbclick to change

If the IP Camera Tool shows the error “Subnet doesn’t match, dbclick to change!”, select **Obtain IP from DHCP server**. (Figure 2.4)
If this error still exists after obtaining an IP from the DHCP server, check the local area connection of your computer and verify the subnet and gateway of the camera which should be the same subnet of your computer. (Figure 2.5)

4.1.3 No Pictures Problems

Video streaming is managed by the ActiveX controller. If the ActiveX controller isn’t installed correctly you will see no video image. There are two ways to resolve this problem:

1) Reinstall “IP Camera Tool” and ActiveX controller（recommended）. (Figure 2.10~Figure 2.12)
2) Download ActiveX controller and set the security setting of IE: IE browser→Tool→Internet Proper→Security→Custom Level→ActiveX control and Plug-ins. The first 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: Initialise and script ActiveX controls not marked as safe
Enable: Run ActiveX controls and plug-ins

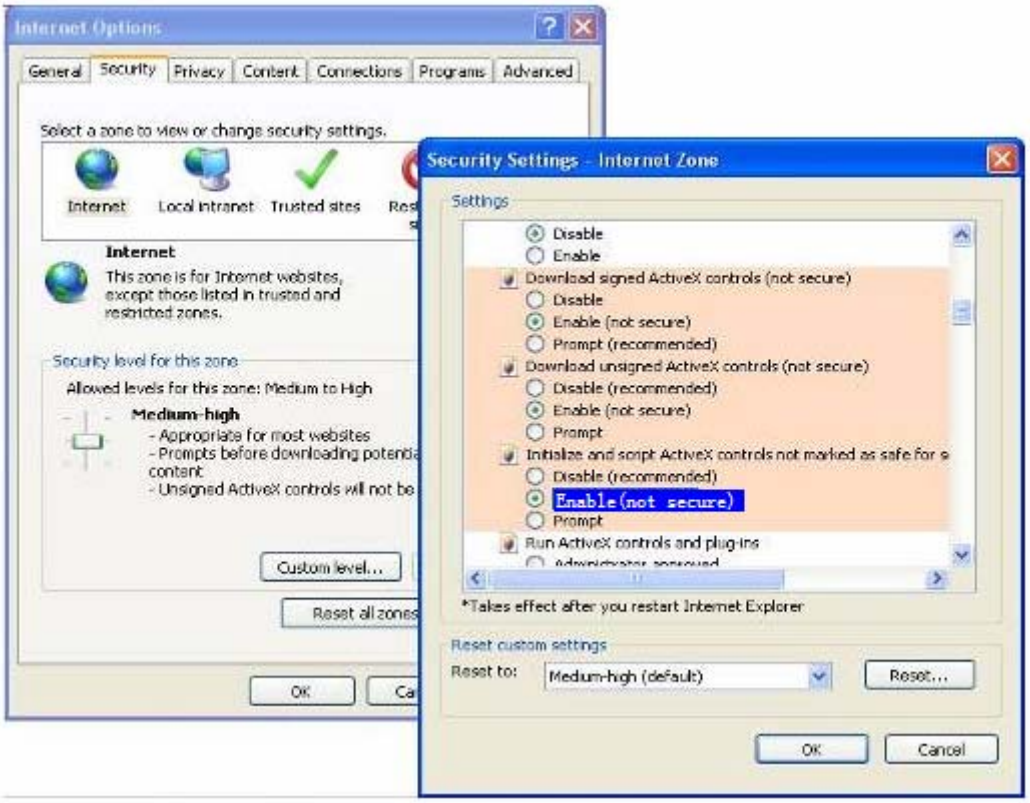


Figure 4.1

If you allow the ActiveX to run, but still can not see living video and a red cross in the centre of the video. There is a yellow light in the device status. Not green. Pls select another port number. Don’t use port 80, use port 85, 8005.etc.

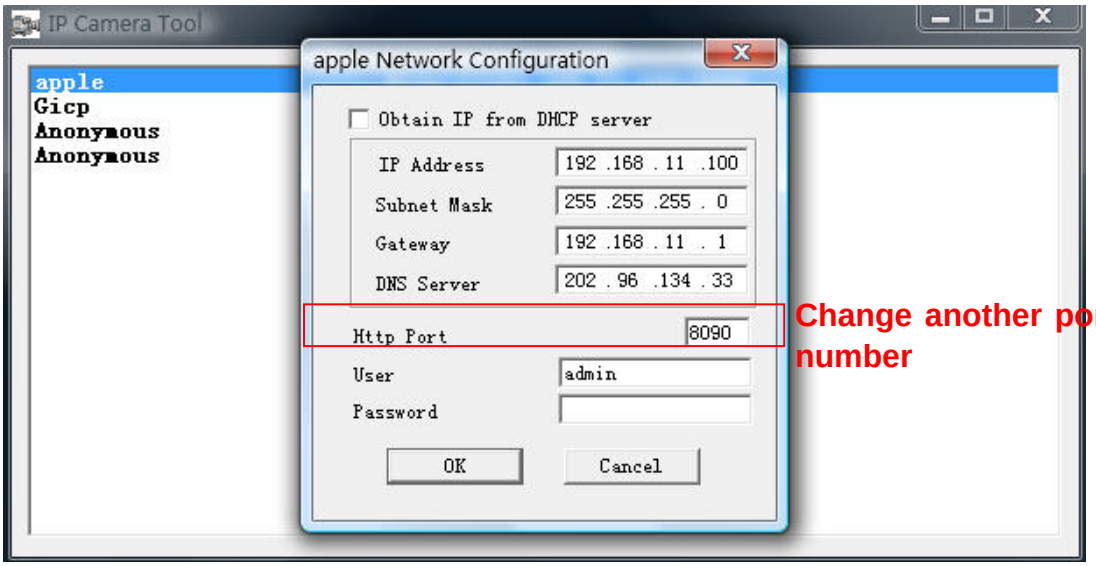


Figure 4.2

NOTE: Make sure that your firewall or anti-virus software does not block the camera or ActiveX. If you cannot see live video, try shutting down the firewall or anti-virus software and try again.

4.1.4 Can't access IP camera on internet

Possible reasons why camera is not accessible on the internet:

1) ActiveX controller is not installed correctly (see more details: Figure 2.10~Figure 2.12).

2) The port which the camera uses is blocked by a Firewall or Anti-virus software. Try changing to another port number. (Figure 4.2)

3) Port forwarding is not successful (see more details in **Quick Installation Guide—How to set DDNS Service settings**)

Double check these settings and make sure they are correct.

4.1.5 IP Camera Tool could not find camera's IP

Verify that the network cable is securely fastened to the camera.

Make sure that DHCP is enabled on your router, do not enable MAC address filter.

Make sure that the firewall or anti-virus software does not block the camera. You can add the camera as a trusted site on your firewall or anti-virus software.

4.1.6 UPnP always failed

UPnP only contains port forwarding in our recent software. Sometimes, it may be fail to do port forwarding automatically because of the firewall or anti-virus software. It may also be due to the router's security settings. We recommend manually configuring port forwarding the camera can be viewed on the internet.

4.1.7 Couldn't find the shortcut on the desktop after install IP camera tool

If you use Windows7 or Vista and the shortcut is missing after installing the IP camera tool, check the path of IP Camera program.
For example, if it was pointing to C:\Windows\System32\IPCamera.exe.
Please fix this by pointing the shortcut to the correct path C:\Windows\SysWOW64\IPCamera.exe. After this you should be able to use the shortcut without any problems.

4.1.8 I can't change the record path

When you use Windows7 or Vista, you may be not able to change the record path because of the security settings of computer. Please add the camera as a trusted site to resolve this issue. The steps are
IE browser→Tool→Internet Properties→Security→Trusted sites→Sites→Add

4.1.9 I can't find multi-device settings and record icon

Record and multi-device functionality are controlled by the ActiveX controller.
These functions are not available in Firefox, Google Chrome and Safari.

4.1.10 Camera cannot connect using wireless

If your camera cannot connect wirelessly after you set the wireless settings, unplug / plug the power cable. (for more details: **Wireless LAN settings** in **Quick Installation Guide**)
Usually, camera can't connect wireless mainly because of incorrect settings.
Verify that the SSID is correct; use the same encryption for router and camera. Share key should not contain special characters, only word and number will be better. Disable MAC address filtering.

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

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

4.1.12 Only see black screen or undefined characters when using remote login

If you could access the login page remotely, this indicates that your DDNS settings are correct. If you are unable to see live video but only some undefined characters, this may be due to the internet speed issues or the camera using Wi-Fi.

4.2 Default Parameters

Default network Parameters
IP address: obtain dynamically
Subnet mask: 255.255.255.0
Gateway: obtain dynamically
DHCP: Disabled
DDNS: Disabled
Username and password
Default administrator username: **admin**
Default administrator password: No password

4.3 Specifications

ITEMS		FI8909W
Image Sensor	Image Sensor	Colour CMOS Sensor
	Display Resolution	640 x 480 Pixels(300k Pixels)
	Lens	f: 3.6mm, F:1.8
	Mini. Illumination	0.5Lux
Lens	Lens Type	Glass Lens
Audio	Input	Built-in Microphone
	Audio Compression	ADPCM
Video	Image Compression	MJPEG
	Image Frame Rate	15fps(VGA),30fps(QVGA)
	Resolution	640 x 480(VGA), 320 x 240(QVGA)
	Flip Mirror Images	Vertical / Horizontal
	Light Frequency	50Hz, 60Hz or Outdoor
	Video Parameters	Brightness, Contrast
Communication	Ethernet	One 10/100Mbps RJ-45
	Supported Protocol	HTTP,FTP,TCP/IP,UDP,SMTP,DHCP,PPPoE,DDNS,UPnP,GPRS
	Wireless Standard	IEEE 802.11b/g/n
	Data Rate	802.11b: 11Mbps(Max.) 802.11g: 54Mbps(Max.) 802.11n: 150 Mbps(Max.)
	Wireless Security	WEP & WPA & WPA2 Encryption

	Infrared Light	5 IR LEDs, Night visibility up to 5 meters
	Dimension	100(L) x58(W) x38mm(H)
	Gross Weight	700g (Color Box Size:228X128X108mm)
	Net Weight	464g (accessories included)
Power	Power Supply	DC 5V/2.0A (EU,US,AU adapter or other types optional)
	Power Consumption	5 Watts (Max.)
Environment	Operate Temper.	0° ~ 55°C (32°F ~ 131°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temper.	-10°C ~ 60° (14°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
PC Requirements	CPU	2.0GHZ or above (suggested 3.0Hz)
	Memory Size	256MB or above (suggested 1GHz)
	Display Card	64M or above
	Supported OS	Microsoft Windows 2000/XP/Vista/Windows7/mac
	Browser	IE 6.0, IE7.0, IE8.0,IE9.0, Firefox, Goolge Chrome, Safari or other standard browsers
Certification	CE,FCC	

5 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, pls contact our service department: tech@foscam.com .