Frequent Asked Questions for Foscam R2 and R4 camera

This document introduces frequent asked questions and common issue you may run into with R2 or R4 model.

If you find answers in this document unable to resolve your issues, please email to support@foscam.com or message us on Amazon directly to get further assistance.

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1. What can I do if my camera went dead?

For the issue camera went dead, the phenomenon cloud be camera can no longer be powered on or connect to network, you might no longer see it pan/tilt when it's powered on or no longer hear "hello Foscam".

One of the cause of the issue is faulty power supply, use a spare power adapter to test and you can confirm it.
If camera went dead after a firmware upgrade, its likely camera is bricked, email to support@foscam.com to request SD card recovery guide to fix the camera.
For the case, camera itself is faulty, message us on Amazon to get warranty service.

2. How to setup WiFi of camera on Foscam app?

For camera that has not yet connect to a network or router:

Step 1: Launch the Foscam app and login to the Foscam Cloud account.
Click the + button to add a new camera to scan the QR code located on the bottom or back of the camera.
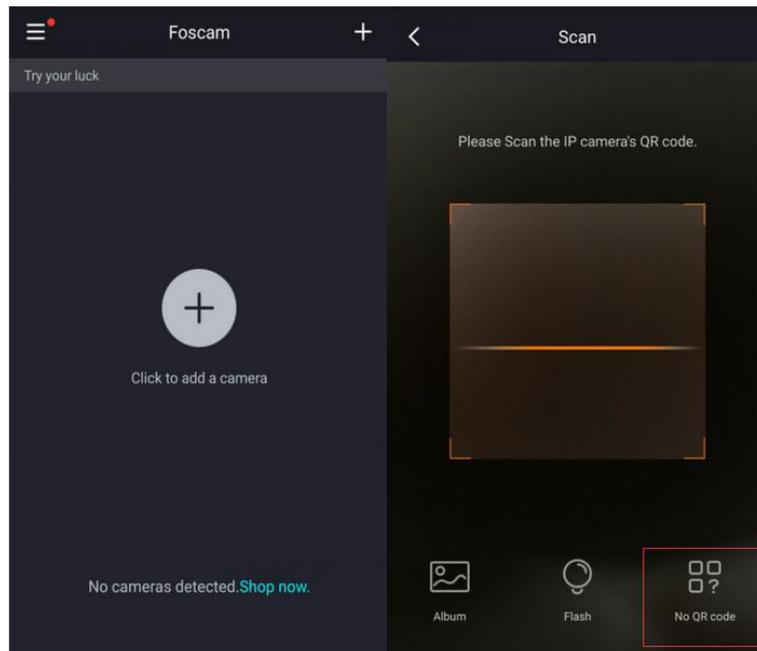
Step 2: Then please choose "Wi-Fi", then tap on "Ready".

Step 3: Input the Wi-Fi network password and click "OK"
Standby for up to two minutes while the smart device communications across the wireless network to configure the camera to log onto the LAN.
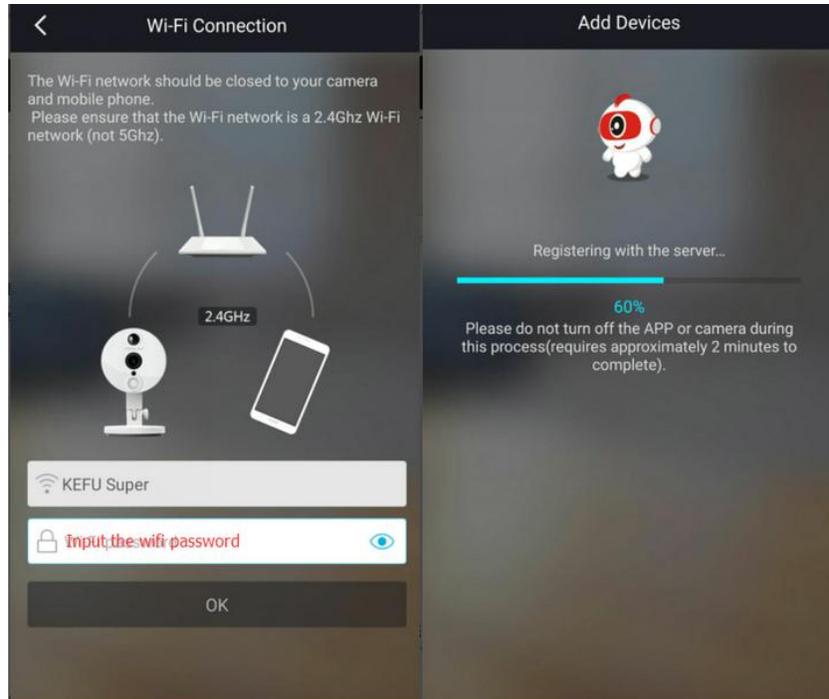
Step 4: After the camera is added to the network click on the play button to view video feed from the camera.
The app will ask you to create a new username and password for the camera if the unit has not been configured yet or has been reset to factory settings.
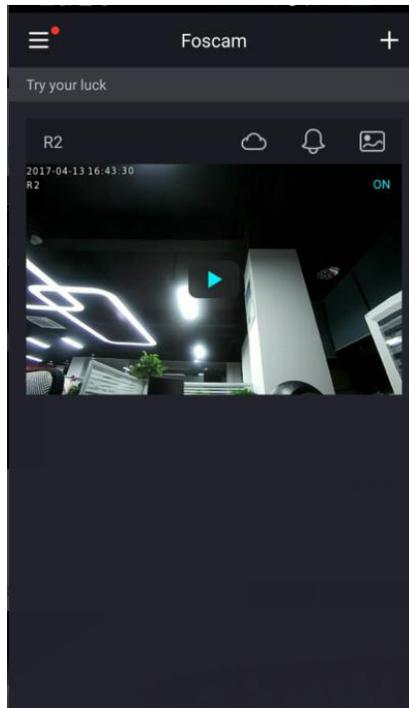
Note: The maximum username is 20 characters in length including letters, numbers and symbols _-@$*

The length of the password should be 6-12 letters, numbers and combinations of symbols. Symbols supported are ~ ! @ # % * ( ) _ = { } " | < > ? ` - ; ' \ , . /

For camera that's already hard wired to a router:

Preparations:
Be sure the following steps/conditions are met before proceeding.
1)Connect the camera with an Ethernet cable directly to the wireless router.
2)Maintain a distance between the camera and wireless router of 2-5 meters (6-12 feet) maximum.
3)Verify the smart device/phone is connected to the wireless router's 2.4 GHz WIFI band. (The camera only supports 2.4 GHz.)
4)Verify that no special characters are used in the WIFI password. These include characters outside of A-Z and 0-9.

Step 1: Add the camera to the Foscam App.

Firstly, add your camera to Foscam app, you can do so by scan QR code labeled on camera using Foscam app. Refer this page for details.
Proceed to Step 2 directly if the camera has already been added to the App.

Step 2: Navigate to the Live Video page and click on the Settings icon to proceed to the camera settings.
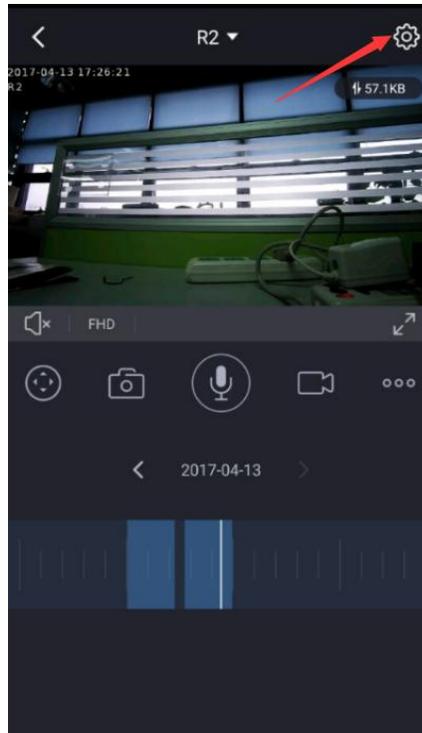
Step 3: Find the wireless Network Icon and click on it to access the Network page.
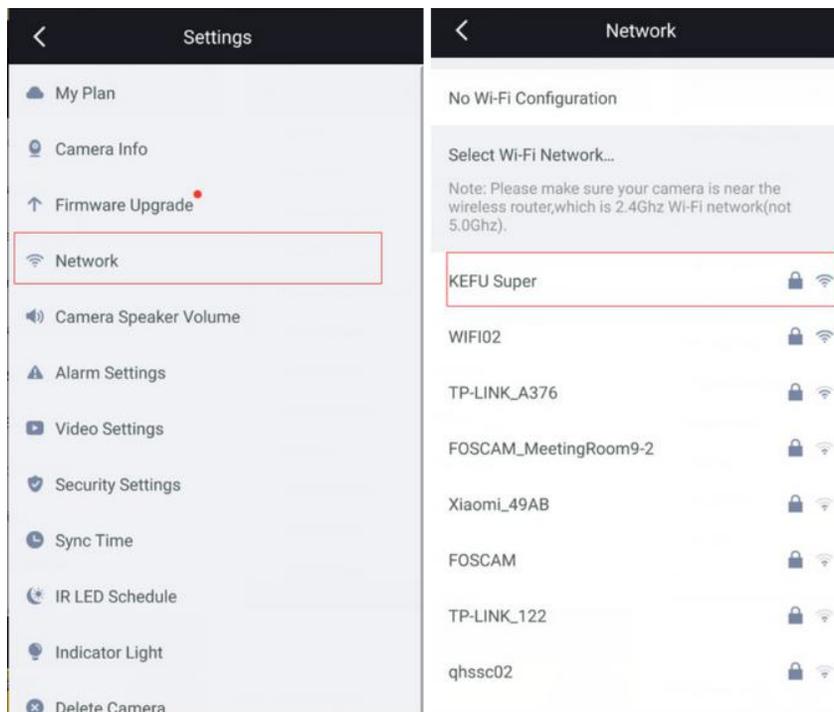
Note: At this point the internal WIFI adapter of the camera is scanning nearby WIFI networks to show what networks are currently within radio range of the camera.

Step 4: Find and select the correct WIFI SSID. The app will prompt for the WIFI password. Be sure to enter the password correctly and click the Connect button.

After the above steps are completed standby for approximately 30 seconds before unplugging the Ethernet cable from the camera. After unplugging the 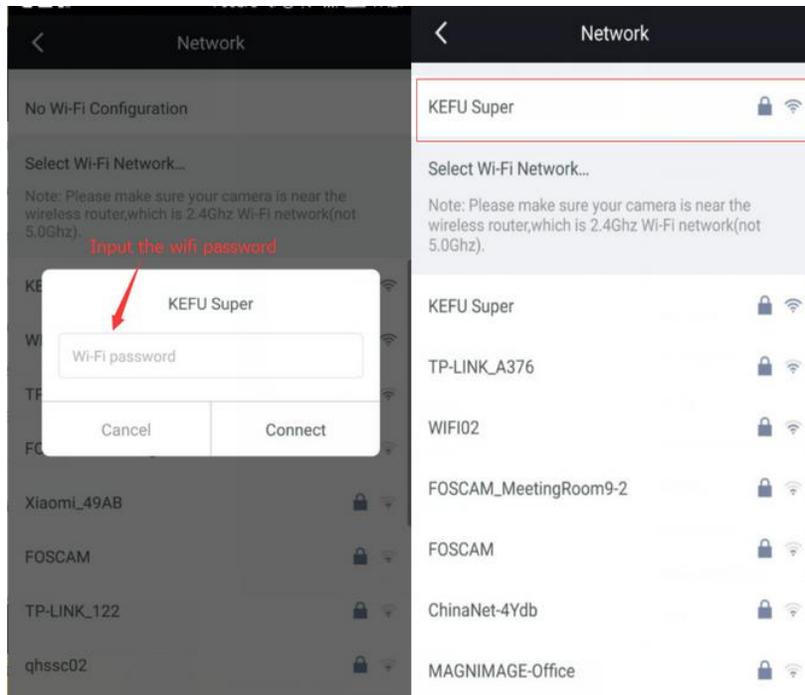Ethernet cable the WIFI module in the camera should take over and attempt to login to the WIFI network. The camera should reappear on the Foscam app after a few minutes.

Unable to connect to video after unplug Ethernet cable? See this page

3. What can I do when camera's wireless connection is unstable or intermittent?

Multiple factors may cause a wireless device connection to be unstable, such as wireless signal interference, walls, IP conflicts, device overload etc.
In order to have stable wireless connection, there are 8 precautions you may like to know:

1. Check the antenna of the camera is fixed well.
2. Take router and camera closer to get good signal, or swap location with working cameras.
3. Setup a static IP for camera to help it remain connected, refer step1 in this FAQ.
4. Disable UPnP on camera.
5. Please change the wireless channel on router to have a try, if possible.
6. Keep the camera away from other wireless networks, household appliances.
7. Check to make sure router is not overloaded, you can connect less device to have a test.
8. Shut off any 3rd party applications, as some will over-drive the camera, and cause reboot.

If camera issue persists after checked with above tips, you can message us on Amazon to get warranty service.

4. What can I do when Foscam app failed to connect camera video remotely?

When you experience the issue of camera unable to review remotely on Foscam app but works fine in home network. Please follow the troubleshooting steps below to resolve issues.

The Foscam App won't be able to connect to video when using mobile data or remote WiFi, you'll see the error message 'Establishing a secure connection with the camera. Please wait until you see either "Connected" or "Failed to Connect"'
Please check below tips to help camera establish connection:

Tip 1: Ensure both the Foscam camera and mobile phone are connected to the internet.
Tip 2: Keep both camera's firmware and Foscam app updated
Tip 3: Power off and on camera, then try connect again in Foscam app
Tip 4: Lower the bit rate and frame rate of the camera. You can do so by switching resolution from FHD to SD within app
There are times when network speeds and traffic can reduce the amount of data/video feed that can be accessed by the mobile device.
In this case lowering the amount of raw video data being sent to the mobile device can correct a network related issue such as this.
Tip 5: Email your camera's UID to support@foscam.com for further analysis.

5. How to activate the free 8-hour service?

After receiving Pop-up message or checking system message for 8 Hours history, please follow the below steps to activate and set up the cloud service plan. It's valid for 12 months after setup.

Types of advertisement messages for Free Cloud service 8-Hour video history:

A. Pop-up message

B. System message (Click on the system message, go to activation page for Free cloud service.)
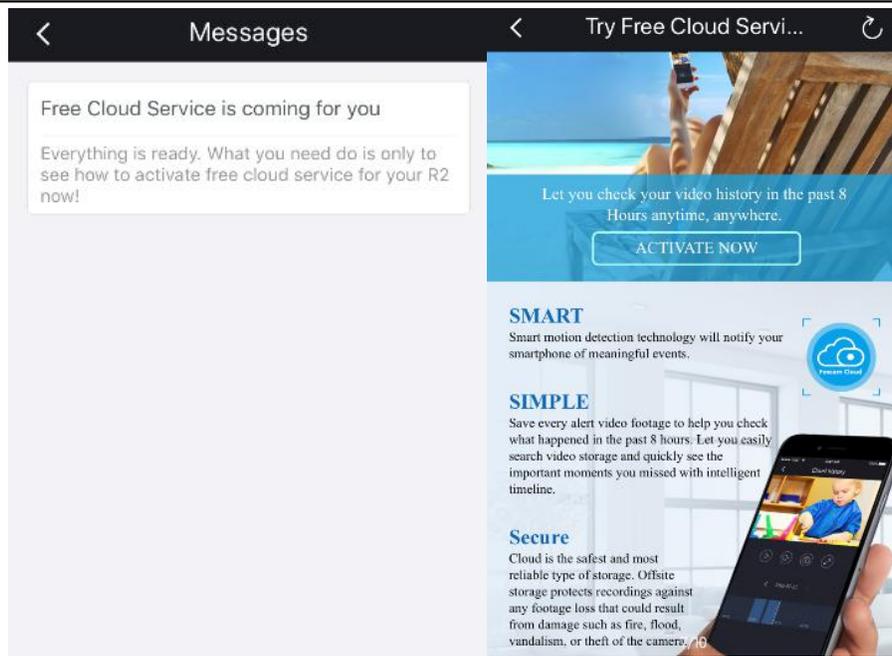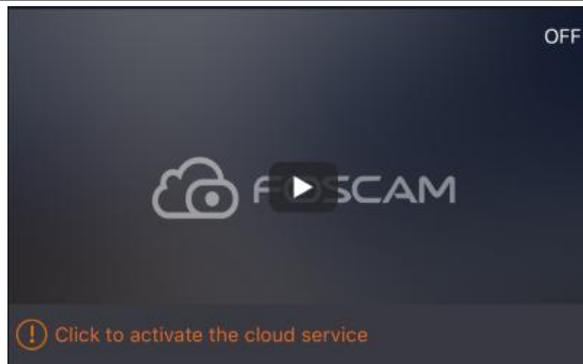
Steps to activate Foscam free cloud service:

Step1**:** Click 'ACTIVATION NOW' to activate cloud service
Step2: Activate successfully and click 'OK' to go ahead.
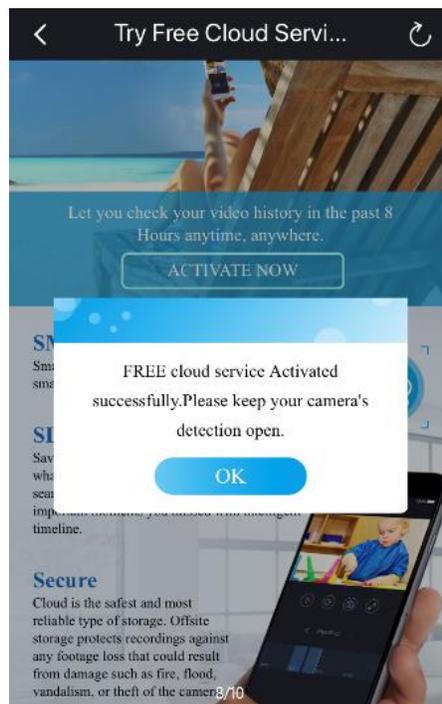
Step3**:** Back to the home page of Foscam App, you will see prompt message 'click to activate the cloud service, please click this prompt message to activate the free cloud service.

Step4: Set up cloud service
After activate the Free Cloud service, you can enable options 'Push Message' and 'Motion detection' on Foscam App. Please click here to see detailed instruction for cloud service setup.

Once alarm triggered, you will receive push message and images as well as cloud recoding for motion detection as below:
For push message and images, please click the 'Bell' icon to check alerts.
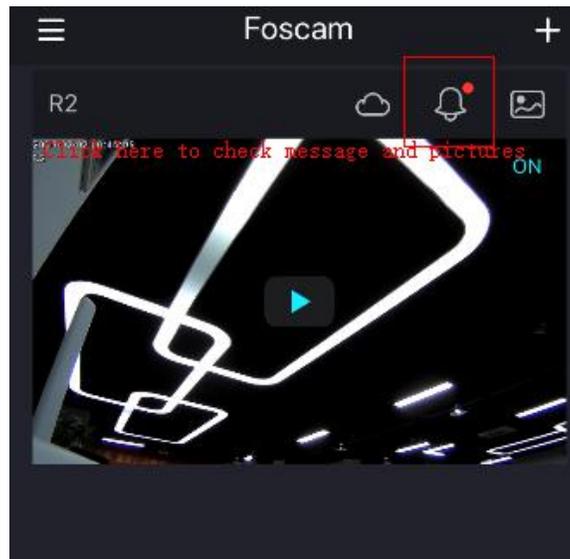
If you did not receive 8 hour service message, or has followed steps but unable to activate 8 hour free service. Please email to support@foscam.com to get help.

6. What other optional cloud service are available for subscription and prices?

Other than 8 hour free service, Foscam also have other cloud service options available.

Plan	8-Hour Video History	3-Day Video History	7-Day Video History	15-Day Video History	30-Day Video History
Monthly Subscription	$0.00	$3.99	$4.99	$7.99	$12.99
Yearly Subscription		$39.99	$49.99	$79.99	$129.99

Note: Free 8-Hour Video History is valid for 12 months.

7. How to cancel cloud service subscription?

If you find no longer need the Foscam cloud service and want to cancel the subscription, please email your cloud service order# and why you'd want to cancel it to support@foscam.com our technical support team will be able to handle your request as soon as possible.

8. What's push message function and how to turn it on or off?

Alarm push notification is a feature supported by Foscam App on a smart phone, this feature allows the App to notify the end user in the event a specifically configured Foscam camera has a triggered alarm event.

When the camera detects an alarm condition an alert is displayed as a banner on the Foscam app icon. This allows the user to be notified in the event of abnormal activity in the event a camera detects an event triggered alarm.

After enable free cloud service or subscribe to a cloud service plan, when you receive the push message a snap shot will also be attached. You can view it in alert message center.

To turn on or off alarm message notification, go to app Settings, then Push Messages here just enable or disable camera.

9. How to upgrade camera firmware via Foscam app?

If there's newer firmware version available it'll show you a red dot on settings gear icon. Steps for upgrade firmware on app is as below:
Open live video of camera, go to **Settings**, then **Firmware Upgrade**. Tap on **Upgrade** button, then wait for camera to finish upgrade.
Usually it'll take 3-5 minutes, depending on your network status. If network is slow will take longer time. During upgrade procedure, do not leave the upgrade page or power cycle camera. Wait till you see it's finished and camera is already rebooted, then you can check if upgrade is successful.

If your camera failed to upgrade, please email to support@foscam.com to get more help.

10.   What should I do if I received camera is wrong model, wrong color or suspect received used one?

Shipping of Foscam cameras ordered on Amazon.com is full-filled by Amazon directly. We check stocks regularly to ensure all is correct.
In the case, if you somehow received incorrect model or color, or suspect the received item is used one. Please message us on Amazon with your Amazon order# and issue description, we'll assist you to arrange correct unit shipped immediately.

11.   What is warranty period of the camera and how can I get warranty replacement service?

Foscam camera has 1 year limited warranty, and for accessory like power adapter and antenna that has 6 month limited warranty. If you find camera or accessory is faulty within warranty period, you can message us on Amazon directly to request warranty service.

In the case, you experienced issue with your camera, please email to support@foscam.com for trouble shooting. Foscam support team will assist you to trouble shoot to fix the issue, if its confirmed camera itself is faulty we can also assist you per warranty policy.

12.   How to log into camera's Webpage via computer browser?

Foscam camera can support login it's webpage via browser, for windows OS it supports Internet Explorer, Firefox and Chrome. For mac OS it supports Safari browser.

After login camera's webpage, you can view camera's live video and setup camera functions there. Detailed steps are as below:

Preparation:
1.(Skip this step if the camera is already configured and verified as connected to the network.) Apply power to the camera and connect it to the router via an Ethernet cable.
2. Verify that the camera and the computer are connected to the same network.

Step 1: Download and install the Equipment Search Tool (skip this step of the software is already installed)
Official download site: http://www.foscam.com/download-center/software-tools.html

Note: Two tools are available one for Windows based computers and one for Mac OS

Step 2: Run the Equipment Search Tool software on the computer.
Any Foscam cameras connected to the network will be displayed in the Window.
Find the IP Address of the camera that is to be accessed or configured.

Note: On a Windows based computer be sure to disable any virtual network drivers that may be installed. They will interfere with the Equipment Search Tool and prevent it from accessing the LAN. If you are unable to see any Foscam products check for these drivers under the Device Manager.
This type of driver is installed by Oracle Virtual Box.

Double clicking on the IP address of the camera will open the default web browser. On a Windows based computer be sure that IE, Chrome or Firefox is used. On Mac OS be sure to use Safari. Disable any Pop Up Blockers that may be running or it will interfere with the interface to the camera.

Step 3: Install plugin and input username and password to login.

The login page for the camera should appear on the browser window. If it's your first time to login camera on webpage, you'll need to install plugin first. Click below links for more details:

After install plugin, remember to allow it to run when browser pop up any options. Then enter the username and password for the camera. If this is the first time the camera is being logged into the default username is admin followed by a blank password.

During a first-time login situation, you will be prompted to enter a new username and password for the camera. Be sure to notate this information somewhere for future reference.

## 13.   How to setup to storage alarm recordings to a SD card?

Other than save recordings, Foscam cameras also support save recordings to FTP or SD card. To setup camera save alarm recording to SD card when it detects a motion, please follow below steps.

Step 1: Setup of the Motion Detection Settings
1) Navigate to Settings → Alarm → Motion Detection
2) Check the checkbox by Enable
3) Check the checkbox by Recording for the alarm action
4) Set the Detection Area (the area the camera is monitoring for motion related events)
5) Set the Schedule that the camera will follow to monitor for motion detection events.
6) Click "Save" to save the configuration information to the camera.
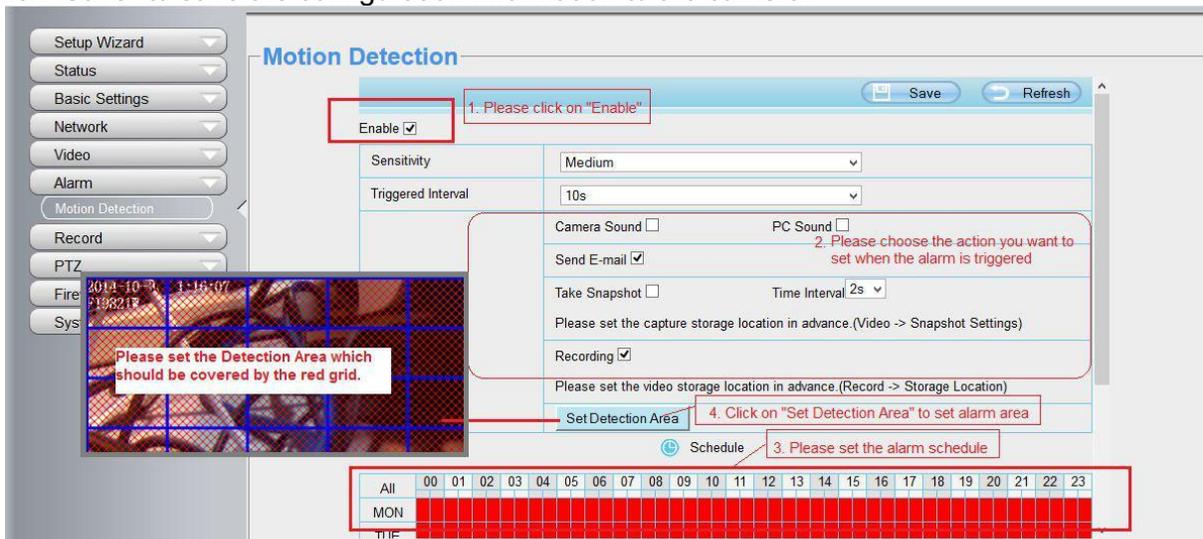
Attention：The settings on Detect Area of
cameras C2/FI9900EP/FI9900P/FI9901EP/FI9961EP/R2/R4/FI9928P are different, you can set 3 different zooms for these cameras with different sensitivity please check the below picture:
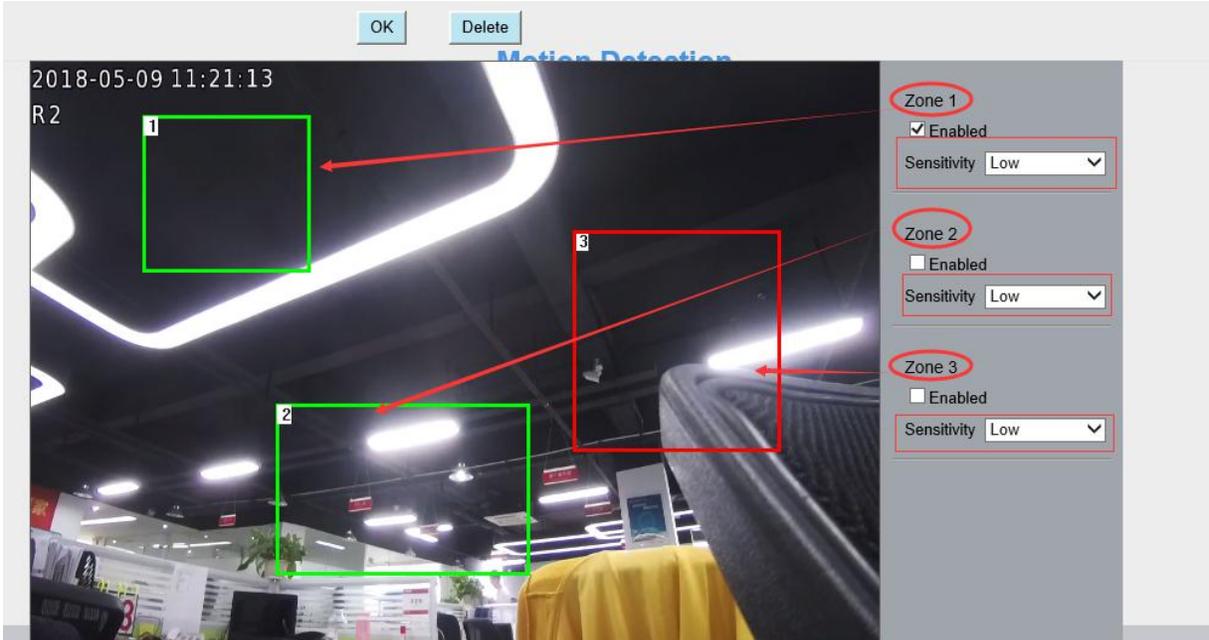
Technical Notes:

1) Do not forget to set the alarm schedule which is indicated in Red.
2) Verify the time is set correctly on the camera or the scheduled motion detection events will be recorded during the wrong time frame.
3) Do not forget to set the alarm monitoring area which is indicated by the red grids.

Step 2: Setup the Storage Location
Navigate to Settings → Record → Storage Location
Select SD Card from the Recording Location drop down menu and click Save
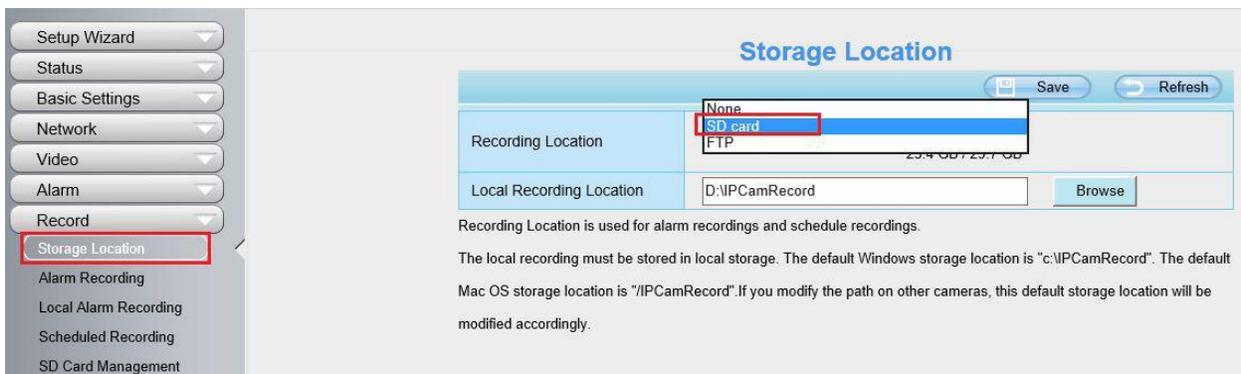
For more FAQs on how to setup camera a trouble shoot an issue, please visit our FAQ center at:
https://www.foscam.com/faqs/index.html

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By Foscam Technical Support Team