First Alert®

USER'S MANUAL
Model
_____

DWIP-720 IP CAMERA

HD Wi-Fi

First Alert®

Welcome

Thank you for choosing First Alert for your security needs!

For more than half a century, First Alert has made the home-safety and security products that make your job easier. Our products are built to the highest standard which has earned us a leadership role in the home-safety and security product categories. We are committed to serving our customers, from the professionals who install our products, to the families and businesses who count on them. First Alert has been helping families and businesses stay safe for over 50 years. By having a First Alert Security System, you're taking the first step in protecting your home or business from damage or theft. We're watching, even when you're not.

This manual is written for the DWIP-720 HD WiFi Camera. It was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, additional features and functions may have been added since that time and on-screen displays may change. We encourage you to visit our website at www.firstalert.com to check for the latest manuals (English and Spanish), firmware updates, downloads, other security camera products and announcements. You'll find this product line under Home Security >> Security Cameras >>Wireless Cameras.

Main Description

A Pan, Tilt, Zoom indoor camera that features direct IP connectivety over a Wi-Fi or wired network.

Product Features

- **1/4" CMOS Sensor with NTSC settings**

- **720 High Definition resolution**

- **11 Infrared LEDs**

- **Night Vision range of 32 feet**

- **47 degree field of view**

- **Built in microphone**

- **Audio output**

- **Alarm output**

- **Motion detection**

- **Video capture**

- **Supports 802.11.B/G/N WiFi protocol**
  (we recommend a 802.11 N/AC wireless router for optimal performance)

- **Supports up to 32GB micro SDHC**

- **Operates from 23ºF to 131ºF**

INTRODUCTION
TABLE OF CONTENTS

Safety Precautions

- Do not drop, puncture, or disassemble the IP Camera.
- Do not tug on the power adapter. Use the plug to remove it from the wall.
- Do not expose the IP Camera to high temperatures.
- For your own safety, avoid using the IP Camera when there is a storm or lightning in your area.

- Use the IP Camera with care. Avoid pressing hard on the IP Camera body.
- Do not use power cable if it is damaged or crushed.

FCC Compliance

FCC COMPLIANCE STATEMENT
This equipment has been tested and found to comply with the limits for an intentional radiator, pursuant to Part 15, subpart C of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that the interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that of the receiver.
• Consult the dealer or an experienced radio or TV technician for help.
Notice: Only peripherals complying with FCC limits may be attached to this equipment. Operation with noncompliant peripherals or peripherals not recommended by First Alert / BRK Brands, Inc. is likely to result in interference to radio and TV reception. Changes or modifications to the product, not expressly approved by First Alert / BRK Brands, Inc., could void the user's authority to operate the equipment.
We, First Alert / BRK Brands, Inc. declare under our sole responsibility that the device to which this declaration relates: Complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Certification
This device contains a radio transmitter. Accordingly, it has been certified as compliant with 47 CFR Part 15 of the FCC Rules for intentional radiators. Products that contain a radio transmitter are labeled with an FCC ID.

Fire and Electric Shock Hazard Statement

CAUTION

RISK OF ELECTRIC SHOCK

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK. UNPLUG ALL POWER SOURCES BEFORE REMOVING COVER. FAILURE TO DO SO CAN RESULT IN DAMAGE TO THE CAMERA OR ITS COMPONENTS AS WELL AS INJURY OR DEATH.

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of un-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.

The exclamation point within an equilateral triangle, is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS CAMERA UNIT TO RAIN OR MOISTURE

CAUTION: TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF THE PLUG TO THE WIDE SLOT AND FULLY INSERT

Caution!
When working with electrostatic sensitive devices such as a Camera, make sure you use a static-free workstation. Any electrostatic energy coming in contact with the camera can damage it permanently.

Disposal

These symbols indicate that it is prohibited to dispose of these batteries in the household waste. Take spent batteries that can no longer be charged to the designated collection points in your community.

What's in the Box*

DWIP-720 IP Camera

Quick Install Guide

Installation Software

Wall Mount and Brackets

RJ45 Ethernet Cable

Anchors and Screws

Power Supply

Camera Components

Item	Function	Description
1	Photo Sensor	Detects ambient illumination level
2	Camera Lens	Lens for Camera
3	IR LED	Light for Night Vision mode
4	Audio Output	For connecting Speakers or Headphones
5	Run LED	Status light for camera operation
6	Audio Input	For connecting an external microphone
7	T/F	Micro SD Card Slot
8	Antenna Connector	Connect WiFi antenna
9	Network Socket	For connecting RJ45 ethernet cable to PC or router
10	Alarm Connection	Connect Alarm wires here
11	Power	Connect power adapter here
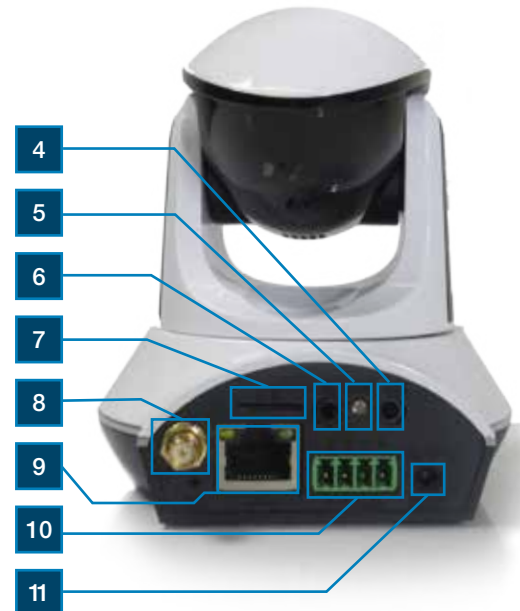
Setting up the Camera

Connect Power and Network

This IP Camera and its software are designed for Windows XP, Vista and Windows 7 and Windows 8.1. Connect the IP Camera to your router via a standard RJ45 network cable, and plug into the power supply. Your computer should be connected to the network, either by wifi or RJ45 cable.
Camera will need about 45-60 seconds for initial configuration. Please wait until the camera cycles through a series of movements.

Installing the Software

1. Install the software on your PC by placing the CD into the CD-ROM.
2. Double click the software icon on your desktop.
3. Your DWIP camera ID number should be listed in the LAN task pane in the upper right.
4. Double click the Exxxxx camera and you should be connected to your DWIP-720 camera on a local network.

Menus

1. **Full Screen:** Brings the camera into Full Screen.
2. **Settings:** Opens the settings. dialogue windows to make various changes to the DWIP-720.
3. **Device Management:** Set device settings (WAN only).
4. **Playback :** Allows the recorded files to be searched by Time/Day. Select the "specified time" box and enter the start/end time of recorded video. Click Playback to start search.
5. **Change Password:** Allows the login password to be changed.
6. **Log:** recent log history of the software (WAN only).
7. **Help:** www.firstalert.com
8. **LAN:** LAN set up.
9. **WAN:** WAN set up (registering required).
10. **Login:** Login to account for remote viewing.
11. **Register:** Account set up for remote viewing.
12. **Toggles PTZ Cruise Mode:** ON/OFF.
13. **Optics Zoom In:** No function.
14. **Optics Zoom Out:** No function. **Zoom In:** Zoom in.
15. **Zoom in:**
16. Zoom out.
17. **Pan/tilt Controls:**
18. **Capture:** Takes a quick snapshot

picture of the live video.
19. **Record:** Starts manual recording.
20. **Listen:** allows to listen with the 2 way audio feature.
21. **Talk:** Allows the user to talk into a pc connected microphone to the camera.
22. **Motion Detection Area:** Manual set of the area to be set for motion detection.
23. **Horizontal Pan (ON/OFF):** Camera will go into horizontal Pan Mode.
24. **Vertical Pan (ON/OFF):** Camera will go into vertical Pan Mode.
25. **Go to Preset Position:** allows the user to go to any preset position.
26. **Set Preset Position:** allows the user to set a preset position (see page 5 for alarm block setup).
27. **Set PTZ Speed:** allows the user to set the speed of the PTZ control.
28. **Vertical flip:** flips the screen in the vertical orientation.
29. **Mirror:** Mirrors the screen.
30. **Set Up WiFi:** allows the user to set the WIFI option on the camera (Must setup with Ethernet cable first).
31. **Alarm Log:** Shows the log file of the camera.
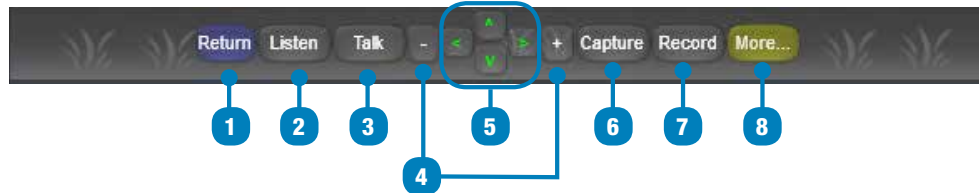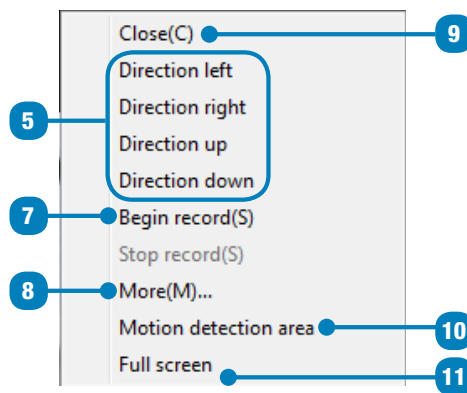32. **Settings:** Opens the settings dialogue window.
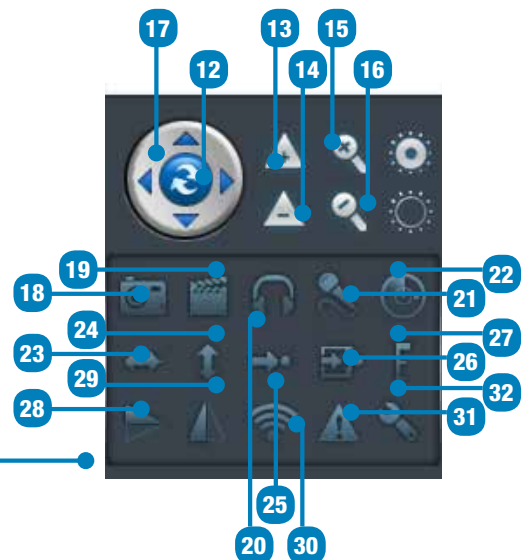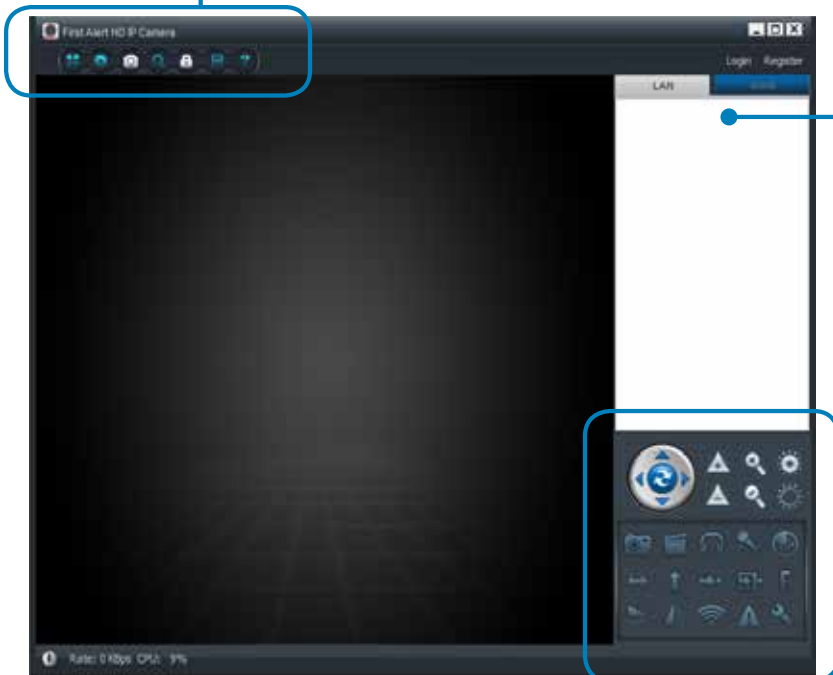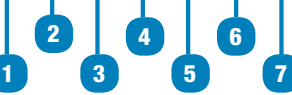
Menus (continued)

Camera Display Menu:

Options to change settings and adjust the camera view can be accessed by either right-clicking or left-clicking on the camera display. The functions of the two menus are explained at right.

- **Left Click Menu**

- **Right Click Menu (on camera video)**

1. **Return:** Close the menu.
2. **Listen:** Turn on camera microphone. Click again to turn off.
3. **Talk:** Turn on camera speaker. Click again to turn off.
4. **+/-:** used for camera zoom.
5. **PTZ Directional Control:** Click to pan or tilt the camera.
6. **Capture:** Take a photo.
7. **(Begin) Record:** Start video/audio recording.
8. **More:** Select to adjust camera settings.
9. **Close:** Close the Camera display.
10. **Motion Detection Area:** Adjust the area of view for motion detection.
11. **Full Screen:** Enlarge camera display to fill whole monitor screen.

Device Network Menu:

Options to change settings for the device network connections can be adjusted by right-clicking on the device name in the LAN/WAN display. The functions of the menu is explained at right.
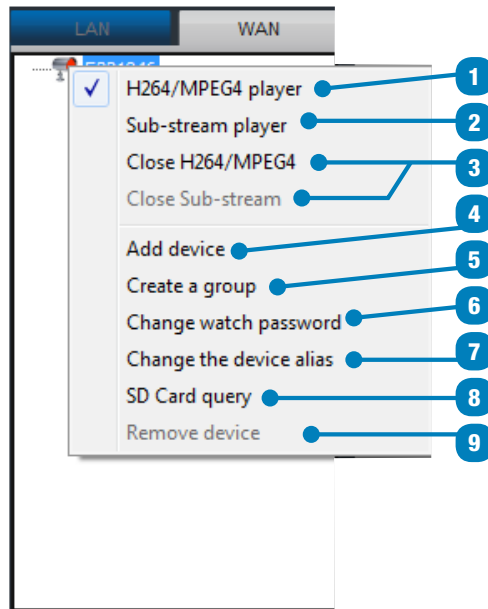
1. **H264/MPEG4 Player:** Stream via H264/MPEG4.
2. **Sub-stream Player:** Stream via sub-stream protocol.
3. **Close H264/MPEG4 / Close Sub-stream:** Turn off feed.
4. **Add Device:** Click to add an additional camera.
5. **Create a Group:** To create camera groups, more than one camera required.
6. **Change Access Password:** Select to change the access password. If 5 digit password was used on initial Remove setup. Adding the 4 digit access password will allow Remove viewing.
7. **Change the Device Alias:** Select to Remove your camera (i.e. front door, kitchen).
8. **Micro-SD Card Query:** Select to manage micro-SD card files and directories.
9. **Remove Device:** Remove device from list.

REMOTE VIEWING
SETUP & PC

Remote Viewing

LAN viewing on a shared network *(From PC)*
(PC must be connected to the same local network as the Camera)

1. Follow steps 1-3 in "Initial Camera Installation" Instructions.
2. On your PC, insert the installation disk that came with your camera (or visit www.firstalert.com) and install the camera remote viewing software.
3. Double click the software icon on your desktop.
4. Your camera ID number should be listed in the LAN task pane in the upper right.
5. Double click the Exxxxx camera and you should be connected to your camera on a local network.

## Wireless Connectivity *(From PC)*

6. Repeat steps 1-4.
7. Right click on the Camera ID in the task pane.
8. Select "Set WIFI Connection".
9. Check the "start WIFI setting" box.
10. Click "Scan".
11. Select your Wireless network name from the Network Name (SSID) dropdown menu.
12. Enter your Wireless Network Password in the Password field.
13. Select OK.
14. Unplug the Ethernet Cable from the router and the camera.
15. Please allow 60 seconds for the camera to reboot.

Note: If connecting your DWIP camera through a LAN connection, your camera ID number should automatically appear in the LAN task pane. If connecting your DWIP camera through a WAN connection, follow the instruction set in Step B of this page.

Remote viewing of DWIP-720 *(From PC)*

16. Repeat steps 1-4.
17. Select the WAN tab.
18. In the software, click register to create a username and password.
19. Once a username and password is created, login into the software. *(Tip: Select the WAN tab on the upper right).*
20. Right click anywhere in the software task pane on the right and select "add device".
21. Enter the device information for the camera. *(Tip: Device information is on a label on the bottom of the camera.)* DO NOT LOSE THIS INFORMATION.
22. Once the camera is added to the task pane under WAN, you will now be able to log off the local internet on your PC and connect to another remote internet souce.
23. Once connected to a different internet source than the Open the PC software, select the WAN tab, and log into your account. You will see the added camera under WAN.

www.firstalert.com

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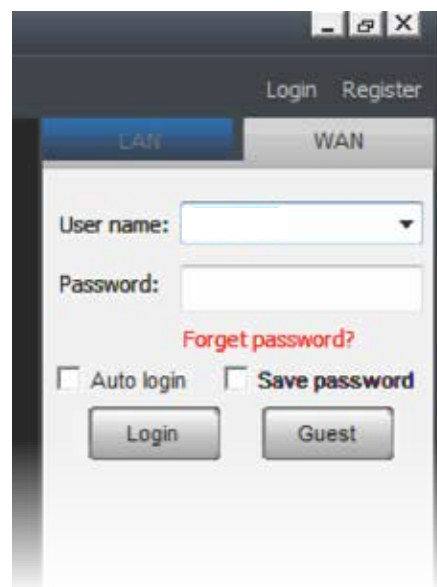
Remote Viewing (continued)

LAN viewing on a shared network *(From iPhone/iPad/Android)*
(iPhone/iPad/Android must be connected to the same local network as the Camera)

1. Follow steps 1-3 in "Initial Camera Installation" instructions.
2. Make sure your mobile device is connected to your Local Area Network (WIFI).
3. Download the First Alert HD IP Camera Viewer from the appropriate App Store.
4. Open First Alert HD IP Camera Viewer App on mobile device.
5. Select the Local tab from the bottom of the App.
6. Select the camera in the camera list to view.
7. Select back.

Wireless Connectivity *(From iPhone/iPad/Android)*

1. Next to Exxxx ID number in App, select the (iPhone) or (Android) button.
2. Select wireless Setting (iPhone) or use WIFI (Android).
3. Toggle WIFI to ON.
4. Select SSID (iPhone) or click search (Android).
5. Select Password and enter your Wireless Network Password
   a. Toggle show password to confirm the password was entered correctly.
   b. DHCP should be enabled.
6. Select Done (iPhone) or OK (Android).
7. Unplug the Camera Ethernet Cable from the router and the camera.
8. Please allow 2 minutes for the camera to reboot.
9. Select Back.
10. Click the refresh button at the top right. The camera will show up in the task pane when it is finished rebooting.
11. Select camera to view.

Remote viewing of DWIP-720 *(From iPhone/iPad/Android)*

1. Repeat steps 1-4
2. Select Remote tab.
3. Create an account by selecting "Create Account" or if you already created an account move onto the next step.
4. Enter your username and password and select login.
5. Select "Options" from the top right of the App.
6. Select "Add Camera".
7. Select "Scan QR code" (QR code is on the bottom of the camera)

or Enter the device information for the camera. *(Device information is on a label on the bottom of the camera. DO NOT LOSE THIS INFORMATION.)*
8. Click done on the top righ corner.

Tip:
1. Pinch the image screen to zoom.
2. Manually focus the camera by rotating the lens on the front of the camera.

9. Click "OK" on the add camera success.
10. Select the camera in the camera list to view.

Email Alerts

The system can notify you when it detects motion from any camera by sending you an email alert. The email alert contains information such as the time that motion was detected and by which camera. In order to enable the Email Alert function, you must enter both incoming and outgoing email addresses.
We strongly recommend you use Gmail to set up as the outgoing email server.
The outgoing mail server (SMTP server) is responsible for sending out the email notification to tell users when the system detects motion from any camera (Motion Detection must be activated). The incoming mail server (Email To) receives the email notification sent from the SMTP server. The user must be able to receive email on a Windows PC or on mobile devices (such as an iPhone, iPad, or Android smartphone or tablet) to receive e-mail alerts from the system. When you receive an email alert, you can view live video from your Windows PC, an iPhone, iPad, Android smartphone or Andriod tablet through apps. Apps are available through the iTunes App store or the Android Market.
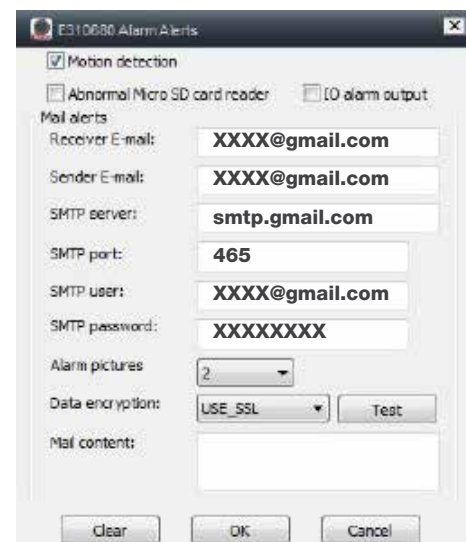
Motion Recording

Motion Record on Micro-SD Card:
Controls can be accessed through
LAN tab on PC software.
Micro-SD card capacity up to 32GB.

Inserting the micro SD card into the T/F slot of the camera: Insert the card with the terminals facing upward.
Note:The camera must be powered off when inserting the micro SD card into the T/F slot. Otherwise, the card will not be recognized. (Micro SD card not inlcuded).
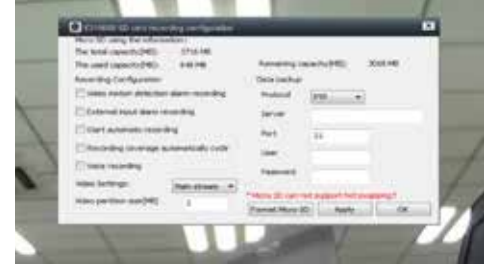

1. Connect to the DWIP-720 Camera.
2. Move the Mouse to the camera ID number in the left pane and right click on the camera name.

3. Select Micro SD Card Configuration.
4. Format Micro SD card by clicking "Format Micro SD".
**WARNING, THIS WILL ERASE ALL DATA ON THE SD CARD.**

5. Place a check in "Video motion detection alarm recording".
6. Click Apply The SD motion detection recording is now set up.
7. Click OK to Exit.
8. Right click on camera video screen and select "Motion Detect Area".

9. Select Alarm Sensitivity by clicking new detection area. Click/drag cursor in video screen dialogue box to make a motion detect area. Click apply.

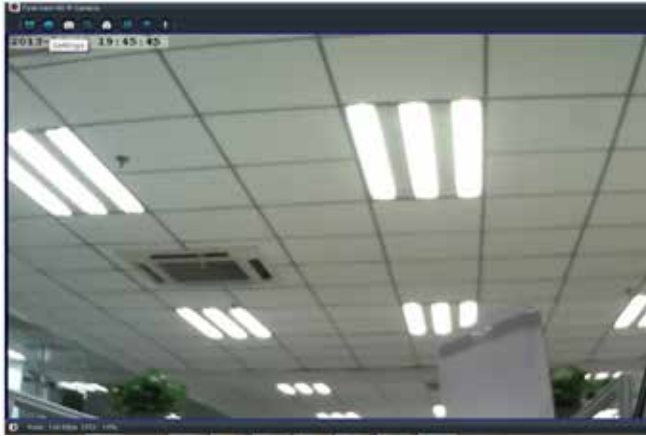10. Motion Detection is now enabled in the area specified.
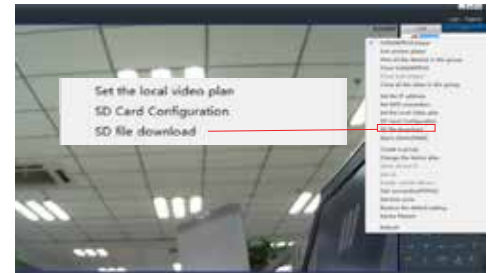
11. Click OK to exit dialogue.
12. You can view the files by right clicking on the camera ID number in the left pane and select "SD File Download".
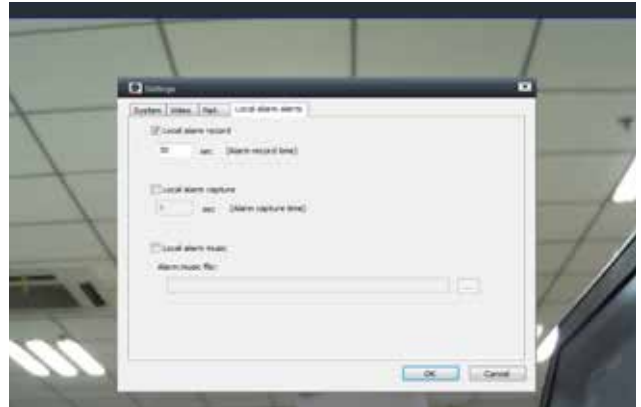
Alarm Setup on PC

Alarm Setup on PC:

1. Click settings in the upper left screen.

2. In the Local Alarm Alerts Tab, check "Local Alarm record", and check "local Alarm capture". Set the times for each.
3. Click OK. Set the Motion recording the same way in the previous step for SD Motion recording set up.
4. Files can be viewed in the Playback option in the upper left.

Alarm Connections

Alarm Inputs:

Alarm inputs are switches that activate when a door, window, cabinet etc. is opened or accessed. For example, you might want to only have the camera record when someone opens a tool cabinet or when a door opens vs. recording when motion occurs around those areas. There may be people moving by those areas frequently but you are only concerned about when those areas are accessed. This saves storage space and makes it easier to find an event that was recorded.

External Sensor Alarm Pattern:
5 Seconds ON 3 Seconds OFF repeat...

Motion Alarm Pattern:
2 seconds on

NOTE: The Maximum output current is 300mA and the Maximum Output voltage is 5.0V.

NOTE: When using external sensor you must program the view location on program 2. When external sensor is tripped the camera will move to the preset location.

To Connect an external Sensor to the DWIP-720

Connect GND (-) of Sensor to ALARM IN 4(-) of the DWIP-720.
Connect NO (+) of Sensor to ALARM IN 3(+) of the DWIP-720.

IP CAMERA

5vdc 300 MA MAX		1	2	3	4	GND	NO
+	-	-	+	+	-	-	+
ALARM						SENSOR	
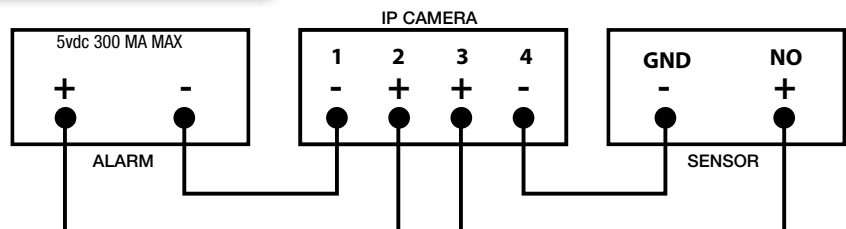
		NC: NORMALLY CLOSED
1. ALARM OUT	-	NO: NORMALLY OPEN
2. ALARM OUT	+	
3. ALARM IN	+	
4. ALARM IN	-	

To Connect an external Alarm to the DWIP-720

Alarm output is used to activate an external device such as a horn or LED or relay after an alarm is triggered. To configure alarm outputs, connect the external device to the out connections on the alarm block as required by the device. Connect (-) of ALARM to ALARM IN 2(+) of the DWIP-720. Connect (+) of ALARM to ALARM IN 1(-) of the DWIP-720

Alarm Block Functionality

Preset Positions must be configured for the Alarm Block features through the software. When an Alarm is detected, the camera will enter in the default Alarm position. To change this default Alarm position you must first set the camera's position, click "Set Preset Position" in the software and choose the Alarm Block. There are a total of 8 preset postitions that can be created for the Alarm Block.

PROGRAM SETTINGS
## SYSTEM & VIDEO

Program Settings

System Tab:
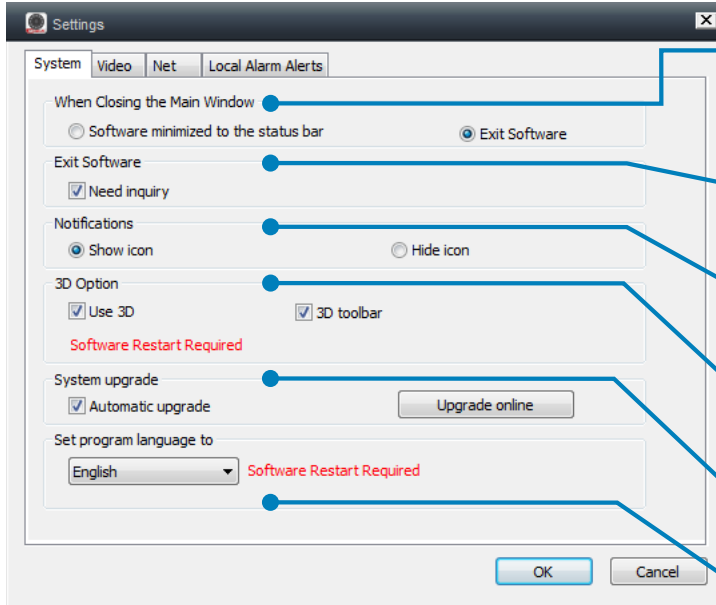
- **When Closing the Main Menu**
  When closing the main window, the program can either become minimized in the status bar or will close the program completely.

- **Exit Software**
  Check the "need Inquiry" box if you want to be notified the software is exiting.

- **Notifications**
  Select whether you want to show the icon or hide the notification icons.

- **3D Option**
  Allows for further control of a camera when the camera window is selected.

- **System Upgrade**
  Visit www.firstalert.com for any software updates.

- **Language**
  Set your preferred language here. This will require the program to restart.

Video Tab:
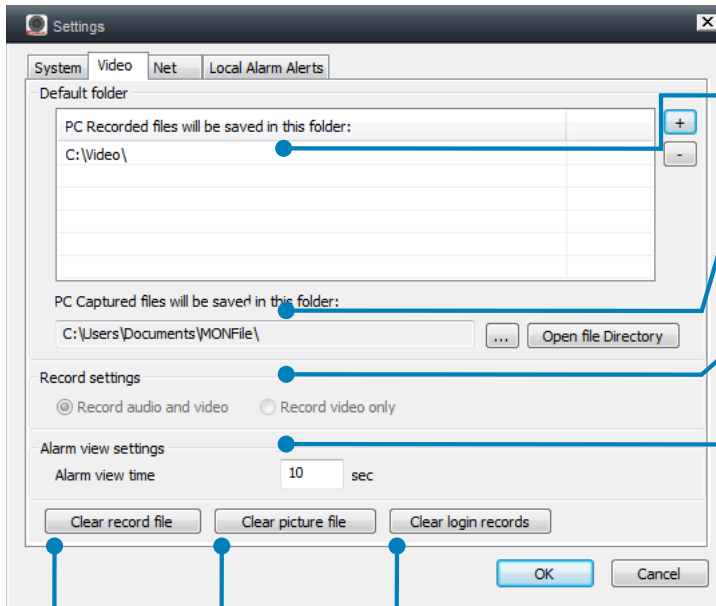
- **Folder Location for Videos and Snapshots**
  Allows you to set a drive location to where you want your video(s) or Snapshot(s) to be stored. PC captured files are quick picture snapshots. Set the location to where you want the snapshots to be saved.

- **Record Settings**
  Choose to record both audio and video, or video only.

- **Alarm View Settings**
  Set the Alarm view time to allow the amount of time the software will record after an alarm is in progress.

- **Clear Login Records**
  Delete ALL login history saved in the software.

- **Clear Picture File**
  Delete ALL snapshots from the snapshot directory.

- **Clear Record File**
  Delete ALL recorded files in the directory.

Program Settings (continued)

Net Tab:

- **Proxy**
  Set the proxy type (HTTP or SOCKS) and enter the IP, Port, and username and password.

- **Connect**
  Set the connection type (default, TCP or UDP) and set the IP and Port.

- **Local**
  Enter the UDP or TCP port for LAN connections. Also set the UPNP settings.

- **Network Operator**
  Set defaults for ISP based on geographical area.

Local Alarm Alerts Tab:

- **Local Alarm Record**
  When an alarm is triggered, choose the length of time the alarm will be active.

- **Local Alarm Capture**
  Set amount of recording time when alarm activates.

- **Local Alarm Music**
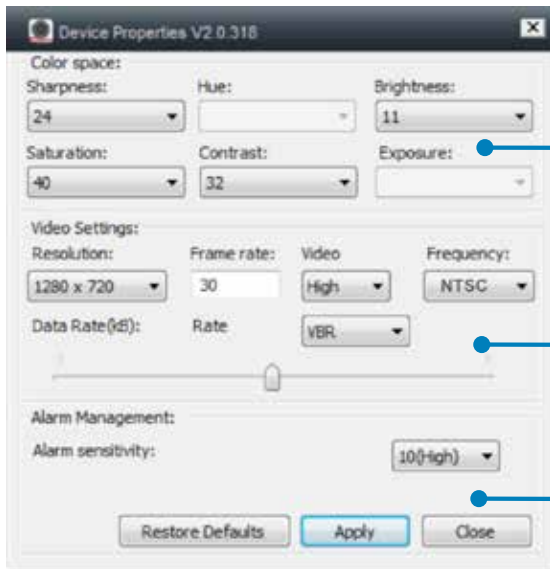 Play sound file when alarm is activated.

Program Settings (continued)

Camera Properties

Camera properties can be accessed by clicking on the wrench icon on the lower right of the screen, right-clicking on the camera display, and selecting "More (M)" or by left clicking on the camera display and clicking the "More" button.

The Device Properties dialogue allows the user to adjust the image quality of the camera and set the fame rate.

- **Image Settings**
  - **Sharpness**
    Set sharpness of camera feed.
  - **Brightness**
    Set brightness level of camera feed.
  - **Saturation**
    Set color saturatio level of camera feed.
  - **Contrast**
    Set contrast level of camera feed.
  - **Exposure**
    Set exporsure value of camera feed.

- **Video Settings**
  - Resolution: set image size.
  - Frame Rate: set frames per second.
  - Video: Set video quality.
  - Frequency: Toggle frequency to NTSC (North America), PAL(Other Regions) or Auto.
  - Data Rate: Move the slider to allocate maximum data transfer rate. Toggle VBR (variable bitrate) or CBR (constant bitrate).

- **Alarm Management**
  Set alarm sensitivity from dropdown menu, and if to trigger on IR activation.

Tip: A higher frame rate will result in a smoother video picture but will require more data resources.
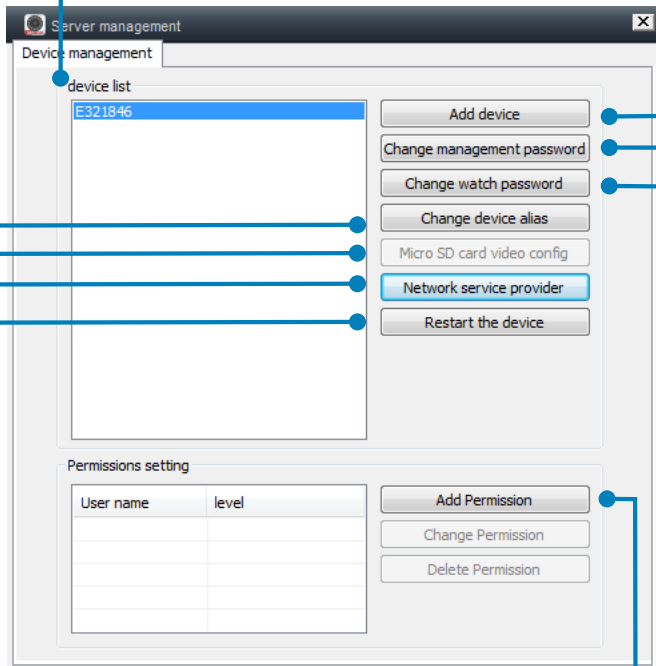
Device Management

Device management can be accessed by clicking the camera icon in the upper left hand corner of the program.

- **Device List**
  All connect devices are listed here.

- **Change Device Alias**
  Set device ID to a custom name.
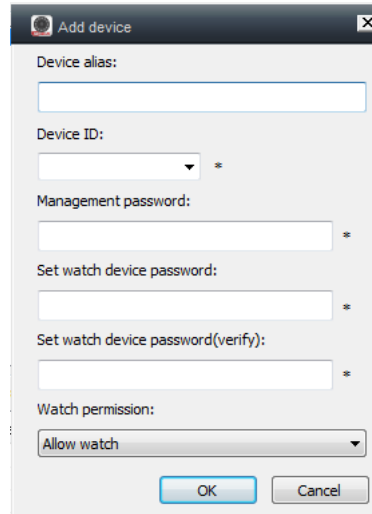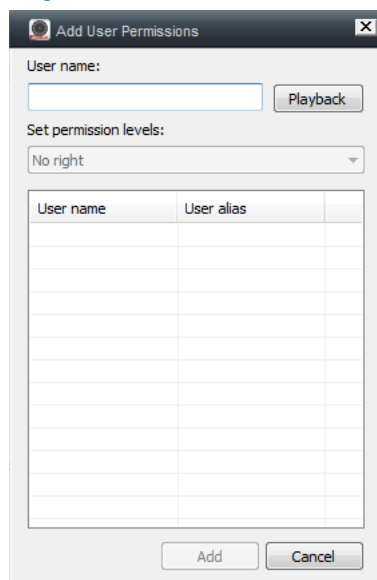- **Micro SD card video config**
  Configure the settings for the camera's SD card.
- **Network Service Provider**
 Adjust camera network settings to region.
- **Restart the Device**
 Shutdown and reboot device.

Add Device
- **Device Alias**
  Device's custom name.
- **Device ID**
  Select from dropdown menu of devices (letter E followed by series of numbers).
- **Management Password**
  Enter password (5 digits).
- **Set Access Password (Verify)**
  Enter and Verify watch password (4 digits).
- **Watch Permission**
  Set user watch permissions.
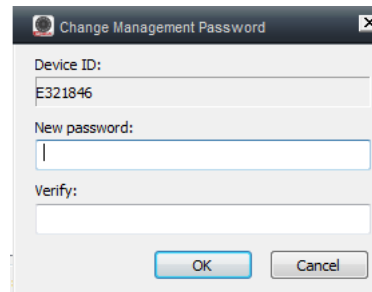
Change Management Password
- **Device ID**
  Device ID number.
- **New Password**
  Set new password.
- **Verify**
  Verify password.
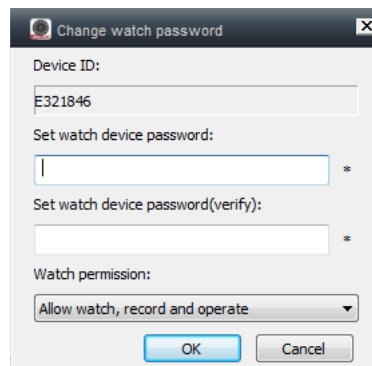
Change Watch Password
- **Device ID**
  Device ID number.
- **Set Access Password (Verify)**
  Enter and Verify watch password.
- **Watch Permission**
  Set user watch permissions.

Add Permission
- **User Name:**
  Add user to watch list and permissions.
- **Set Permission Level**
  Set user watch permissions.

Playback

Playback can be accessed by clicking the magnifying glass icon in the upper left area of the program.

- **Find All Records**
  All records are searched.

- **Start/End Time**
  Narrow the search parameters.

- **The specified time**
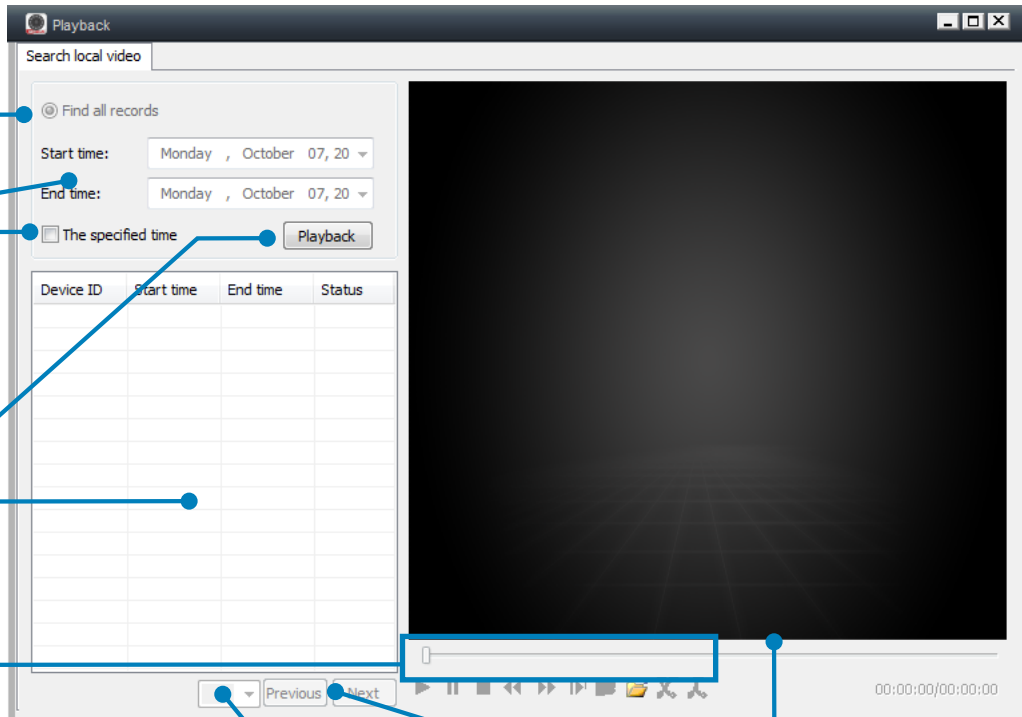 Select to narrow search parameters.

- **Playback**
  Click to begin search.

- **Search Results**
  Lists recordings according to search criteria. Doubleclick an entry to launch in viewer.

- **Playback Controls**
  Control the recording playback with the following buttons:

- **Play**
  Click to Play.

- **Pause**
  Click to Pause.

- **Stop**
  Click to Stop.

- **Decrease Framerate**
  Click to decrease playback speed.

- **Increase Frame**
  Click to increase playback speed.

- **Step Forward**
  Advance by one frame.

- **Cut-Begin**
  Click to select a beginning point to splice the video and save to file.

- **Cut-End**
  Click to select end point for splice.

- **Snapshot**
  Takes snapshot of current frame.

- **Open**
  Select a recording to open from the file browser.

- **Multi Playback**
  Displays multiple recordings at once in the viewer.

- **Previous/ Next**
  Go to next or previous entry.

- **Playback Time Slider**
  Displays video time progress. Also can be clicked and dragged to desired time in video.

Playback (continued)

• **Playback**
Click to begin
search.

• **Device ID**
Select which device
to search from the
dropdown menu.

• **Start/End Time**
Narrow the search
parameters to a
specific date range.

• **Search Results**
Lists recordings
according to
search criteria.

Playback

Search local video Search vistors Online vistors

Device ID: E321846   □ Start time: 10/29/2013 End time: 10/29/2013   Playback

Device ID	User ID	Start time	End time	Information

Previous   Next

• **Device ID**
Select which
device to view.

• **Online Users**
List current users
connected to
device.

Playback

Search local video Search vistors Online vistors

E321846
E321872

User ID	Start time
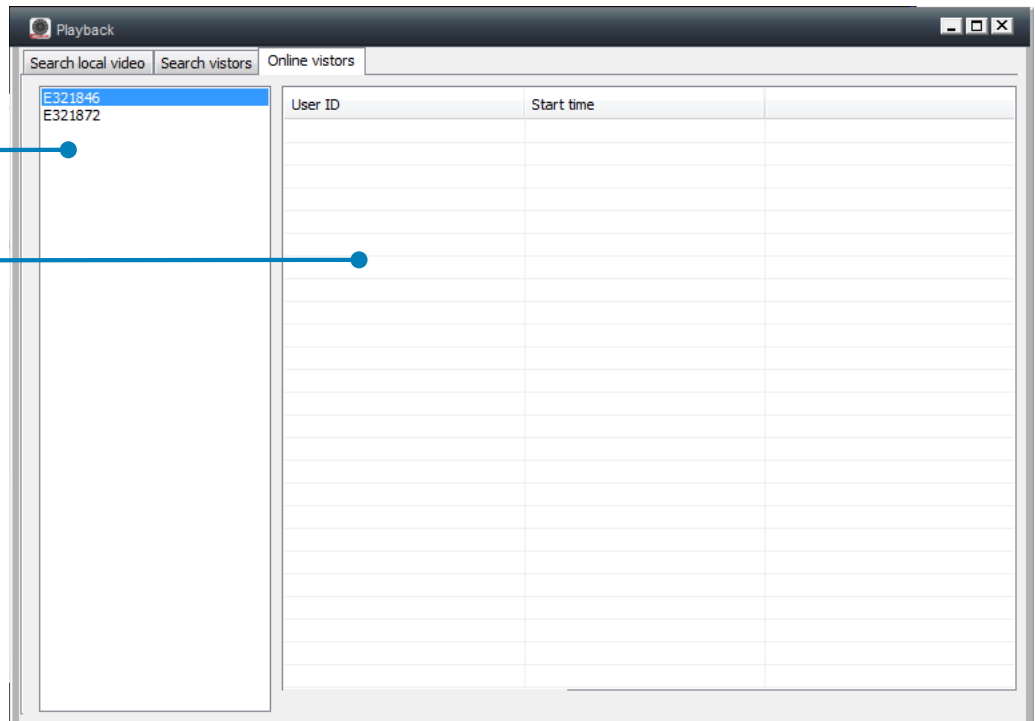
Device Log

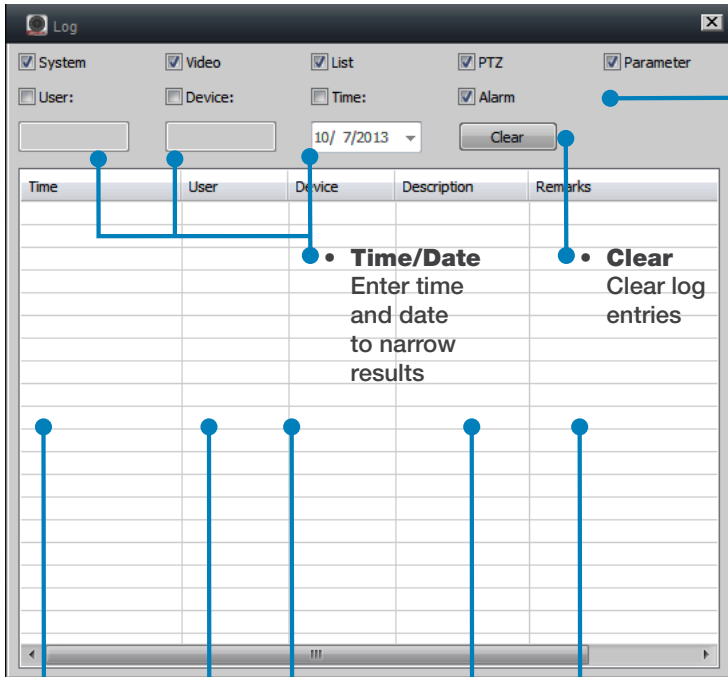The log displays all occurences for the connected devices. Log can be accessed by clicking the calculator icon in the upper left area of the software.

Search Settings

Checked boxes denote which log entries are displayed

- **System**
  System events.
- **User**
  User events.
- **Video**
  Video events.
- **Device**
  Device events.
- **List**
  List events.
- **Time**
  Time events.
- **PTZ**
  PTZ events.
- **Alarm**
  Alarm events.
- **Parameter**
  Parameter events.

- **Time/Date**
  Enter time and date to narrow results

- **Clear**
  Clear log entries

- **Time**
  Lists time of recording.

- **Device**
  Lists device ID of action.

- **Remarks**
  Recordings according to search criteria.

- **User**
  Lists user who triggered last known action.

- **Description**
  Lists description of action.

Help

Help is launched by clicking on the question mark icon on the upper left menu.

Device Notifications

Help is launched by clicking on the question mark icon on the upper left menu.

- **Time**
  Select which device
  to search.

- **User**
  Narrow the search
  parameters.

- **Device**
  Lists recordings
  according to search
  criteria.

- **Description**
  Lists recordings
  according to search
  criteria.

Troubleshooting

Error	Possible Cause	Solutions
System is not receiving power or is not powering up	Cable from power adapter is loose or is unplugged	• Confirm that all cables are connected correctly • Confirm that the power adapter is securely connected to the back of the unit

	Cables are connected, but system is not receiving sufficient power	• Confirm that the system is powered on (LED indicators on the front should be ON)
		• If the unit is connected through a power bar or surge protector, try bypassing the bar and connecting the power directly to the wall outlet
		• Confirm that there is power at the outlet
		  • Connect the power cable to another outlet
		  • Test the outlet with another plugged device

Micro SD card is not detected by the system	Micro SD card is loose or not properly connected	• Remove the Micro SD card and reinsert firmly
		• Install Micro SD card
There is no picture on selected channels/camera picture is not being displayed	Camera is not connected to network	• Try moving the camera to another network or use another cable
Camera is not focusing	Camera only has a manual focus	• Rotate focusing ring to adjust focus

Minimum System Requirements

CPU: AMD Athlon 64 X2 Dual-Core 4000+ or better / Intel Core 2 Duo Processor 2.4 GHZ or better
OS: Windows XP / Windows 7, Windows 8.0
RAM: 2.5GB RAM or Higher
Video: ATI X1800 or better / Nvidia 7800 or better / Intel 4100or better / 256MB minimum video RAM
Router: Must support 802.11n, Range of 2.4-5.0GHz / wireless transfer rate of 300Mbps or higher
Internet Connection is Required to view Remotely ISP bandwidth of at least 8mb download / upload speed required

Warranty

PRODUCT LIMITED WARRANTY

BRK Brands, Inc., ("BRK") the maker of First Alert® brand products warrants that for a period of one year from the date of purchase (the "Warranty Period"), this product will be free from defects in material and workmanship. BRK, at its sole option, will repair or replace this product or any component of the product found to be defective during the Warranty Period. Replacement or repair will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty.

This warranty is valid for the original retail purchaser only from the date of initial retail purchase and is not transferable. In order to obtain warranty service, you must keep the original sales receipt and proof of purchase in the form of the UPC code from the package. BRK dealers, service centers, or retail stores selling BRK products do not have the right to alter, modify or any way change the terms and conditions of this warranty.

WARRANTY EXCLUSIONS

Parts and Labor: 1 year limited (warranted parts do not include bulbs, LEDs, and batteries)

This warranty does not apply to bulbs, LEDs, and batteries supplied with or forming part of the product.

This warranty is invalidated if non- BRK accessories are or have been used in or in connection with the product or in any modification or repair is made to the product.

This warranty does not apply to defects or damages arising by use of the product in other than normal (including normal atmospheric, moisture and humidity) conditions or by installation or use of the product other than in strict accordance with the instructions contained in the product owner's manual.

This warranty does not apply to defects in or damages to the product caused by (i) negligent use of the product, (ii) misuse, abuse, neglect, alteration, repair or improper installation of the product, (iii) electrical short circuits or transients, (iv) usage not in accordance with product installation, (v) use of replacement parts not supplied by BRK, (vi) improper product maintenance, or (vii) accident, fire, flood or other Acts of God.

This warranty does not cover the performance or functionality of any computer software included in the package with the product. BRK makes no warranty that the software provided with the product will function without interruption or otherwise be free of anomalies, errors, or "Bugs." This warranty does not cover any costs relating to removal or replacement of any product or software installed on your computer.

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OBTAINING SERVICE

If service is required, do not return the product to your place of purchase. In order to obtain warranty service, contact the Consumer Affairs Division at 1-800-323-9005, 7:30 a.m. – 5:00 a.m. Central Standard Time, Monday through Friday. To assist us in serving you, please have the model number and date of purchase available when calling.

After contacting the Consumer Affairs Division and it is determined that the product should be returned for Warranty Service, please mail the product to: BRK Brands, Inc., 3901 Liberty Street Road, Aurora, IL 60504-8122.

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M08-0463-000