



User Manual

Wireless N Day & Night Pan/Tilt Cloud Camera

DCS-5020L

Manual Overview

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Manual Revision

Revision	Date	Description
1.0	March 25, 2013	• Initial release

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Product Overview

Package Contents

- DCS-5020L Wireless N Day & Night Pan/Tilt Cloud Camera
- CAT5 Ethernet Cable
- Power Adapter
- Quick Install Guide
- Mounting Bracket and Screws

If any of the above items are missing, please contact your reseller.

Note: Using a power supply with a different voltage than the one included with your product will cause damage and void the warranty for this product.



System Requirements

- Computer with Microsoft Windows® 8, 7, Vista®, XP, or Mac with OS X 10.6 or higher
- PC with 1.3 GHz or above and at least 128MB RAM
- Internet Explorer 7, Firefox, Chrome, or Safari 4 or higher with Java installed and enabled
- Existing 10/100 Ethernet-based network or 802.11n/g wireless network

Introduction

Congratulations on your purchase of the DCS-5020L Wireless N Day & Night Pan/Tilt Cloud Camera. The DCS-5020L is a versatile and unique solution for your home or small office. Unlike a standard webcam, the DCS-5020L is a complete system with a built-in CPU and web server that transmits high quality video images for security and surveillance. The pan/tilt function allows the camera to patrol a wide area, while the built-in IR LEDs provide around the clock surveillance regardless of the lighting conditions.

The DCS-5020L can be accessed remotely and controlled from any computer over your local network or through the Internet via a web browser. The simple installation and intuitive web-based interface offer easy integration with your Ethernet or 802.11 n/g wireless network, and its Extender Mode even allows you to increase your existing wireless network's coverage. The DCS-5020L also comes with remote monitoring and sound/motion detection features for a complete and cost-effective security solution.

Your DCS-5020L is mydlink-enabled, which means that you can view and manage your camera from anywhere over the Internet through the mydlink website, or through the mydlink mobile app for iOS and Android. You can view your live video feed, take snapshots, and manage the camera's configuration, all from anywhere you have Internet access.

Features

Easy to Use and mydlink-Enabled for Easy Access and Management

The DCS-5020L is a standalone surveillance camera that requires no special hardware or software, and can operate independently, even without a PC. This camera is also mydlink-enabled, which means you can view and manage your camera through the mydlink website, or through the mydlink mobile app for iOS and Android mobile devices.

Pan/Tilt for Wide Viewing Area

Patrol a large area with one camera thanks to the DCS-5020L's pan and tilt functions. You can use the web interface to manually adjust the camera lens position, or set up to 24 pre-defined preset positions, enabling you to quickly move to frequently used points of interest.

IR LEDs for Day and Night functionality

The built-in infrared LEDs enable night time viewing of up to 8 meters (26 feet), giving you clear images regardless of lighting conditions.

H.264 Codec for Smooth, Space-Efficient Video

This camera supports use of the H.264 video codec, which gives you high-quality video with reduced bandwidth requirements. This means that you can enjoy smoother, more reliable video streaming over the Internet, and less disk space is required to save recordings.

Motion and Sound Triggered Notifications and Recordings

The DCS-5020L can send e-mail notifications with snapshots or video clips whenever motion or sound is detected. You can customize areas of the video to monitor for motion to keep watch over specific areas of interest, and you can set volume thresholds to determine the sound level required to trigger a sound notification.

802.11g/n Wireless or Ethernet/Fast Ethernet Support

The DCS-5020L offers wireless 802.11g/n and Ethernet/Fast Ethernet connectivity, making it easy to integrate into your existing network environment. The DCS-5020L works with either a 10 Mbps Ethernet-based network or 100 Mbps Fast Ethernet-based network for traditional wired environments, and works with 802.11g/n wireless routers or access points for added flexibility. The Site Survey feature also allows you to view and connect to any available wireless networks within range of the camera.

Extender Mode Increases the Range of Your Wireless Network

You can use the DCS-5020L's Extender Mode to extend the range of your wireless network, giving your home or office better wireless coverage.

Remote Monitoring Utility

This camera also includes the D-ViewCam software, which adds enhanced features and functionality that helps you create a full surveillance system for up to 32 cameras. With D-ViewCam, you can view multiple cameras at the same time, record video, and set up scheduled and triggered recordings.

Hardware Overview

Front View



Rear View



Installation

There are three ways to set up your camera:

- 1. Zero Configuration Setup:** If you have a mydlink-enabled Cloud Router, simply connect the camera to the router and it will automatically configure your camera and add it to your existing mydlink account. Refer to “Zero Configuration Setup” on page 11.
- 2. Camera Installation Wizard:** If you do not have a mydlink-enabled Cloud Router, use the Camera Setup Wizard to guide you through setup and initial configuration of your camera. Refer to “Camera Setup Wizard” on page 14.
- 3. Manual Hardware Installation:** This section shows you how to manually set up your camera, however in order to use the mydlink features of your camera, you will still need to run the Camera Installation Wizard. Refer to “Manual Hardware Installation” on page 15.

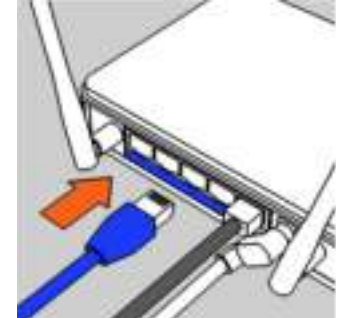
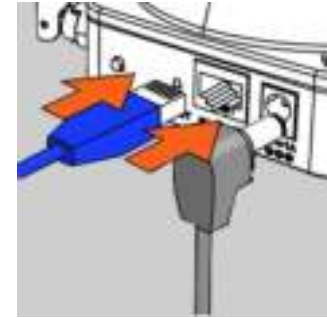
Zero Configuration Setup

If you have a mydlink-enabled Cloud Router, you can take advantage of Zero Configuration Setup. Zero Configuration automatically configures your camera's settings for you and adds the camera to your mydlink account automatically.

Step 1 - Connect the Ethernet Cable and Power Cable

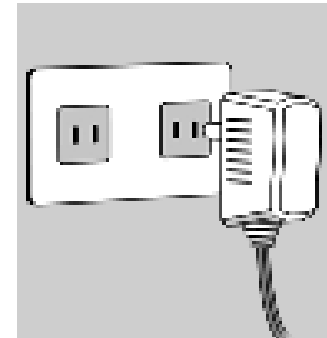
Use the included Ethernet cable and plug it into the camera. Plug the other end into an available (LAN) port on your D-Link Cloud Router. Connect the power adapter into the power port on the back of the camera.

Note: *If you wish to use your camera wirelessly, you will be able to remove the cable after the Zero Configuration Setup is complete.*



Step 2 - Attach the External Power Adapter

Plug the power adapter into a wall outlet or surge protector.



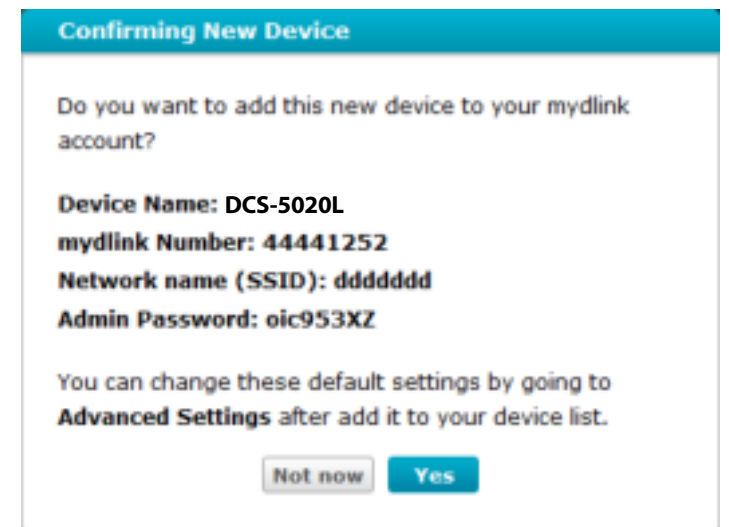
Step 3 - Check Your mydlink Account

From any computer with an Internet connection, open a web browser such as Internet Explorer and log in to your mydlink account. The mydlink page will check for new devices and display a **New device Found!** notification in the bottom-left corner. Click the notification to continue.



Step 4 - Register Device to mydlink

A summary and confirmation notification will appear with the automatically configured details. Make a note of the details and click **Yes** to add the camera to your account.



Section 2 - Installation

Zero Configuration will navigate to the mydlink Live View tab for your camera where you will see a screen similar to the following.

If you wish to connect your camera to your router wirelessly, you can simply disconnect the Ethernet cable and move the camera to its intended location. Your router's wireless settings have been automatically transferred to the camera and no further configuration is required.

Your camera is now set up. You can skip to “mydlink” on page 18 to learn more about the mydlink features of this camera, or go to “Configuration” on page 19 for advanced configuration.

Note: *If the live image is blurry or out of focus, you can manually adjust the focus by rotating the manual focus bezel surrounding the camera lens.*



Camera Setup Wizard

If you do not have a mydlink-enabled cloud router, you can use the Camera Setup Wizard to guide you through the process of adding your camera to the mydlink service

Please download the Setup Wizard from <http://www.mydlink.com/support>.

Windows Users - Extract (“unzip”) the files to a folder on your computer and then double-click the autorun.exe file.



Mac Users - Download the Mac OS Setup Wizard. Open the SetupWizard file and launch the application.

After about 30 seconds, the Setup Wizard will open, which will guide you step-by-step through the installation process from connecting your hardware to configuring your camera and registering it with your mydlink account.

Click **Set up your Cloud Camera** to go through the Setup Wizard, which will guide you step-by-step through the installation process from connecting your hardware to configuring your camera and registering it with your mydlink account.



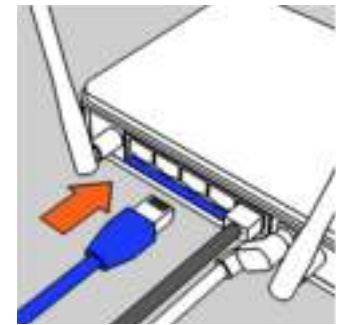
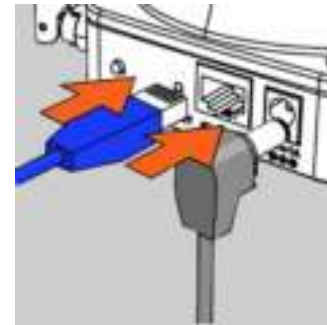
Manual Hardware Installation

If you wish to set up your camera without using the Camera Setup Wizard, please follow the steps below:

Note: *In order to use the mydlink features of this product, you will need to go through the Camera Setup Wizard or Zero Configuration Setup.*

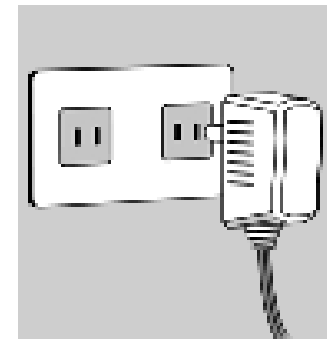
Step 1 - Connect the Ethernet Cable and Power Cable

Use the included Ethernet cable and plug it into the camera. Plug the other end into an available LAN port on your router. Plug the supplied power adapter into the back of the camera



Step 2 - Plug in the External Power Adapter

Plug the power adapter into a wall outlet.



Step 3 - Configure Your Camera

Refer to "Configuration" on page 19 for information on how to configure your camera.

Optional: Use WPS to Connect Wirelessly

You can use WPS to connect your camera to your network wirelessly. For more information, refer to "WPS - Push Button Setup" on page 17. If your router does not support WPS, you will still be able to set up your camera's wireless settings in the camera's web interface.

Wireless Installation Considerations

Your D-Link Wireless Network Camera lets you access your network using a wireless connection from anywhere within the operating range of your wireless network. However, the number, thickness and location of walls, ceilings, or other objects that the wireless signals must pass through, may limit the range. Typical ranges vary depending on the types of materials and background RF (radio frequency) noise in your home or business. The key to maximizing wireless range is to follow these basic guidelines:

1. Minimize the number of walls and ceilings between your adapter and other network devices (such as your Network Camera) - each wall or ceiling can reduce your adapter's range by 1-30 meters (3-90 feet).
2. Be aware of the direct line between network devices. A wall that is half a meter thick (1.5 feet), at a 45-degree angle appears to be almost 1 meter (3 feet) thick. At a 2-degree angle, it can appear over 14 meters (42 feet) thick. Position your devices so that the signal will travel straight through a wall or ceiling (instead of at an angle) for better reception.
3. Building materials make a difference. A solid metal door or aluminum studs may weaken the wireless signal. Try to position your access points, wireless routers, and other networking devices where the signal passes through drywall or open doorways. Materials and objects such as glass, steel, metal, walls with insulation, water (fish tanks), mirrors, file cabinets, brick, and concrete will degrade your wireless signal.
4. Keep your product at least or 1-2 meters (3-6 feet) away from electrical devices or appliances that generate RF noise.
5. If you are using 2.4 GHz cordless phones or other radio frequency sources (such as microwave ovens), your wireless connection may degrade dramatically or drop completely. Make sure your 2.4 GHz phone base is as far away from your wireless devices as possible. The base transmits a signal even if the phone is not in use.

WPS - Push Button Setup

If your router supports Wi-Fi Protected Setup (WPS), you can create a secure wireless connection using the WPS button on the back of the camera. Note that WPS setup only establishes a secure wireless connection and you will still need to run the Setup Wizard to configure your camera and register it with mydlink.

To create a WPS connection:

Step 1

Make sure the camera is plugged in, then press and hold the WPS button for ten seconds. The blue WPS status LED will start blinking.

Step 2

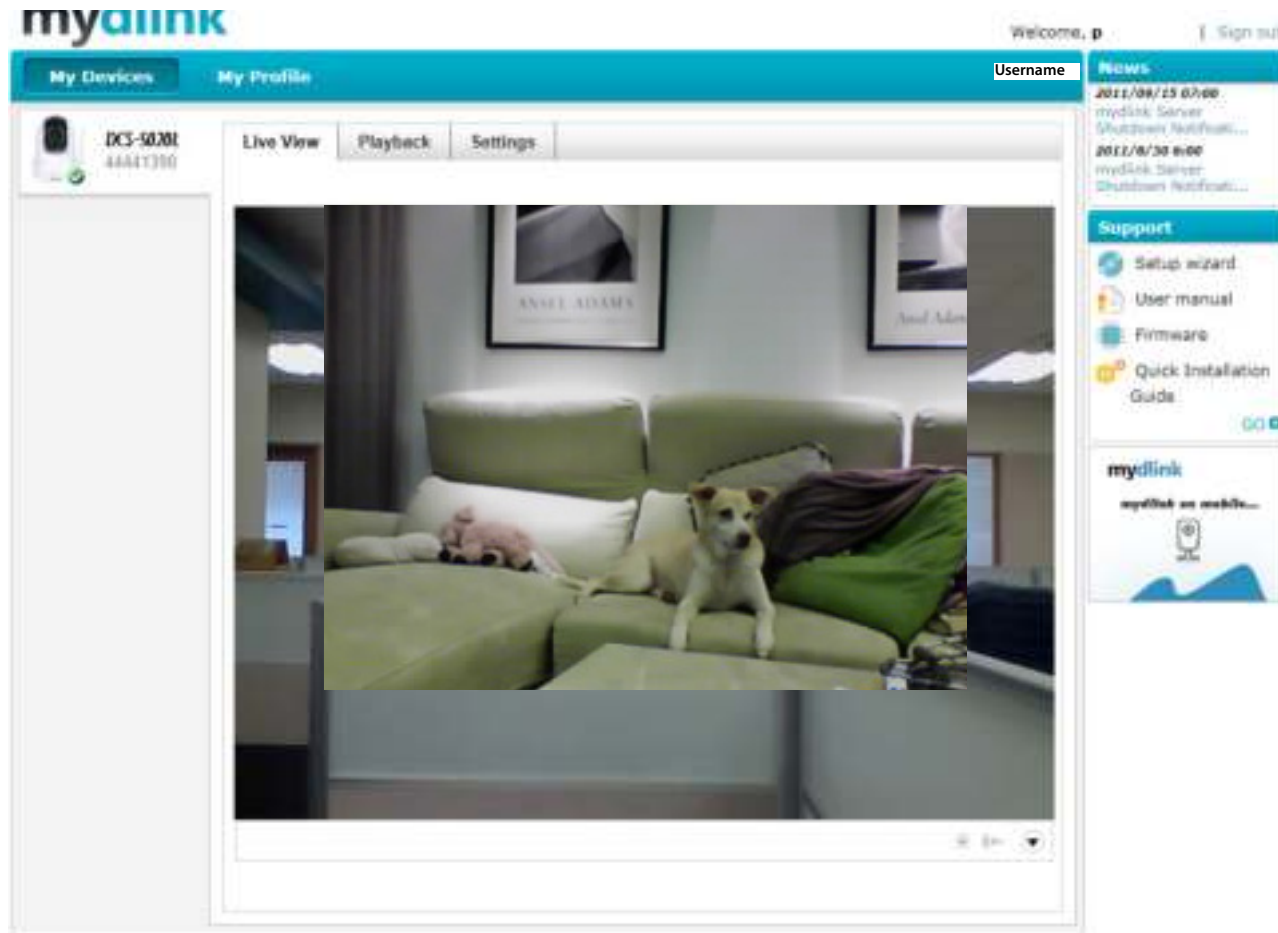
Press the WPS button on your router within 60 seconds. The WPS button is usually on the front or side of your router. If you are not sure where the WPS button is on your router, please refer to your router's User Manual.

The DCS-5020L will automatically create a secure wireless connection to your router. While connecting, the blue LED will flash and your camera will reboot.



mydlink

After registering your DCS-5020L camera with a mydlink account in the Camera Setup Wizard, you will be able to remotely access your camera from the www.mydlink.com website. After signing in to your mydlink account, you will see a screen similar to the following:



Configuration

Using the Web Configuration Interface

After completing the Camera Setup Wizard, your camera is ready to use. The camera's built-in web configuration interface is designed to allow you to easily access and configure your DCS-5020L. There are two ways in which you can access your camera's web configuration interface:

1. Log in to your mydlink account to access your camera's configuration interface.
2. You can also access the interface locally by entering the IP address of your camera into a web browser, such as Internet Explorer. To log in, use the User name **admin** and the password you created in the Setup Wizard. If you did not create a password, leave the password field blank. After entering your password, click **OK**.

Note: *If you are directly connecting your camera to your PC, or if you are using the camera on a closed network, the default IP is 192.168.0.20. If the camera is connected to a router or network, a different IP address may have been assigned.*



Live Video

The Live Video screen shows you the live video feed from your camera. For information on how to configure your Live Video streams, refer to “Video” on page 29.

Video Compression Format: Click the **H.264** or **MJPEG** radio button to choose which stream to view.

Pan/Tilt Wheel: Click on the directional arrows on the pan/tilt wheel to manually control the pan and tilt functions of the camera. At any time, you can click the **home** button in the center of the wheel to return the camera to its home position.

Go To: Select one of the preset locations from the drop-down menu to move the camera to that position. Preset positions can be set by going to the **Camera Control** section of the **Setup** menu.

Pan Step: Select the increment of movement for each press of a pan (up/down) arrow on the pan/tilt wheel.

Tilt Step: Select the increment of movement for each press of a tilt (left/right) arrow on the pan/tilt wheel.

Language: You can select the desired language for the web interface from this drop-down menu.

Zoom: Click on these buttons to adjust the level of digital zoom applied to the image

Audio: Click on these buttons to turn audio playback on and off.

Night Mode: If you have set the night mode to manual, the night mode feature can be toggled using these buttons

Note: If the live image is blurry or out of focus, you can manually adjust the focus by rotating the manual focus bezel surrounding the camera lens.



Setup Wizard

Use this option/wizard only if you are connecting your camera directly to a modem or gateway that allows public IP addresses. If you are connecting the camera to a router, do not run this wizard.

You may choose to configure your Internet connection by using the **Internet Connection Setup Wizard** that includes step-by-step instructions. Otherwise, you may manually configure your connection using the **Manual Internet Connection Setup**.

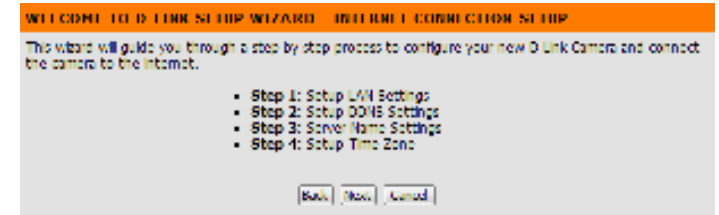
Note: To register your camera with mydlink and enable its mydlink-related features, you will need to use the Camera Setup Wizard. Please refer to “Camera Setup Wizard” on page 14 for more details.



Internet Connection Setup Wizard

This wizard will guide you through a step-by-step process to configure your new D-Link Camera and connect the camera to the Internet.

Click **Next** to continue.



Select what kind of Internet connection your camera should use:

DHCP Connection (Default): If you are connected to a router, or are not sure which connection to use, select **DHCP Connection**.

Static IP Address: This will allow you to manually enter your network settings for the camera. Select this option if your Internet Service Provider or network administrator has provided you with a set of predefined IP addresses. If you are not sure what settings to enter, check with your Internet Service Provider or network administrator.

PPPoE Connection: If your camera is directly connected to a DSL modem, you may need to use PPPoE. Enter the username and password provided to you by your Internet Service Provider.

Click **Next** to continue.



Section 3 - Configuration

If you have a Dynamic DNS (DDNS) account and would like the camera to update your IP address automatically, select **Enable**, and enter your host information. Otherwise, select **Disable**.

Click **Next** to continue.

STEP 2: SETUP DDNS SETTINGS

If you have a Dynamic DNS account and would like your camera to update the IP address automatically, enable DDNS and enter your host information below. Click on the **Next** button to continue.

Enable
 Disable

Server Address: <<

Host Name:

User Name:

Password:

Timeout: hours

Enter a name for your camera. Click **Next** to continue.

STEP 3: SERVER NAME SETTINGS

D-Link recommends that you rename your camera for easy accessibility. Please assign a name of your choice before clicking on the **Next** button.

Camera Name:

Configure the correct time to ensure that all events are triggered, captured, and scheduled at the right time. Click **Next** to continue.

STEP 4: SETUP TIME ZONE

Please select the camera's timezone and then click on the **Next** button.

Current Time: 01 Jan 2012 12:37:14 A.M.

Time Zone:

This page displays your configured settings. Click **Apply** to save and activate your changes, or click **Back** to change your settings.

STEP 5: SETUP COMPLETE

Here is a summary of your camera settings. Click **Back** to modify the settings, or click **Apply** if all settings are correct. It is recommended you write down this information for future access or reference.

IP Address:	DHCP Connection
IP Camera Name:	DCS-5020L
Time Zone:	(GMT+08:00) Taipei
DNS:	DNS

Network Setup

This section allows you to configure your network settings.

DHCP: Select this connection if you have a DHCP server running on your network and would like a dynamic IP address to be assigned to your camera automatically.

Static IP Client: Select this connection type if your Internet Service Provider (ISP) or network administrator has provided you with a static or fixed IP address and other network information for your camera. Click on the **Static IP Address** radio button to activate this method.

IP Address: The fixed IP address

Subnet Mask: The default value is "255.255.255.0." Used to determine if the destination is the same subnet.

Default Gateway: The gateway used to forward data to destinations in a different subnet. Invalid gateway settings may cause the failure of transmissions to a different subnet.

Primary DNS: Primary domain name server that translates names to IP addresses.

Secondary DNS: Secondary domain name server to backup the Primary DNS.

PPPoE If you need to connect to the Internet using a PPPoE connection, click on the **PPPoE** radio button and enter the username and password provided to you by your Internet Service Provider.

Port Settings: You may configure a second HTTP port that will allow you to connect to the camera via a standard web browser. The port can be set to a number other than the default TCP port of 80. A corresponding port must be opened on the router. For example, if the port is changed to 1010, users must type **http://192.168.0.100:1010** instead of only "http://192.168.0.100".

UPnP Settings: Enable this setting to configure your camera as a UPnP device in your network. You can also enable UPnP port forwarding.

Bonjour Settings: Enable this setting to allow your camera to be discovered by the Bonjour service. You can also specify a Bonjour name for the device.



Wireless Setup

This section allows you to set up and configure the wireless settings on your camera.

Enable Wireless: Check this box to allow your camera to connect to your network wirelessly.

SSID: Enter the network name (SSID) of the wireless network you want to connect to. You can also click the **Site Survey** button below to choose an available network and fill in settings automatically.

Channel: If you are using **Ad-Hoc** as your connection mode, select the same channel that is being used by your wireless network.

Connection Mode: Select the connection mode used by your wireless network. In most cases, you should select **Infrastructure**. **Ad-Hoc** is only used if your camera is directly connecting to another PC or device without the use of a router or access point.

Site Survey: Clicking this button will allow you to select an available wireless network to connect to, and will fill in the necessary settings for you.

Wireless Security Mode: Select the wireless security mode used by your wireless network. If you select WEP or WPA-PSK/WPA2-PSK, enter the password for your wireless network in the text box that appears.



Extender Setup

This section allows you to setup and configure the Extender Mode feature of your camera. Extender Mode allows your camera to extend the range of your existing wireless network by repeating the signal it receives. You can choose to use the same network name and settings as your existing wireless network, or you can create a new one.

Enable Extender Mode: Check this box to enable Extender Mode.

Host Wireless Network Name: This shows the name of the Host wireless network that the camera is connected to and will extend.

Extended Wireless Network Name (SSID): Select an option:

- **Same as Host Wireless Network Name:** Your extended network will use the same name and settings as your Host network. Your devices can use the same wireless information to connect to both the Host and Extended networks.
- **Create a New Wireless Network Name:** This allows you to manually set the name and security used for the extended network. You will need to add this information for each wireless device that connects to this Extended network.

Maximum Clients Allowed to Connect: Set the maximum number of clients that are allowed to connect to the extended network.

Security Mode: If you choose to **Create a New Wireless Network Name**, you can set your wireless security options here.

- **None** - No wireless encryption will be enabled. All data sent over the wireless connection could be viewed by third parties.
- **WEP** - WEP is the simplest form of wireless encryption, and should only be used if you devices do not support WPA/WPA2 encryption.
- **WPA/WPA2** - This is currently the most advanced encryption method. Enter a Pre-shared Key (password) in the text box provided. Wireless clients will require this password in order to access your extended network.



Dynamic DNS (DDNS)

This section allows you to configure the DDNS setting for your camera. DDNS will allow all users to access your camera using a domain name instead of an IP address.

Enable: Click to enable the DDNS function.

Server Address: Select your Dynamic DNS Server from the drop-down menu.

Host Name: Enter the host name of the DDNS server.

User Name: Enter your username or e-mail used to connect to the DDNS.

Password: Enter your password used to connect to the DDNS server.

Timeout: This allows you to specify the periodic update time for the DDNS address.



Image Setup

This section allows you to configure the image settings for your camera.

Enable Antiflicker: If you have lights flickering in your camera video, try enabling antiflicker. Otherwise, you should leave this disabled.

Flip Image: Select this box to vertically flip the video.

Mirror: Horizontally flip the video.

Note: If the camera is installed upside down, Flip Image and Mirror should both be checked

Brightness Control: Allows you to adjust the brightness level. Select a setting between -5 and +5.

Contrast Control: Allows you to adjust the contrast level. Select a setting between -5 and +5.

Saturation Control: Allows you to adjust the saturation level. Select a setting between -5 and +5.



Video

This section allows you to configure the video settings for your camera.

Video Profile: This section allows you to change the **Resolution, FPS,** and **Quality.**

Encode Type: Your camera has separate settings for the H.264 and MJPEG video streams.

Resolution: Select the desired video resolution from three formats: 640x480, 320x240, and 160x112. Higher settings offer better quality, but will require more bandwidth to stream.

Bit Rate Select the desired bit rate for the video. A higher bit rate will increase image quality, but will require more bandwidth to stream.

FPS: Select the frame rate (FPS) to use for the video stream. Higher settings offer better quality, but will require more bandwidth to stream.

JPEG Quality: Select one of five levels of image quality: **Highest, High, Medium, Low,** and **Lowest.**

Default View Mode: Select the default encoding to use when viewing your video on the **Live Mode: Video** page.

Light Frequency: Select the frequency used by your lighting and power to help reduce image flicker.



Audio

This section allows you to adjust the audio settings for your camera.

Note: Please wait a few seconds for the camera to adjust the audio after making changes.

Audio Settings: You may **Enable** or **Disable** the camera audio feed.

Volume Settings: Select the desired volume percentage level.



Motion Detection

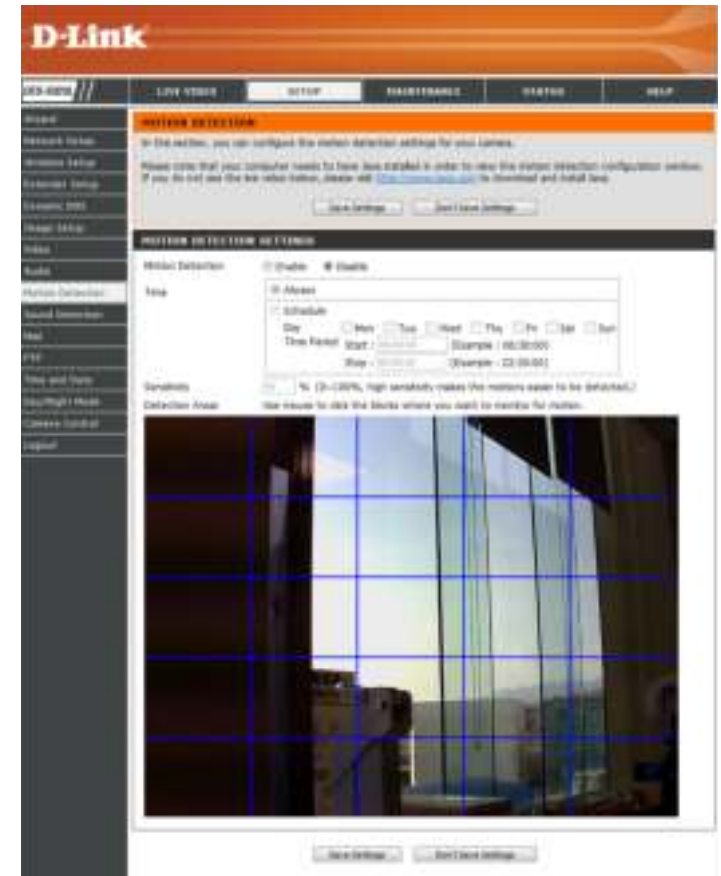
Motion detection allows you to mark areas of your camera's video to monitor for motion, which can be used to trigger snapshots or recordings. Refer to "Mail" on page 33 and "FTP" on page 35 for more details.

Motion Detection: Select whether you want to enable or disable the motion detection feature of your camera.

Time: Specify whether you want to **Always** have motion detection enabled, or according to a **Schedule** that you define.

Sensitivity: Specify the amount of difference required to determine whether there was motion.

Detection Areas: Use your mouse to click on the areas of the video that you would like to monitor for motion.



Sound Detection

Sound detection allows you to detect when there is a loud sound in the area, which can be used to trigger snapshots or recordings. Refer to “Mail” on page 33 and “FTP” on page 35 for more details.

Sound Detection: Select whether you want to enable or disable the sound detection feature of your camera.

Time: Specify whether you want to **Always** have motion detection enabled, or according to a **Schedule** that you define.

Detection Level: Specify the volume level that a sound must exceed in order to trigger the sound detection feature. The graph at the bottom of the page will show the current volume levels being detected by the camera.



Mail

This section allows you to configure your camera to send snapshots and video clips to an e-mail address. If you are not sure what settings to use, check with your e-mail service provider.

SMTP Server Address: This is the domain name or IP address of your external e-mail server.

SMTP Server Port: This allows you to set the port for the SMTP Server. The default value is 25, and should only be changed if advised by your e-mail provider.

Sender e-mail Address: This is the e-mail address listed as the sender for your notification e-mails.

Receiver e-mail Address: This is the e-mail address that your notification e-mails will be sent to.

User Name: If the SMTP server uses authentication, enter your user name.

Password: If the SMTP server uses authentication, enter your password.
For example, if you want to use Gmail with SSL-TLS for e-mail notifications, you can follow the setup procedure as below:

- Step 1** - Enter "smtp.gmail.com" in SMTP Server Address.
- Step 2** - Change the SMTP server port number from 25 to **465**.
- Step 3** - Enter your gmail e-mail address in Sender E-mail Address.
- Step 4** - Enter the destination e-mail address in Receiver E-mail Address.
- Step 5** - Enter the user name required to access the SMTP server.
- Step 6** - Enter the password required to access the SMTP server.
- Step 7** - Select **SSL-TLS** and then click **Save Settings**.
- Step 8** - Click the **Test** button to send a test e-mail to the account listed above.

Note: You can also use STARTTLS, which will use SMTP server port number 587.

Note: If you want to use a Yahoo SMTP server, the SMTP server address will be different between each registered region, and only SMTP port 465 is supported for SSL-TLS.



Enable the e-mailing of images to an e-mail account: Enabling this will allow snapshots to be e-mailed to you in different ways:

- Choosing **Always** will e-mail snapshots continuously based on the **E-mail Interval** specified.
- Choosing **Schedule** will allow you to schedule when to start and stop the e-mailing of snapshots.
- Select **Motion/Sound Detection** if you would like the camera to e-mail images only when motion or sound is detected. You can choose whether to e-mail a snapshot immediately, or e-mail 6 snapshots together, with 3 frames before and after motion/sound was detected. You can also set the **Frame interval time** to specify how far apart the snapshots should be.

E-mail Interval: This sets the limit for how frequently e-mail notifications will be sent. This can be set from 1 to 65535 seconds.

Enable the e-mailing of video clips to an e-mail account: Enabling this will allow video clips to be e-mailed to you in different ways. This is the same as e-mailing images, as specified above, but will take video clips according to the **Video Limit** settings you specify.

Test E-mail Account: This will send a test e-mail according to the e-mail settings you have specified above.

TIME SCHEDULE

Enable the emailing of images to an email account

Always
 Schedule
 Day: Mon Tue Wed Thu Fri Sat Sun
 Time Period: Start: (Example: 06:30:00)
 Stop: (Example: 22:30:00)

Motion/Sound Detection:
 E-mail frame immediately
 E-mail attached with 6 frames (3 frames before and 3 frames after detection)
 Frame interval time: second

E-mail Interval: Seconds

Enable the emailing of video clip to an email account

Always
 Schedule
 Day: Mon Tue Wed Thu Fri Sat Sun
 Time Period: Start: (Example: 06:30:00)
 Stop: (Example: 22:30:00)

Motion/Sound Detection

E-mail Interval: Seconds

Video Limit: Size KBytes (max is 3072 KBytes)
 Time Seconds (max is 15 Seconds)

TEST E-MAIL ACCOUNT

A test e-mail will be sent to the e-mail account listed above.

FTP

This section allows you to configure your camera to send snapshots and video clips to an FTP server.

Host Name: Enter the IP address of the FTP server that you will be connecting to.

Port: Enter the port of the FTP server that you will be connecting to.

User Name: Enter the user name of your FTP server account.

Password: Enter the password of your FTP server account.

Path: Enter the destination path/folder to save files to on the FTP server.

Passive Mode: Enabling passive mode may help you reach your FTP server if your camera is behind a router protected by a firewall.

Enable the uploading of images to an FTP server: Enabling this will allow snapshots to be uploaded in different ways:

- Choosing **Always** will upload snapshots continuously based on the **Image Frequency** specified.
- Choosing **Schedule** will allow you to schedule when to start and stop the uploading of snapshots.
- Select **Motion/Sound Detection** if you would like the camera to upload images only when motion or sound is detected.

Image Frequency: Set how frequently you want images to be taken and uploaded. You can choose to upload by frames per second, or by seconds per frame.

Base File Name: Set the desired base file name for your snapshots.



File: Select how you want uploading of snapshots to be handled:

- **Overwrite** will replace the old snapshot with the new one. This means you will only have one snapshot that is updated every time a new one is taken.
- **Date/Time Suffix** will add the date and time to the end of the snapshot file name. You can also choose to make subfolders based on a period of time you specify to help you organize your snapshots.
- **Sequence Number Suffix** will add a number to the end of the snapshot file name up to the number you specify, after which the oldest files will be overwritten.

Enable the uploading of video clip to an FTP server:

Enabling this will allow video clips to be uploaded to your FTP server in various ways.

- Choosing **Always** will upload video continuously, based on the Video Limit specified below.
- Choosing **Schedule** will allow you to schedule when to start and stop the uploading of video.
- Select **Motion/Sound Detection** if you would like the camera to upload video only when motion or sound is detected.

File Name Prefix: Set the desired base file name for your videos.

Video Limit: Specify the maximum file size and duration of the videos to be uploaded.

Test FTP Server: Clicking on the **Test** button will send a test JPEG snapshot to the FTP server specified above to make sure that your settings are correct.

The screenshot shows the 'TIME SCHEDULE' configuration page. It has two main sections: 'Enable uploading of images to an FTP server' and 'Enable uploading of video clip to an FTP server'. Each section has radio buttons for 'Always', 'Schedule', and 'Motion/Sound Detection'. The 'Schedule' option includes a 'Day' selector (Mon-Sun) and 'Time Period' fields for 'Start' and 'Stop' times. Below these are settings for 'Image Frequency' (Frames/Second or Seconds/Frame), 'Base File Name', and 'File' options (Overwrite, Date/Time Suffix, Create subfolder by, Sequence Number Suffix Up to). The 'TEST FTP SERVER' section at the bottom shows a message: 'A JPEG file will be sent to the above FTP server for testing. (file name: test_date_time.jpg)' with a 'Test' button. At the very bottom are 'Save Settings' and 'Don't Save Settings' buttons.

Time and Date

This section allows you to configure the settings of the internal system clocks for your camera.

Time Zone: Select the time zone for your region from the drop-down menu.

Synchronize NTP Server: Enabling this will allow the camera to update its clock automatically from an NTP server. Select the NTP server closest to you, and select whether you want to apply daylight saving corrections.

Set the Date and Time Manually: If Synchronize NTP Server is disabled, you can set the date and time manually. You can also click on the **Copy Your Computer's Time Settings** to automatically set the date and time based on your computer's settings.



Day/Night Mode

This section allows you to configure when Day and Night modes are used. Day mode uses the infrared cut filter to provide a corrected color image for times where there is available lighting. Night mode moves the filter out of the way to use all available light, and turns on the IR LED illuminators to allow for clear black and white video in dark areas with little or no light.

Auto: This mode will automatically switch between Day and Night mode based on the amount of available lighting.

Manual: This mode allows you to manually switch between modes through the **Live Video** page.

Always Day Mode: This sets the camera to always use Day mode.

Always Night Mode: This sets the camera to always use Night mode.

Day Mode Schedule: This sets the camera to use Day mode during the times you specify, and will switch to Night mode outside the times you specify.



Camera Control

This section allows you to configure the pan and tilt operations of your camera. You can specify the lens location for the **Home** button, and specify up to 24 pre-set lens locations, allowing you to quickly view these pre-determined areas of the camera's range from the *Live Video* screen.

Pan/Tilt Wheel: Use the directional arrows on the wheel to move the camera lens through its pan and tilt ranges.

Set as Home: Click this button to set the current lens location as the **Home** location. Once set, the camera will return to this location whenever the Home button in the center of the pan/tilt wheel is clicked.

Default Home: Clicking on this button returns the **Home** location to the factory default setting.

Pan Step: Select the increment of movement for each press of a pan (up/down) arrow on the pan/tilt wheel.

Tilt Step: Select the increment of movement for each press of a tilt (left/right) arrow on the pan/tilt wheel.

Preset Position: The camera allows you to specify up to 24 pre-determined lens positions, which can be used to quickly move the camera's view to areas of interest.

- Select the number of the position that you would like to specify.
- Use the pan/tilt wheel to move the camera's lens to the desired preset position.
- Enter a name to help you easily identify the preset.
- Click on the Set button to save the preset.
- Any pre-saved positions can be cleared by selecting the desired preset and clicking on the Clear button.



Maintenance Admin

This section allows you to change the administrator's password and configure the server settings for your camera. You can also manage the user account(s) that are allowed to access to your camera.

Admin Password: To change the admin password used to log into the web interface, enter the old password, then enter the new password and retype it in the next text box, then click **Apply**.

Camera Name: Specify a name for your camera

LED Control: Select **Normal** to enable the LEDs on the front of the device, or select **Off** to disable the LED. Disabling the LED function may be useful if you want to make the camera less obvious.

User Access Control: Select **Enable** to enable user access control or **Disable** to allow only the administrator account to access the camera.

Snapshot URL Authentication: Select **Enable** to allow access to the current camera snapshot via the web address indicated.

OSD Time: Select **Enable** to allow the current time to be added to the camera video, and select a color to use for the text.

Add User Account: You can create new users to provide viewing access for your camera's video. User accounts will only be able to access the **Live Video** section of the web configuration interface, but cannot access any other parts or change any settings.

To create a new user, enter a user name, password, and retype the password, then click **Add**. A maximum of 8 user accounts can be created.

User List: Displays the account names of authorized users. You can modify or delete an account by clicking on its modify or delete icon.



System

This section allows you to save and restore your configuration, restore the factory settings, and/or restart the camera.

Save To Local Hard Drive: Click the **Save Configuration** button to save the current camera configuration to your local PC.

Load From Local Hard Drive: To load a previously saved configuration, click the **Browse...** button, select your saved configuration file, then click the **Restore Configuration From File** button.

Restore To Factory Default: Click the **Restore Factory Defaults** button to reset all settings back to the factory defaults. Please note that this will erase any changes you have made to the settings of the camera.

Reboot The Device: Click the **Reboot the Device** button to reboot the camera.



Firmware Upgrade

Your current firmware version and date will be displayed on your screen. You may go to the D-Link Support Page to check for the latest firmware versions available.

To upgrade the firmware on your DCS-5020L, download the latest firmware from the D-Link Support Page to your local hard drive. Click the **Browse...** button and select the firmware file, then click the **Upload** button to start the firmware upgrade.

Warning: The firmware upgrade process must not be interrupted or the camera may be damaged. When upgrading firmware, do not unplug the camera or your PC, or close your web browser until the process is complete. It is also highly recommended that you use a wired connection for your camera and PC when upgrading firmware.



Status

Device Info

This section displays all the detailed information about your device and network settings.

The screenshot shows the D-Link web interface for the DCS-5020L camera. The top navigation bar includes links for LIVE VIDEO, SETUP, MAINTENANCE, STATUS (selected), and HELP. The main content area is titled 'DEVICE INFO' and contains the following sections:

DEVICE INFO
All of your network connection details are displayed on this page. The firmware version is also displayed here.

BASIC INFORMATION

Camera Name	DCS-5020L
Time & Date	01 Jan 2013 10:56:33 P.M.
Firmware Version	1.00 (2013-01-25)
Agent Version	2.0.36-b43
MAC Address	00 FF AA CC 00 52
IP Address	192.168.0.102
Subnet Mask	255.255.255.0
Default Gateway	192.168.0.1
Primary DNS	192.168.0.1
Secondary DNS	192.168.168.201
DDNS	Disable
UPnP Port Forwarding	Disable
FTP Server Test	No test conducted.
E-mail Test	No test conducted.

WIRELESS STATUS

Connection Mode	Infrastructure
Link	No
SSID	dlink (MAC : 00 00 00 00 00 00)
Channel	6
Encryption	No
Wireless Client List	Wireless Client List

At the bottom of the page, there is a 'Refresh' button.

Active User

This page lists all the active users' information including the User Name, IP address, and the time that camera access began.



Troubleshooting

1. What is Remote Access? How do I enable it?

Remote Access allows you to access your camera from any PC connected to the Internet through a web browser. This lets you view your camera feed and manage your camera's settings when you're away from home.

To enable Remote Access, simply go through the Camera Installation Wizard included on the Installation CD that came in your package. You can also download the wizard from: <http://www.mydlink.com/support>

After going through the wizard, you should see Remote Status: Enabled on the summary page.

If you see Remote Status: Disabled, make sure that:

...the front LED on your camera is lit solid green

...your Internet connection is working

...your router's LAN & WAN connections are working properly

...your router has UPnP enabled (if your router does not support UPnP, please refer to Appendix A)

...your router can get a public IP address

...your router's firmware has been upgraded to the latest version

...you have tried rebooting your router by unplugging it, then plugging it back in

After checking the above items, you can click the Retry button to refresh the summary screen to see if Remote Access has been enabled.

2. What can I do if I forget the password for my camera's web configuration interface?

If you forget your password, you will need to perform a factory reset of your camera. This process will change all your settings back to the factory defaults. It is therefore recommended that you make a record of the password for future reference.

To reset your camera, please use an unfolded paperclip to press and hold the RESET button for at least 10 seconds while your camera is plugged in.

3. The image on the live view is blurry or out of focus, what can I do?

You can manually adjust the focus of the lens by rotating the bezel on the front of the camera (surrounding the lens). While watching the live view, rotate the bezel until the desired level of focus is achieved.

4. Why don't the LEDs light up?

The power supply might be faulty. Confirm that you are using the provided DC 12V power supply for this network camera. Verify that the power supply is correctly connected. The WPS LED will only turn on if there is a WPS connection present, the camera may still be functioning correctly even if this LED is not lit. If the camera is functioning normally, the LEDs may have been disabled. See "Admin" on page 40 for information about how to enable the LEDs.

5. Why is the camera's network connection unreliable?

There might be a problem with the network cable. To confirm that the cables are working, PING the address of a known device on the network. If the cabling is OK and your network is reachable, you should receive a reply similar to the following (...bytes = 32 time = 2 ms).

Another possible problem may be that the network device such as a hub or switch utilized by the Network Camera is not functioning properly. Please confirm the power for the devices are well connected and functioning properly.

If you are using a wireless connection to connect the camera, be aware of the range limitations of the wireless N standard. Most wireless N devices have a maximum indoor range of around 70 metres (230 feet). Also be aware that obstacles such as walls, floors, doors and other solid objects can have an adverse effect on signal range.

6. Why does a series of broad vertical white lines appear through out the image?

It could be that the image sensor has become overloaded when it has been exposed to bright light such as direct exposure to sunlight or halogen lights. Reposition the camera into a more shaded area immediately, as prolonged exposure to bright lights will damage the sensor.

7. The camera is producing noisy images. How can I solve the problem?

The video images might be noisy if the camera is used in a very low light environment. Try switching to night mode if you are consistently monitoring a low light area.

8. The images are poor quality, how can I improve the image quality?

Make sure that your computer's display properties are set to at least 6-bit color. Using 16 or 256 colors on your computer will produce dithering artifacts in the image, making the image look as if it is of poor quality.

You may also need to check your image settings to make sure the brightness, contrast, and other settings are set properly. For more, refer to "Image Setup" on page 28.

9. Why are no images available through the Web browser?

ActiveX might be disabled. If you are viewing the images from Internet Explorer make sure ActiveX has been enabled in the Internet Options menu. You may also need to change the security settings on your browser to allow the ActiveX plug-in to be installed. Also, check that you have the latest version of Java installed. Java can be downloaded from <http://www.java.com>

If you are using Internet Explorer with a version number 6 or lower, then you will need to upgrade your Web browser software in order to view the streaming video transmitted by the Network Camera.

Technical Specifications

SYSTEM REQUIREMENTS

- Microsoft Windows® 8/7/Vista/XP, or Mac with OS X 10.6 or higher
- PC with 1.3 GHz or above and at least 128 MB RAM
- Internet Explorer 7, Firefox 12, Safari 4, or Chrome 20 or higher version with Java installed and enabled

NETWORKING PROTOCOL

- IPV4, ARP, TCP, UDP, ICMP
- DHCP Client
- NTP Client (D-Link)
- DNS Client
- DDNS Client (DynDNS and D-Link)
- SMTP Client
- FTP Client
- HTTP Server
- PPPoE
- UPnP Port Forwarding
- LLTD

BUILT-IN PROTOCOL

- 10/100 BASE-TX Fast Ethernet
- 802.11b/g/n WLAN

WIRELESS CONNECTIVITY

- 802.11b/g/n Wireless with WEP/WPA/WPA2 security
- WPS

WIRELESS TRANSMIT OUTPUT POWER (TYPICAL)

- 11b - 16 dbm
- 11g/11n - 12 dbm

SDRAM

- 64 MB

FLASH MEMORY

- 8 MB

RESET BUTTON

- Reset to factory default

VIDEO CODECS

- H.264
- MJPEG
- JPEG for still images

VIDEO FEATURES

- Adjustable image size and quality
- Time stamp and text overlay
- Flip and Mirror

RESOLUTION

- 640 x 480 at up to 30 fps
- 320 x 240 at up to 30 fps
- 160 x 112 at up to 30 fps

LENS

- Focal length: 2.2 mm, F2.0

SENSOR

- VGA 1/5 inch CMOS sensor

IR LED

- 8 meter illumination distance with 10 LEDs and light sensor

MINIMUM ILLUMINATION

- Color: 1 lux @ F2.0 (Day)
- B/W: 0 lux @ F2.0 (Night)

VIEWING ANGLE

- Horizontal: 66.2°
- Vertical: 49.08°
- Diagonal: 77.04°

PAN/TILT RANGE

- Pan Range: +170° ~ -170° (Total 340°)
- Tilt Range: +95° ~ -25° (Total 120°)

DIGITAL ZOOM

- Up to 4x

3A CONTROL

- AGC (Auto Gain Control)
- AWB (Auto White Balance)
- AES (Auto Electronic Shutter)

POWER

- Input: 100-240 V AC, 50/60 Hz
- Output: 12 V DC, 1 A

DIMENSIONS (W X D X H)

- Camera Only - 102.35 x 101.27 x 133.6 mm (4.03 x 3.99 x 5.26 inches)
- Camera Including Mounting Bracket - 102.35 x 101.27 x 230.0 mm (4.03 x 3.99 x 9.06 inches)

WEIGHT

- Device: 292.4 grams (0.64 lbs)
- Stand: 60.8 grams (0.13 lbs)

MAX POWER CONSUMPTION

- 8.64 W

OPERATION TEMPERATURE

- 0 °C to 40 °C (32 °F to 104 °F)

STORAGE TEMPERATURE

- -20 °C to 70 °C (-4 °F to 158 °F)

HUMIDITY

- 20-80% RH non-condensing

EMISSION (EMI), SAFETY & OTHER CERTIFICATIONS

- FCC Class B
- IC
- C-Tick
- CE

Contacting Technical Support

U.S. and Canadian customers can contact D-Link technical support through our web site or by phone.

Before you contact technical support, please have the following ready:

- Model number of the product (e.g., DCS-5020L)
- Hardware Revision (located on the label on the bottom of the Network Camera (e.g., rev A1))
- Serial Number (s/n number located on the label on the bottom of the Network Camera).

You can find software updates and user documentation on the D-Link website as well as frequently asked questions and answers to technical issues.

For customers within the United States:

Phone Support:
(877) 453-5465

Internet Support:
<http://support.dlink.com>

For customers within Canada:

Phone Support:
(800) 361-5265

Internet Support:
<http://support.dlink.ca>

Warranty

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. (“D-Link”) provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within the fifty states of the United States, the District of Columbia, U.S. Possessions or Protectorates, U.S. Military Installations, or addresses with an APO or FPO.

Limited Warranty:

D-Link warrants that the hardware portion of the D-Link product described below (“Hardware”) will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below (“Warranty Period”), except as otherwise stated herein.

- Hardware (excluding power supplies and fans): One (1) year
- Power supplies and fans: One (1) year
- Spare parts and spare kits: Ninety (90) days

The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part. D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

Limited Software Warranty:

D-Link warrants that the software portion of the product (“Software”) will substantially conform to D-Link’s then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days (“Software Warranty Period”), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer’s sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link’s option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link’s functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by D-Link in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

Non-Applicability of Warranty:

The Limited Warranty provided hereunder for Hardware and Software portions of D-Link’s products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold “As-Is” without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

Submitting A Claim (USA):

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow DLink to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.
- The customer must obtain a Case ID Number from D-Link Technical Support at 1-877-354-6555, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization (“RMA”) number by completing the RMA form and entering the assigned Case ID Number at <https://rma.dlink.com/>.

- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. DLink will only replace the defective portion of the product and will not ship back any accessories.
- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery (“COD”) is allowed. Products sent COD will either be rejected by D-Link or become the property of D-Link. Products shall be fully insured by the customer and shipped to D-Link Systems, Inc., 17595 Mt. Herrmann, Fountain Valley, CA 92708. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in the United States, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link’s reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.

Submitting A Claim (Canada):

The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to D-Link as outlined below:

- Customers need to provide their receipt (proof of purchase) even if the product is registered. Without a receipt, no warranty service will be done. The registration is not considered a proof of purchase.
- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow D-Link to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product) if the product is not registered.
- The customer must obtain a Case ID Number from D-Link Technical Support at 1-800-361-5265, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer must obtain a Return Material Authorization (“RMA”) number by completing the RMA form and entering the assigned Case ID Number at <https://rma.dlink.ca/>.
- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. D-Link will only replace the defective portion of the product and will not ship back any accessories.

- The customer is responsible for all in-bound shipping charges to D-Link. No Cash on Delivery (“COD”) is allowed. Products sent COD will be rejected by D-Link. Products shall be fully insured by the customer and shipped to D-Link Networks, Inc., 2525 Meadowvale Boulevard Mississauga, Ontario, L5N 5S2 Canada. D-Link will not be held responsible for any packages that are lost in transit to D-Link. The repaired or replaced packages will be shipped to the customer via Purolator Canada or any common carrier selected by D-Link. Return shipping charges shall be prepaid by D-Link if you use an address in Canada, otherwise we will ship the product to you freight collect. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer. D-Link may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay D-Link’s reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by D-Link not to be defective or non-conforming.
- RMA phone number: 1-800-361-5265 Hours of Operation: Monday-Friday, 9:00AM – 9:00PM EST

What Is Not Covered:

The Limited Warranty provided herein by D-Link does not cover:

Products that, in D-Link’s judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product.

While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

Disclaimer of Other Warranties:

EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED “AS-IS” WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.

IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

Limitation of Liability:

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CE Mark Warning:

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

FCC Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 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 communication. However, there is no guarantee that 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 to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device 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.

IMPORTANT NOTICE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

For detailed warranty information applicable to products purchased outside the United States, please contact the corresponding local D-Link office.

Industry Canada Statement:

This device complies with RSS-210 of the Industry Canada 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.

IMPORTANT NOTE:

Radiation Exposure Statement:

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

This device has been designed to operate with an antenna having a maximum gain of 2 dB. Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms.

Registration

Register your product online at registration.dlink.com



Product registration is entirely voluntary and failure to complete or return this form will not diminish your warranty rights.

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