

# 高清网络摄像机

HD IP Camera

**KEDACOM**

快速安装指南

Quick Start Guide



## 一前言

感谢您购买我司产品，如对本公司产品有疑问或需要，请随时和我们联系。

此内容（手册）的目的是确保用户正确使用本产品，以避免危险或财产损失。在使用产品之前，请认真阅读此手册并妥善保存以备日后参考。如果用户因没有按照以下安全说明，致使设备不能正常使用或损坏等情况，我司恕不负责，感谢您的配合。

## 二安全使用注意事项

### 1.电源要求

- 请在安装使用设备过程中，严格遵守当地各项电气安全规定。
- 请使用满足安全电压要求的电源，在设备运行之前检查供电电源是否正确。
- 请在安装配线时装入易于使用的断电设备，以便必要时进行紧急断电。
- 请保护电源软线免受踩踏或紧压，特别是在插头、电源插座和从装置引出的接点处。
- 请在断电状态下连接电源、告警、音频、RS485等线缆，严禁在设备上电的情况下连线。

### 2.使用环境要求

- 请勿将摄像机对准强光（如灯光照明、太阳光等处）聚焦，否则容易引起过亮或漏光现象（这并非摄像机故障）也将影响摄像机寿命。
- 请在允许的湿度和温度范围内运输、使用和存储设备。
- 请勿将设备置于潮湿、多尘、极热、极冷、强电磁辐射或照明条件不稳定等场所。
- 请勿让任何液体流入设备，以免内部元件受损。
- 请勿阻挡设备附近的通风口，以免热量积蓄。
- 请在运送设备时，重新以出厂时的包装进行包装，或用同等品质的材质包装。
- 请勿在运输、存储及安装过程中重压、剧烈震动、浸泡设备。

工作环境	
工作电源	AC24V, 1.5A
温度	-40℃ ~ +60℃
湿度	10%~95% (无凝结)
海拔高度	-60m~3000m
大气压	86kPa~106kPa

### 3.日常维护与保养

- 请勿直接触碰设备发热部件，以免烫伤。
- 镜头沾染灰尘或油脂时，用棉布或镜头清洁布擦拭。若遇污垢难以清除，蘸上少量镜片清洁液，自镜头中心向外旋转轻轻擦拭，直到干净为止。禁止使用有机溶剂（苯、酒精等）对镜头和护罩前脸进行除尘、清洁。
- 请不要以任何方式拆卸或修改产品。（对未经认可的修改或维修导致的问题，本公司不承担任何责任）。
- 如果设备工作不正常，请联系经销商或最近的服务中心。

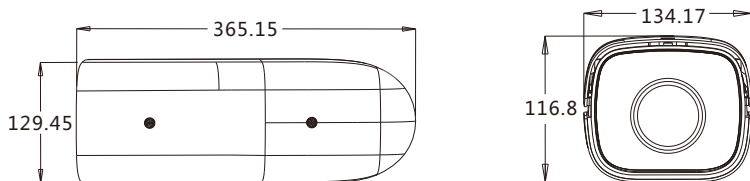
### 4.特别声明

- 本手册中的图示仅供参考，产品请以实物为准。
- 我们尽最大努力来保证本手册信息的正确性，如因升级等原因发生信息修改，恕不另行通知。
- 本手册能作为多个型号产品的使用指导，但并不一一列举每个产品的使用情况，请您根据实际产品自行对照。
- 本产品使用光盘内IPCSearch激活后方能使用，激活时请填写有效邮箱，方便找回密码。
- 为了提高产品网络使用的安全性，建议您设置高强度密码：密码长度必须达到8-16个字符，且至少由数字和字母或特殊字符中的两种或两种以上类型组合而成。请您定期更改用户名的密码，建议每3个月更新一次密码。如果设备在较高安全风险的环境中使用，建议每月或每周更新一次。请妥善保管好您的用户名与密码。
- 将本产品接入互联网需自担风险，包括但不限于产品可能遭受的网络攻击、黑客攻击、病毒感染等，本公司不对因此造成的产品工作异常、信息泄露等问题承担责任，本公司将及时为您提供产品相关技术支持。
- 如需获取最新文档，请至官网下载，官网地址[www.kedacom.com](http://www.kedacom.com)。

【说明】更多信息见附带光盘中的《高清网络摄像机用户手册》。

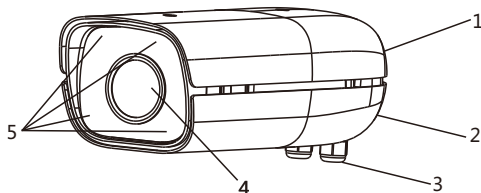
### 三外观及接口

外观尺寸：



单位：mm

外观部件：



部件	部件名称
1	上盖
2	下盖
3	Pg头(穿线)
4	镜头
5	红外灯

尾线：

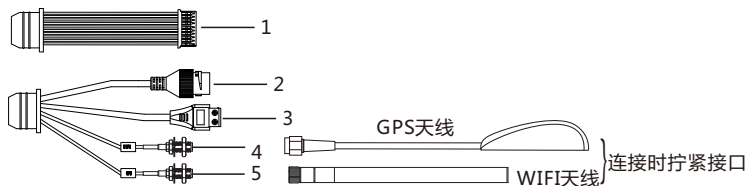


表1 线缆接口介绍

接口	接口名称	功能描述
1	用户线缆组合	包含告警输入/输出，音频输入/输出，RS485串口等
2	网络接口	连接交换机等网络接入设备
3	电源接口	连接AC24V电源
4	GPS接口	连接GPS天线
5	WIFI接口	连接WIFI天线

表2 用户线缆组合接口介绍

接口名称	序号	颜色	接口名称	功能描述
用户线缆组合	1	白	RS485_A	RS485串口，与外界设备交互控制， 如控制第三方设备
	2	灰	RS485_B	
	5	绿/白	AUDIO_GND	音频接地
	6	绿	AUDIO_IN_2	音频输入接口，输入音频信号或进行语音对讲
	7	橙/白	AUDIO_GND	音频接地
	8	橙	AUDIO_IN_1	音频输入接口，输入音频信号或进行语音对讲
	9	黑/白	AUDIO_GND	音频接地
	10	粉红	AUDIO_OUT	音频输出接口，输出音频信号
	11	紫	ALARM_IN_GND	告警输入接地
	13	黄	ALARM_IN_2	告警输入接口，输入告警信号
	14	棕	ALARM_IN_1	
	15	白棕	ALARM_OUT_1A	告警输出接口，输出告警信号
	16	白红	ALARM_OUT_1B	

#### 四AC24V线径与传输距离关系表

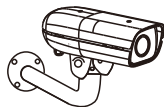
当线径大小一定，AC24V电压损耗率低于10%时，推荐的最大传输距离。

不同线径的电源线最大长度和功率要求（仅供参考）。

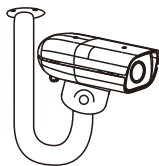
传输距离 feet (m) \ 线径 mm	0.8000	1.000	1.250	2.000
传输功率 VA				
10	283 ( 86 )	451 ( 137 )	716 ( 218 )	1811 ( 551 )
20	141 ( 42 )	225 ( 68 )	358 ( 109 )	905 ( 275 )
30	94 ( 28 )	150 ( 45 )	238 ( 72 )	603 ( 183 )
40	70 ( 21 )	112 ( 34 )	179 ( 54 )	452 ( 137 )
50	56 ( 17 )	90 ( 27 )	143 ( 43 )	362 ( 110 )
60	47 ( 14 )	75 ( 22 )	119 ( 36 )	301 ( 91 )
70	40 ( 12 )	64 ( 19 )	102 ( 31 )	258 ( 78 )
80	35 ( 10 )	56 ( 17 )	89 ( 27 )	226 ( 68 )
90	31 ( 9 )	50 ( 15 )	79 ( 24 )	201 ( 61 )
100	28 ( 8 )	45 ( 13 )	71 ( 21 )	181 ( 55 )
110	25 ( 7 )	41 ( 12 )	65 ( 19 )	164 ( 49 )
120	23 ( 7 )	37 ( 11 )	59 ( 17 )	150 ( 45 )
130	21 ( 6 )	34 ( 10 )	55 ( 16 )	139 ( 42 )
140	20 ( 6 )	32 ( 9 )	51 ( 15 )	129 ( 39 )
150	18 ( 5 )	30 ( 9 )	47 ( 14 )	120 ( 36 )
160	17 ( 5 )	28 ( 8 )	44 ( 13 )	113 ( 34 )
170	16 ( 4 )	26 ( 7 )	42 ( 12 )	106 ( 32 )
180	15 ( 4 )	25 ( 7 )	39 ( 11 )	100 ( 30 )
190	14 ( 4 )	23 ( 7 )	37 ( 11 )	95 ( 28 )
200	14 ( 4 )	22 ( 6 )	35 ( 10 )	90 ( 27 )

## 五设备安装

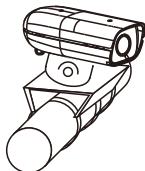
设备支持壁装、吊装、横臂安装、立柱支架安装，安装前请预先准备安装配件。



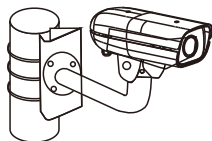
壁装



吊装



横臂安装

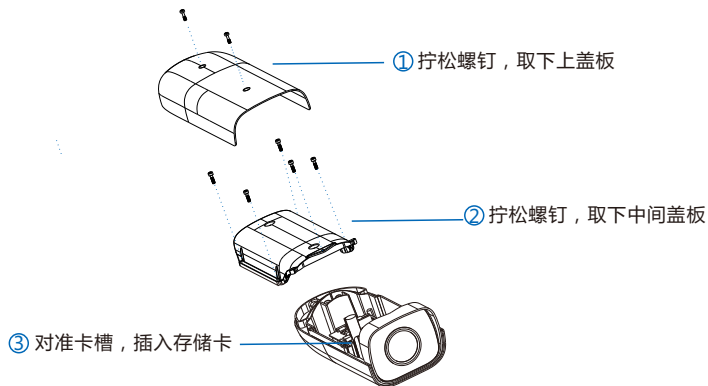


立柱支架安装

整机重量：约3kg

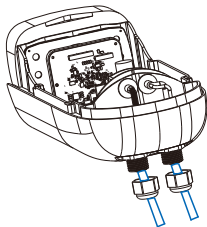
### 1. 安装TF卡（可选）。

**【说明】** TF卡容量最大支持128G，插入TF卡后，不建议对其进行热插拔。



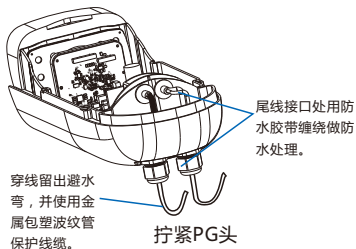


2. 按机身内线缆标签连线。
3. 穿线，拧松PG头，将线缆从PG头穿出，然后将PG头拧紧。



穿线缆

**【说明】**连接线缆时，尾线接口处请用防水胶带缠绕做防水处理。线缆穿出PG头需留出避水弯，并使用金属包塑波纹管保护线缆。



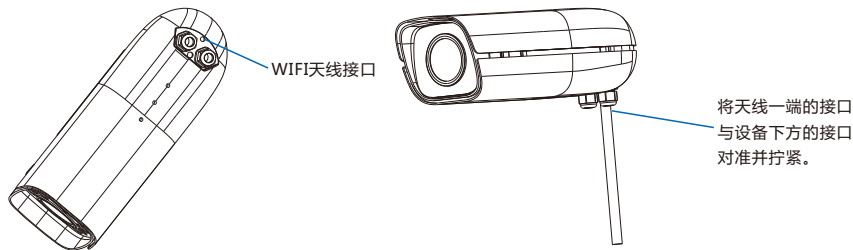
尾线接口处用防水胶带缠绕做防水处理。

穿线留出避水弯，并使用金属包塑波纹管保护线缆。

拧紧PG头

4. WIFI天线和GPS天线连接说明。

WIFI天线接口在设备下方，连接时从包装箱中取出WIFI天线，将天线一端的接口与设备下方的接口对准并拧紧。



GPS天线接口由单独一根线缆引出，连接时，从包装箱中取出GPS天线，将设备引出的GPS接口与天线的GPS接口对准并拧紧。GPS天线上面的磁铁用于固定天线，可以吸附在金属部件上。

**【说明】**请不要将GPS天线放置于遮挡区域，且不要将GPS天线安装于天桥底下，以免影响信号。

## 六登录客户端

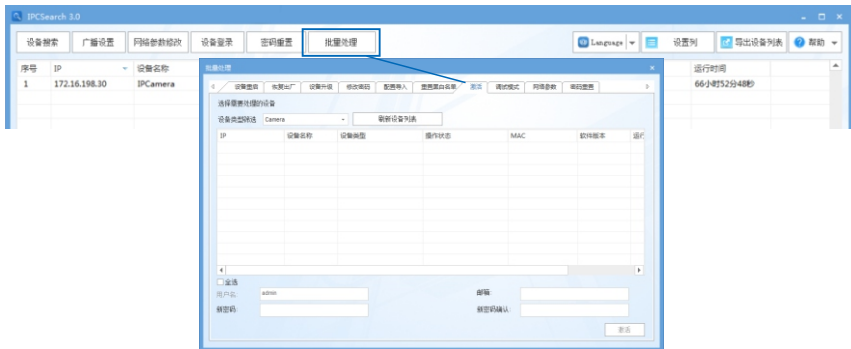
### 1.最低配置和系统环境

- 处理器：3.3GHz酷睿®i3系列及以上或相同性能的其他处理器
- RAM内存：4GB及以上
- 操作系统：WindowsXP操作系统或更高版本
- 浏览器：IE7.0及以上版本，Firefox，Google Chrome(41及以下版本)
- DirectX：9.0c

### 2.设备激活

第一次使用时请运行光盘上附带的IPCSearch，在IPCSearch中将显示设备的IP地址、网关等信息。若IPC设备所接入的网络有DHCP服务，DHCP服务器将自动给IPC分配IP地址。

- 批量激活：在IPCSearch中选中设备，点击**批量处理**，在弹出的界面中设置admin用户的密码和找回密码时需要用的邮箱，点击**激活**按钮激活设备。待设备重启。
- 单个激活：在IPCSearch中选择设备，单击右键，选择**设备激活**。填写用户名、密码、找回密码时需要用到的邮箱。点击**激活**按钮激活设备。待设备重启。



- Web客户端激活：也可以通过Web客户端激活。将PC机与设备设为同一网段，登录Web界面。可在界面设置管理员密码和密码恢复邮箱，点击**激活**。

用户名

密码

确认密码

密码恢复邮箱

管理员密码丢失后通过此邮箱找回,请确保邮箱安全、有效

激活

### 3. 修改设备IP

点击**修改网络参数**，在弹出的界面中配置网络参数。静态分配IP地址时，请选择自定义地址，填写以太网参数。修改参数配置，需要填写管理员用户用户名（admin）及激活设备时所设置的密码。完成IP配置后，设备将自动重启，重启时间约为60秒。

网络参数修改

设备名称: IPCamera  
MAC: 00-14-10-0E-6C-E4  
设备类型: Camera

设备地址

自动获取地址 (开启NCF客户端)  
 自定义地址 (关闭NCF客户端)

IP地址: 172 . 16 . 193 . 238  
子网掩码: 255 . 255 . 224 . 0  
默认网关: 172 . 16 . 192 . 254

修改注册平台地址

自用负载均衡

• IP地址: 172 . 16 . 196 . 183  
• 域名: kedacom.com  
注册端口: 5510

用户名: admin  
密码:

注: 保存上述参数设备将自动重启, 重启时间约60秒。

确认 取消

### 4. 登录设备

1) 在IPCSearch中双击设备或点击**登录设备**，输入用户名和密码，登录Web客户端。

用户名

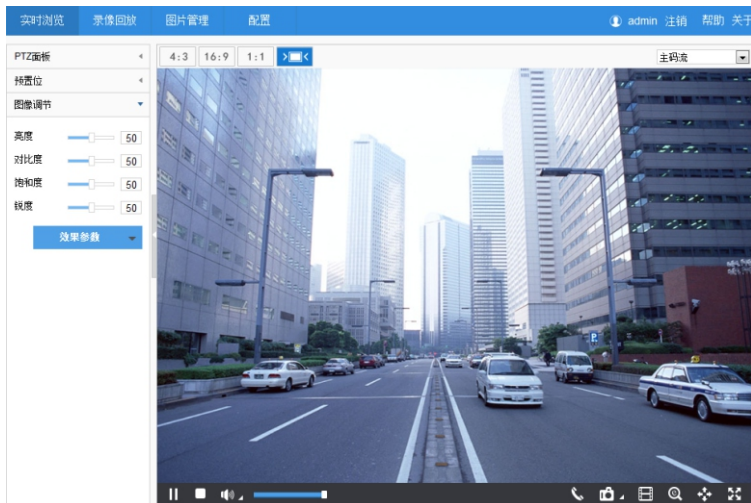
密码

登录

- 2) 登录成功后，下载并安装视频插件。
- 3) 进入客户端后，直接浏览图像。

**【说明】**不同型号，浏览界面略有差异，请以实际界面为准。更多客户端说明请参考客户端帮助文档。

调整设备方向，在Web客户端上进行参数调整，直到浏览画面达到预定要求。



## 保修说明

本保修卡适用于您购买的本公司系列产品。

- 1.免费保修期一年（仅限中国大陆地区，中国大陆以外地区请参考英文说明）。
- 2.凡保修期内，由于本产品自身引起的故障，请与公司售后服务部联系。
- 3.保修时我们将使用您的保修卡信息，请认真填写。
- 4.以下情况，属于有偿保修范围：
  - 人为原因造成的设备故障
  - 因使用环境不符合本产品要求造成的故障
  - 因不可抗力造成的产品损坏
  - 无保修卡
  - 已过免费保修期

## 用户信息

用户名称：

详细地址：

传真：

电话：

邮箱：

邮编：

产品名称：

产品型号：

购买日期：

## I. Preface

Thank you for purchasing our product. If there is any question, please do not hesitate to contact us.

These instructions are intended to ensure that the user can use the product correctly to avoid danger or property loss. Please read this Guide carefully before using the product, and keep it properly for future reference. If the product cannot work normally or is damaged because the user does not follow the safety instructions, we shall not assume any responsibility. Thanks for your cooperation.

## II. Safety Instruction

### 1. Power Supply

- During installing and using the device, please follow local electrical safety regulations strictly.
- Please use power supply in the safe voltage range of our product. Make sure if the power supply is correct before running the device.
- Please install an easy-to-use breaker during installation and wiring in case it is necessary to make an emergency break.
- Please prevent the power cord from being trampled or pressed especially the plug, socket and the connecting part led out from the device.
- Please connect cables of power, alarm, audio and RS-485 with the power off. Hot-line wiring is not allowed.

### 2. Working Environment

- Do not focus the camera lens on strong light such as the sun or incandescent lamp; otherwise the strong light will cause overexposure or light leak (not camera malfunction), which may shorten camera lifetime.
- Please transport, use and store the device within defined humidity and temperature ranges.
- Do not expose it in damp, dusty, extremely hot or cold places or places with intense electromagnetic radiation or with unstable lighting.
- Keep the camera away from water or any liquid to avoid damage to internal components.
- To avoid heat accumulation, please do not block the ventilation around the device.
- While shipping the camera, pack it in the factory packing or use materials with equivalent quality.
- When shipping, storing and installing the device, try to prevent it from damages caused by pressure, violent vibration and soaking.

Working Environment	
Voltage	AC24V, 1.5A
Temp.	-40°C~ +60°C
Humidity	10%~95% (non-condensing)
Altitude	-60m~3000m
Pressure	86kPa~106kPa

### 3. Daily Maintenance

- Do not touch the heat component of the device directly to avoid empyrosis.
- When the lens is contaminated by dust or grease, use cotton cloth or lens clean cloth to wipe it off. When it is hard to clean, dip some lens cleanser and wipe gently and rotate outward from the middle until it is clean. Never apply any organic solvent with ethanol or benzene to clean the lens and housing.
- Do not disassemble or repair the device in any way by yourself. We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.
- If the product does not work properly, please contact your dealer or the nearest service center.

### 4. Special Statement

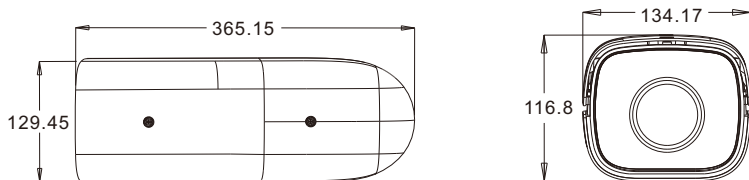
- The product appearance is subject to the actual device and picture in this Guide is for reference only..
- Every effort has been made to ensure the accuracy and validity of this Guide. Any update of this Guide caused by version upgrade is subject to change without notice.
- This Guide is made for multiple models but it will not illustrate one by one. Please refer to it according to the actual products you are using.
- This device can be used after being activated through IPCSearch in the attached CD. During activation please fill a valid email address for finding back the password.
- To ensure the safety of device on internet, it is strongly recommended that you set a strong password which is composed of at least 2 kinds of the following, digits, case-sensitive letters or specific symbols, and whose length ranges from 8 to 16 bits. Please modify the password periodically and once every 3 months is recommended. If the device is used in highly risky environment, suggest modifying the password monthly or weekly. Please keep your user name and password safe.
- Accessing this device to the internet is at user's own risk, including but not limited to the possible network attack, hacker attack, virus infection and etc. This company will not assume any responsibility for problems of product abnormality and information disclosure caused thereof. We shall provide technical support relating to the products in time.
- For the latest documents, please download at our website [www.kedacom.com](http://www.kedacom.com).

[Notice]: For more information, please refer to the *User Manual for HD IP Camera* in the attached CD.



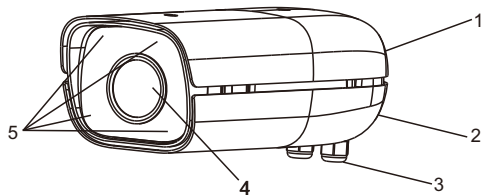
### III. Appearance and Interface

#### Dimensions:



Unit: mm

#### Components:



No.	Component Name
1	Upper Cover
2	Lower Cover
3	PG Joint (thread cables)
4	Lens
5	IR Light

## Buttcock line:

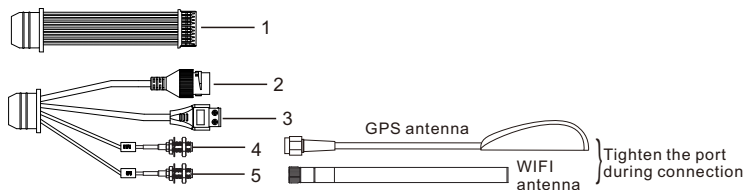


Table 1 Wire Interface Instruction

Port No.	Port Name	Function Description
1	User Cable Group	Including alarm in / out, audio in / out, RS-485 serial port and etc.
2	Network Port	Connect to network access devices like a switch
3	Power Supply	Connect to power supply of AC24V
4	GPS Port	Connect to GPS antenna
5	WIFI Port	Connect to WiFi antenna

Table 2 User Cable Group Interface Instruction

Name	No.	Color	Port Name	Function Description
User Cable Group	1	White	RS485_A	RS-485 serial port, to control external devices such as third-party device
	2	Gray	RS485_B	
	5	Green/White	AUDIO_GND	Audio grounding
	6	Green	AUDIO_IN_2	Audio input port, for inputting audio signal or talking
	7	Orange/ White	AUDIO_GND	Audio grounding
	8	Orange	AUDIO_IN_1	Audio input port, for inputting audio signal or talking
	9	B / W	AUDIO_GND	Audio grounding
	10	Pink	AUDIO_OUT	Audio output port, for outputting audio signal
	11	Purple	ALARM_IN_GND	Alarm input grounding
	13	Yellow	ALARM_IN_2	Alarm input port, for inputting alarm signal
	14	Brown	ALARM_IN_1	
	15	White Brown	ALARM_OUT_1A	Alarm output port, for outputting alarm signal
16	White Red	ALARM_OUT_1B		

## IV. AC24V Wire Diameter VS. Transmission Distance

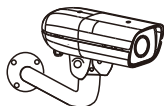
The recommended max transmission distance when the wire diameter is certain and the AC24V voltage loss rate is less than 10%

Requirements of max length and power for power cords of different diameters (for your reference only).

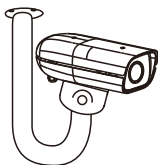
Distance feet (m) Power VA	Diameter mm	0.8000	1.000	1.250	2.000
	10		283 ( 86 )	451 ( 137 )	716 ( 218 )
20		141 ( 42 )	225 ( 68 )	358 ( 109 )	905 ( 275 )
30		94 ( 28 )	150 ( 45 )	238 ( 72 )	603 ( 183 )
40		70 ( 21 )	112 ( 34 )	179 ( 54 )	452 ( 137 )
50		56 ( 17 )	90 ( 27 )	143 ( 43 )	362 ( 110 )
60		47 ( 14 )	75 ( 22 )	119 ( 36 )	301 ( 91 )
70		40 ( 12 )	64 ( 19 )	102 ( 31 )	258 ( 78 )
80		35 ( 10 )	56 ( 17 )	89 ( 27 )	226 ( 68 )
90		31 ( 9 )	50 ( 15 )	79 ( 24 )	201 ( 61 )
100		28 ( 8 )	45 ( 13 )	71 ( 21 )	181 ( 55 )
110		25 ( 7 )	41 ( 12 )	65 ( 19 )	164 ( 49 )
120		23 ( 7 )	37 ( 11 )	59 ( 17 )	150 ( 45 )
130		21 ( 6 )	34 ( 10 )	55 ( 16 )	139 ( 42 )
140		20 ( 6 )	32 ( 9 )	51 ( 15 )	129 ( 39 )
150		18 ( 5 )	30 ( 9 )	47 ( 14 )	120 ( 36 )
160		17 ( 5 )	28 ( 8 )	44 ( 13 )	113 ( 34 )
170		16 ( 4 )	26 ( 7 )	42 ( 12 )	106 ( 32 )
180		15 ( 4 )	25 ( 7 )	39 ( 11 )	100 ( 30 )
190		14 ( 4 )	23 ( 7 )	37 ( 11 )	95 ( 28 )
200		14 ( 4 )	22 ( 6 )	35 ( 10 )	90 ( 27 )

## V. Installation

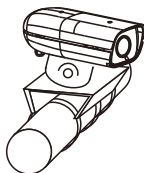
The camera can be mounted on ceiling, wall, beam or pole. Before installation, please get the accessories ready.



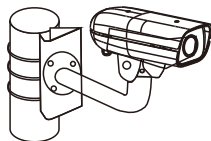
Wall Bracket Mount



Pendent Bracket Mount



Beam Bracket Mount

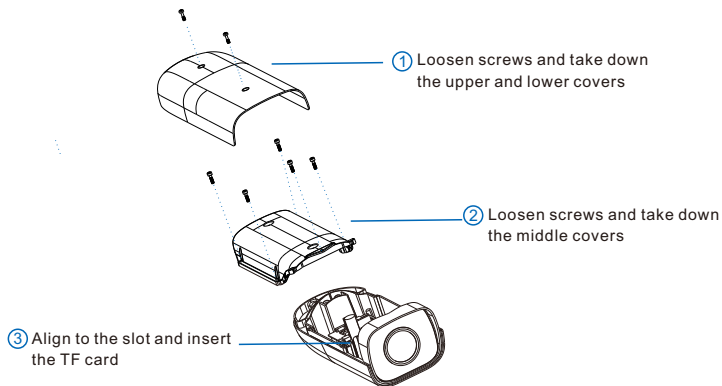


Pole Bracket Mount

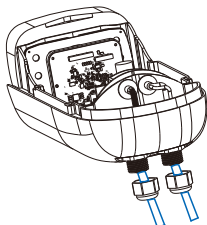
Camera Weight: about 3kg

### 1. Install TF card. (optional).

**[Notice]:** The max supported TF card memory is 128G. After inserting TF card, hot-swapping is not recommended.

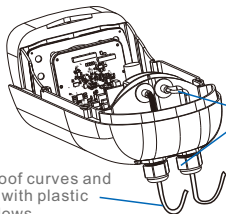


2. Connect wires according to the wire tags in the camera.
3. Thread wires. Loosen PG joint, thread the wires out from and tighten the PG joint.



Thread wires

**[Notice]** During wire connection, please make the buttcock line interface waterproof by winding waterproof tape. Reserve waterproof curves when threading wires through the PG joint and protect the wires with plastic coated metal bellows.



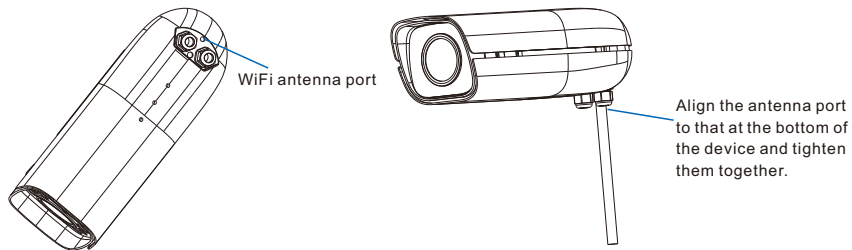
Make the buttcock line interface waterproof by winding waterproof tape

Reserve waterproof curves and protect the wires with plastic coated metal bellows.

Tighten PG joint

4. Connections of WiFi antenna and GPS antenna.

The WiFi antenna port is at the bottom of the device. During connection, take out WiFi antenna from the package box and align the antenna port to that at the bottom of the device and tighten them together.



GPS antenna is led out by a single wire. During connection, take out the GPS antenna from the package and align the device GPS port to the GPS antenna port and tighten them together. The magnet on the GPS antenna is for fixing the antenna and can be adsorbed on metal parts.

**[Notice]** Do not block or shield the GPS antenna, nor mount it under the overpass; otherwise it may lose signal.

## VI. Login to Client

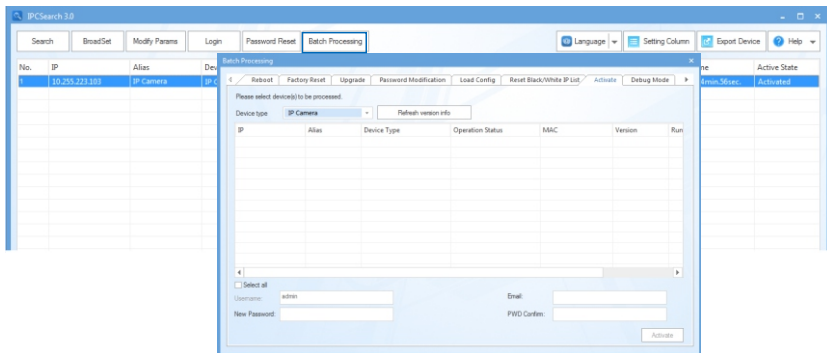
### 1. Minimum configurations and system requirements:

- Processor: 3.3 GHz CORE®i3 series or other equivalent processors
- RAM Memory: 4GB or above
- Operating System: Windows XP or newer version
- Browser: IE7.0 and newer version, Firefox, Google Chrome (41 and lower)
- DirectX : 9.0c

### 2. Device Activation

When using the device for the first time, run IPCSearch in the attached CD: it will search devices in LAN automatically and display the list of device IP address, gateway and etc. If the network provides DHCP service, DHCP server will assign IP for the camera automatically.

- Batch: Select the device and click "**Batch processing**". In the popup interface, set admin user's password and the email address to find back the password. Click "**Activate**" and wait for rebooting.
- Individual: Select the device from IPCSearch and right click to select "**Active**". Fill admin user name and password and the e-mail address to find back the password. Click "**Activate**" and wait for rebooting.



- Web client: the device can also be activated through the web client. Set PC and the device in the same network segment and login to the web. User can set admin password and password reset email on the interface and click "**Activate**".

User Name

Password

Password

Confirm Password

Claim Email

When admin's password gets lost, find it back through this email. Make sure this email address is safe and valid.

### 3. Modify device IP address

Click **Modify Params** and set the network parameters. When configuring a static IP for the camera, please check **Custom device address (Close DHCP)** and fill the Ethernet parameter. During the modification, the user name (admin) and the password set before activation should be entered. After configuration, the camera will reboot automatically and this takes 60s.

Modify Params

Device: Camera  
MAC: 00-30-54-43-4E-39  
Type: Camera

Device Address

Auto-obtain device address(Open DHCP)  
 Custom device address(Close DHCP).

IP Address: 10 . 77 . 128 . 99  
Subnet Mask: 255 . 224 . 0 . 0  
Gateway: 10 . 77 . 255 . 254

Modify VMS Registration Address

Enable LDS

IP Address: 10 . 77 . 128 . 204  
 Domain  
Port: 5510

Tip:  
Once the modification is saved the device would reboot automatically and activate the settings.

OK Cancel

### 4. Login to the device

1) Double click the device in IPCSearch or click **Login**. Enter user name and password to login the web client.

User Name: admin

Password: \*\*\*\*\*

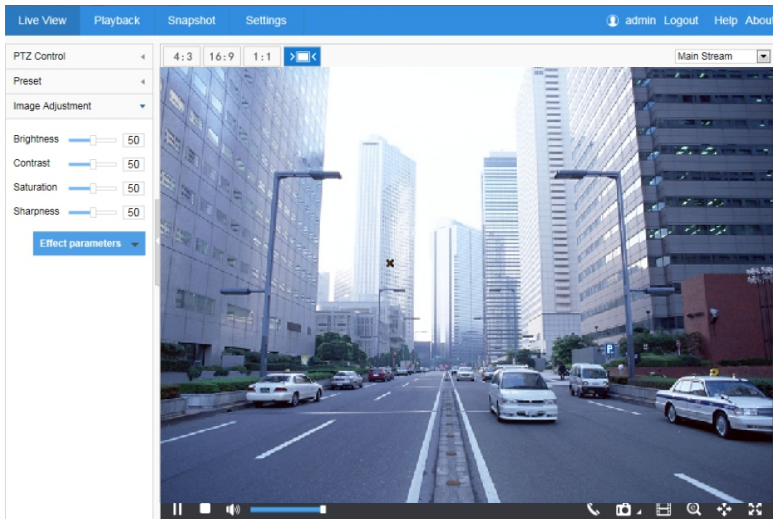
Login



- 2) After login, download and install the plug-in. Close browser during installation.
- 3) Re-login to the web client and view live video directly.

**[Notice]:** Interface of different models may differ. Please subject it to the actual product. Please refer to the Help file for detailed explanation.

Adjust camera direction, configure camera parameters in web client until the live view meets requirement.



## **Kedacom Two (2) Year Limited Hardware Warranty**

### **WHAT IS COVERED BY THIS WARRANTY?**

Kedacom warrants the Kedacom-branded hardware product and accessories contained in the original packaging (hereinafter referred to as "Kedacom Product") against defects in materials and workmanship when used normally in accordance with Kedacom's published guidelines for a period of TWO (2) YEARS from the date of original retail purchase in areas other than mainland China by the end-user purchaser (hereinafter referred to as "Warranty Period"). For the Kedacom Product purchased in mainland China, see the simplified Chinese version of this warranty for details. Kedacom's published guidelines include but are not limited to information contained in technical specifications, user guides, and service communications. The preceding applies unless otherwise agreed in the contract.

### **WHAT IS NOT COVERED BY THIS WARRANTY?**

This warranty does not apply to any non-Kedacom branded hardware products or any software, even if packaged or sold with Kedacom hardware. Manufacturers, suppliers, or publishers, other than Kedacom, may provide their own warranties to you but Kedacom, in so far as permitted by law, provides their products "AS IS". Software distributed by Kedacom with or without the Kedacom brand (including, but not limited to system software) is not covered by this warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Kedacom does not warrant that the operation of the Kedacom Product will be uninterrupted or error-free. Kedacom is not responsible for damage arising from failures to follow instructions relating to the Kedacom Product's use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by acts outside the control of Kedacom, including without limitation acts of God, accidents, abuse, misuse, fire, storms, earthquakes, flood, or other external cause; (e) to damage caused by exposure of the product to heat, bright light, sun, liquids, sand, or other contaminants; (f) to damage caused by operating the Kedacom Product outside Kedacom's published guidelines; (g) to damage caused by service (including upgrades and expansions) performed by anyone other than a representative of Kedacom, Kedacom employee, or authorized Kedacom agent; (h) to an Kedacom Product that has been modified to alter functionality or capability without the written permission of Kedacom; (i) to defects caused by normal wear and tear or otherwise due to the normal aging of the Kedacom Product, or (j) if any serial number has been removed or defaced from the Kedacom Product.

### **YOUR RESPONSIBILITIES**

If your Kedacom product is capable of storing data and other information, you should make periodic backup copies of the information contained on the storage media to protect the contents and as a precaution against possible operational failures.

Before receiving warranty service, Kedacom or its authorized agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues, and follow Kedacom's procedures for obtaining warranty service. Before submitting your Kedacom Product for warranty service, you should maintain a separate backup copy of the contents of its storage media, remove all personal information that you want to protect, and disable all security passwords.

During warranty service, it is possible that the contents of the Kedacom product's storage media will be lost, replaced or reformatted. In such an event, Kedacom and its authorized agents are not responsible for any loss of data or other information contained on the storage media or any other part of the Kedacom product serviced.

Following warranty service, your Kedacom Product or a replacement product will be returned to you as your Kedacom Product was configured when originally purchased, subject to applicable updates. You will be responsible for reinstalling all other data and information. Recovery and reinstallation of other data and information are not covered under this warranty.

### **WHAT WILL KEDACOM DO IF THE WARRANTY IS BREACHED?**

If during the Warranty Period, you submit a valid claim to Kedacom or an authorized Kedacom agent, Kedacom will, at its option, (i) repair the Kedacom Product using new or previously used parts that are equivalent to new in performance and reliability, or (ii) exchange the Kedacom Product for a refund of your purchase price.

A Kedacom replacement part or product, including a user-installable Kedacom part that has been installed in accordance with instructions provided by Kedacom, assumes the remaining warranty of the Kedacom Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item becomes Kedacom's property. Kedacom reserves the right to refund the purchase price as its exclusive warranty remedy.

### **HOW TO OBTAIN WARRANTY SERVICE?**

To seek warranty service, please contact a local authorized Kedacom agent. When contacting the agent via telephone, other charges may apply depending on your location.

### **User Information**

Complete the form below and keep for ready reference.

User Name:	
Address:	Postal Code:
Tel:	Mobile:
Fax:	E-Mail:
Product Name:	Product Model:
Date of Purchase:	

客户咨询热线：400-828-2866

**KEDACOM**

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