

# 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、储存及安装过程中重压、剧烈震动、浸泡设备。

#### 工作环境

工作电源	DC12V±10%
功耗	3.5W Max
温度	-10°C~+50°C
湿度	低于85%
海拔高度	-60m~3000m
大气压	86kPa~106kPa

### 3. 日常维护与保养

- 请勿直接接触设备发热部件，以免烫伤。
- 镜头沾染灰尘或油脂时，用棉布或镜头擦拭布擦拭。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。
- 应尽量避免阳光或者强光直射，以免造成摄像机sensor损坏。
- 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IPCSearch激活后方能使用，激活时请填写有效邮箱，方便找回密码。IPCSearch请至官网下载，下载地址：  
<https://www.kedacom.com/cn/softtools/index.jhtml>
- 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，建议每三个月更新一次密码。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)。

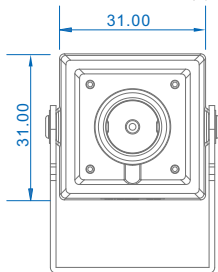
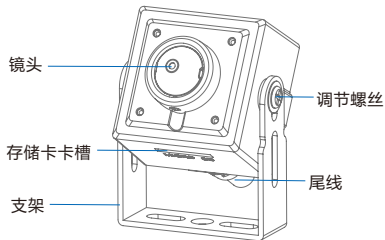
### 三 外观及接口

重量：180g

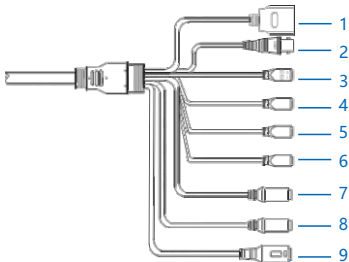
外观：

尺寸：

单位：mm



尾线：



表一 线缆接口说明

接口编号	颜色	接口名称	功能描述
1	黑	网络接口	连接交换机等网络接入设备
2	黑	BNC接口	输出CVBS模拟信号
3	黑绿	RS485串口	与外界设备交互控制，如控制第三方设备
4	红绿	告警输入接口	告警输入接口，输入告警信号 可连接的设备：烟感器、声控开关等
5	黄绿	告警输入接口	
6	白绿	告警输出接口	告警输出（需外接继电器驱动板）
7	红	音频输入接口	3.5mm音频输入
8	白	音频输出接口	3.5mm音频输出
9	黑	电源接口	连接DC12V电源

表二 LED指示灯说明

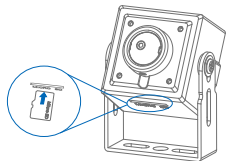
LED	颜色	指示说明
指示灯	绿色	常亮表示设备处于开机状态
		闪烁表示设备正在传播数据

【说明】LED指示灯具体以实际型号为准。

## 四 设备安装

### 安装TF卡（可选，部分型号支持）

**【注意】** TF卡容量最大支持256G，插入TF卡后，不建议对其进行热插拔。



### 安装方式

本系列摄像机自带支架。支持壁装、吊装、隐蔽安装。

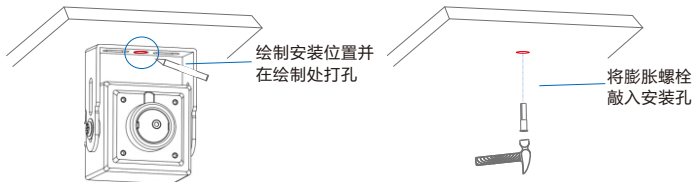
壁装和吊装安装方式相同，此处以吊装说明安装步骤，壁装可参考。

**【注意】** 安装时注意镜头外罩的保护，防止刮花。

#### • 吊装

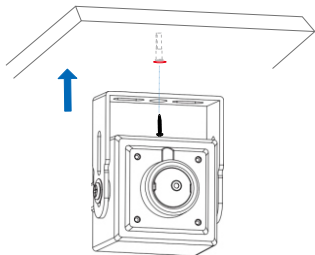
##### 1. 安装面打孔

将设备支架置于安装位置，使用铅笔绘制螺钉安装位置，并在螺钉安装位置打孔，将膨胀螺栓敲入孔内。



## 2. 固定支架底座于墙面上

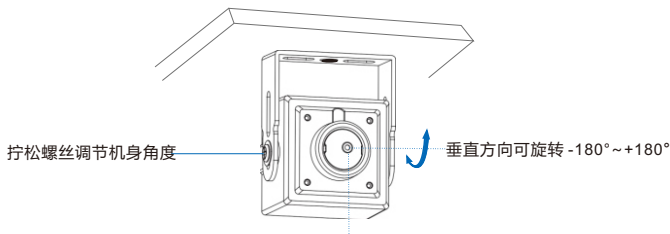
将支架底座螺钉孔对准墙面膨胀螺栓孔，塞入螺钉并拧紧。



## 3. 调整镜头方向

拧松支架两边的调节螺丝来调节镜头监控角度，机身垂直方向可调节 $-180^{\circ}\sim+180^{\circ}$ ，角度固定后，拧紧调节螺丝使机身固定。

**【注意】**摄像机在调整角度时，尽量避免逆光场景。





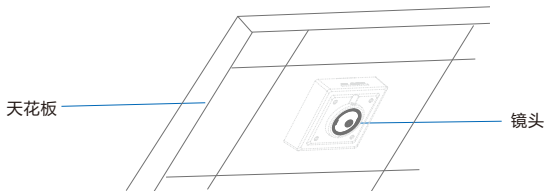
#### 4. 连接尾线

尾线（电源接口、网络接口等）连接并上电，登录Web客户端浏览实时画面。根据浏览的画面可再次调节镜头角度，直达到达到最好的监控效果。

**【说明】** Web客户端登陆请参考后续章节。

#### • 隐蔽安装

**【说明】** 如需隐蔽安装，可将机身部分隐藏，漏出镜头即可。下图为安装在天花板中。



## 五 尾线防水处理

尾线连接好后，请务必根据以下步骤对尾线做防水处理。

**【注意】**摄像机视频信号输出端口、电源输入端口、控制信号端口比较重要，需做好防水，以及防氧化处理。以免设备会出现工作不稳定、不受控、不显示图像的现象。

下图仅为示意所用，实际请以连接为准。

- 1) 连接尾线，对所有连接电缆做好绝缘防护，用绝缘胶带整体缠绕。



- 2) 选择缠绕防水胶带起点。



- 3) 用防水胶带对尾线做好防水防护。



## 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：推荐使用IE内核浏览器，使用其它内核浏览器会影响客户端部分功能的使用
- DirectX：9.0c

### 2. 设备激活

第一次使用时请安装运行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。

- 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。设备将自动重启。
- 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。设备将自动重启。



- 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。在界面设置管理员密码和密码恢复邮箱，点击**激活**。



### 3. 修改设备IP

在IPCSearch中选中设备，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。

### 4. 登陆设备

- 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。

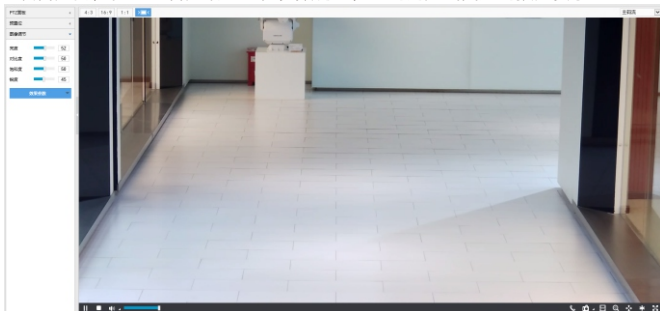


- 2) 登录成功后，下载并安装视频插件（IE内核浏览器）。

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。



4) 设备安装TF卡后，需确认TF卡是否已格式化，进入**配置>存储>存储管理**界面查看TF卡状态。如果状态显示为未格式化，需要勾选TF卡，点击**格式化**按钮进行格式化，才可正常使用。格式化过程支持分区，可用于存储录像和图片。



## 附录: DC12V线径与传输距离关系表

当线径大小一定, DC12V电压损耗率低于10%时, 不同传输功率推荐的最大传输距离。(对于DC12V直流供电设备, 其最大允许电压损耗率为10%。下面表格中所用线缆均为铜线, 铜的电阻率为 $\rho = 0.0175\Omega \cdot \text{mm}^2/\text{m}$ )

距离m (feet) \ 线径 mm	0.8 (20AWG)	1.0(18AWG)	1.25(16AWG)	2.0(12AWG)
功率W				
5	38 (125)	61 (199)	96 (315)	244 (801)
10	19 (63)	30 (99)	48 (157)	122 (400)
15	13 (42)	20 (66)	32 (105)	81 (267)
20	10 (31)	15 (50)	24 (79)	61 (200)
25	8 (25)	12 (40)	19 (63)	49 (160)
30	6 (21)	10 (33)	16 (52)	41 (133)
35	5 (18)	9 (28)	14 (45)	35 (114)
40	5 (16)	8 (25)	12 (39)	31 (100)
45	4 (14)	7 (22)	11 (35)	27 (89)
50	4 (13)	6 (20)	10 (31)	24 (80)
55	3 (11)	6 (18)	9 (29)	22 (73)
60	3 (10)	5 (17)	8 (26)	20 (67)
65	注1	5 (15)	7 (24)	19 (62)
70	注1	4 (14)	7 (22)	17 (57)
75	注1	4 (13)	6 (21)	16 (53)
80	注1	4 (12)	6 (20)	15 (50)
85	注1	4 (12)	6 (19)	14 (47)
90	注1	3 (11)	5 (17)	14 (44)
95	注1	3 (10)	5 (17)	13 (42)
100	注1	3 (10)	5 (16)	12 (40)

- 【说明】**
- 1.传输功率超过60W, 需要用1.0 (18AWG) 或以上线径。
  - 2.线径要求适用于单根、实心、圆形的铜线, 多股绞线的电缆AWG值是由所有线的总横截面积决定。

## 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	
Power Supply	DC12V±10%
Power	3.5 W Max
Temperature	-10°C~+50°C
Humidity	Less than 85%
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.
- Try to avoid direct shooting of sunlight or other strong light to prevent damage to the sensor.
- 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. During activation please fill a valid email address for finding back the password. Please download IPCSearch from our web: <https://www.kedacom.com/softtools/index.jhtml>.
- 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).

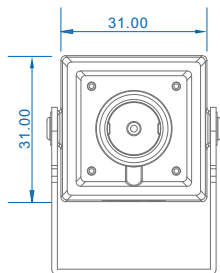
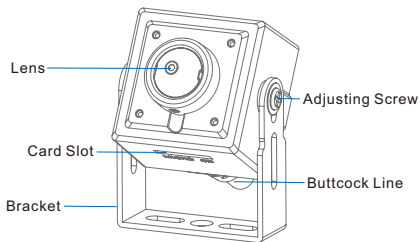
### III Appearance and Interface

Weight: 180g

Appearance:

Dimensions:

Unit: mm



Buttcok Line:

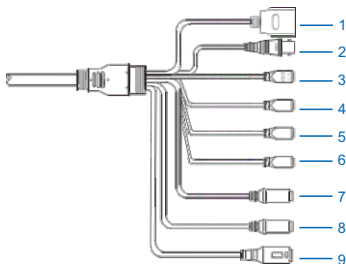


Table 1 Wiring Interface

Port No.	Color	Port Name	Function Description
1	Black	Network Port	Connect to network access devices like a switch
2	Black	BNC Port	Output CVBS analog signal
3	Black Green	RS-485 Port	RS-485 serial port to control peripheral devices such as third-party device
4	Red Green	Alarm In Port	Alarm input port for inputting alarm signal, connect to smoke detector and voice-activated switch
5	Yellow Green	Alarm In Port	
6	White Green	Alarm Out Port	Alarm output (needs external relay drive board)
7	Red	Audio In Port	3.5mm audio input
8	White	Audio Out Port	3.5mm audio output
9	Black	Power Supply	Connect to power supply of DC12V

Table 2 LED Indicator

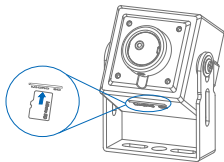
LED	Color	Note
Indicator	Green	Normally on means the device is powered on.
		Flashing means the device is transmitting data.

[Note] LED indicator is subject to actual models.

## IV Installation

### Install TF Card (Optional, some models support)

**[Attention]** The TF card supports maximum 256G memory. After inserting the TF card, hot-swapping of it is not recommended.



### Mounting Method

The camera has its own bracket attached and supports wall mounting, ceiling mounting and concealed mounting.

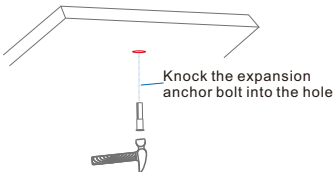
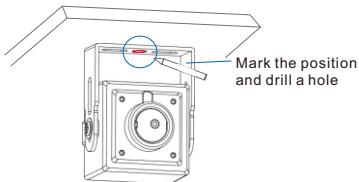
The installation steps of wall mounting are the same as that of ceiling mounting. Here we are introducing the installation of ceiling mounting and it can be a reference for wall mounting.

**[Attention]** During installation, please make good protection to the lens cover to avoid scratching.

#### • Ceiling Mounting

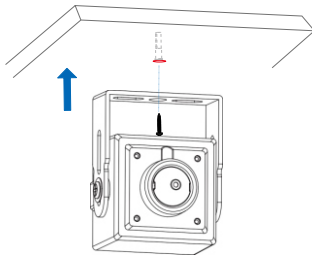
1. Drill holes on the mounting surface.

Place the bracket at where it will be mounted, use a pencil to mark the position for installing the screw and drill a hole thereby, and knock the expansion anchor bolt into the hole.



2. Fix bracket base onto the wall surface.

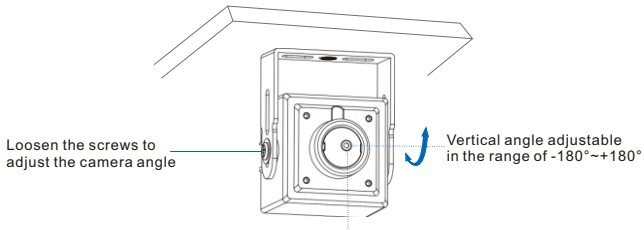
Align the screw hole on the base of the bracket to the expansion anchor bolt hole on the wall, insert and tighten the screw.



3. Adjust lens direction.

Loosen the adjusting screws at both sides of the bracket to adjust lens surveillance angle. The vertical angle of the device is adjustable in the range of  $-180^{\circ}$ ~ $+180^{\circ}$ . After the angle is determined, tighten the adjusting screws to fix the device.

**[Attention]** When adjusting the camera angle, try to avoid backlighting scenario.



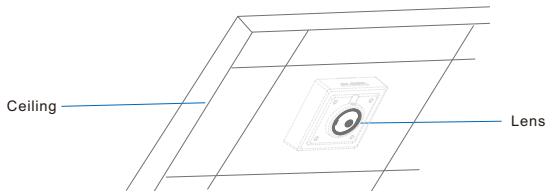
#### 4. Connect the buttcock lines

Connect the buttcock lines (power supply, network port and etc.) and power on the device. Log into the web client and view the live video. Adjust lens angle according to the live view until it reaches the optimum surveillance result.

[Note] Please refer to the following part for the login of the web client.

#### • Concealed Mounting

[Note] The device body can be hidden if necessary and only the lens is exposed outside. The following is an example of concealed mounting in the ceiling.



## V Waterproof Treatment to the Buttcock Line

After the buttcock lines are connected, make waterproof treatment to them according to the following steps.

**[Attention]** As the video output port, power supply port, control signal port are very important, user should make waterproof and anti-oxidation treatments to them to avoid exceptions of the device such as unstable working, out of control and no display.

The following pictures are just schematic diagrams. Please subject to actual connections.

- 1) Connect the tail wires and make insulation protection over all wires by binding them with insulating tape.



- 2) Select a start point for waterproof tape.



- 3) Make waterproof treatment to the buttcock lines with waterproof tape.



## VI Login to the Web Client

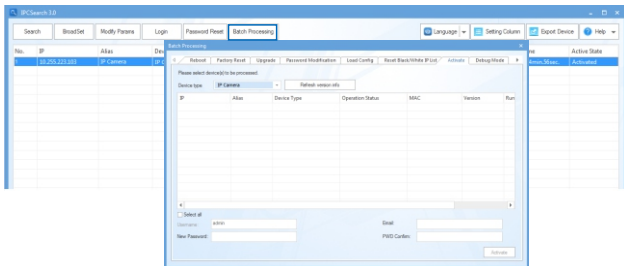
### 1. Minimum configurations and system requirements:

- Processor: 3.3 Ghz Intel® CORE™ i3 or other processors with the same or better performance
- RAM Memory: 4GB or above
- Operating System: Windows XP or later
- Browser: Suggest IE kernel browsers, using other browsers may disable some functions of the client
- DirectX : 9.0c

### 2. Device Activation

When using the device for the first time, run IPCSearch and 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**".





## Login



admin

admin

Weak Strong

Please choose a password with 8-16 characters. Your password must also contain two or more combinations of upper and lowercase letters, numbers, and symbols.

admin

admin

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

Active

### 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 parameters. During modification, the username (admin) and the password set during activation should be entered. After configuration, the camera will reboot automatically.

### 4. Login to the device

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

## Login



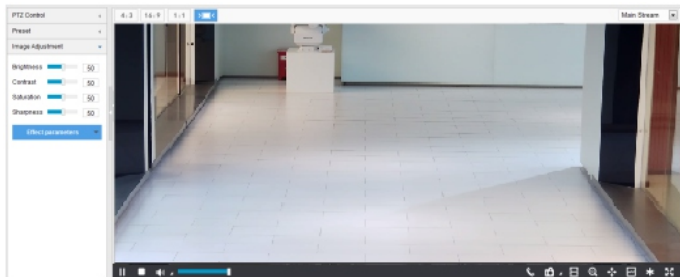
admin

admin

Login

- 2) After login, download and install the plug-in (IE Kernel browser).
- 3) Re-login to the web client and view live video directly.

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



- 4) After installing the TF card, you need to confirm if the TF card has been formatted. Go to **Settings > Storage > Storage Management** to view TF card status. If it is unformatted, select the TF card and click "**Formatting**" to format it and it will work normally. The formatting supports partitioning to store videos and pictures.

Storage Management

Disk Full Strategy:

Storage Device List: Formatting

Disk ID	Capacity	Remaining Space	Status	Type	Attribute	Progress
<input type="checkbox"/> 1	0M	0M	Does not Exist	Local External	Read-write	

Snapshot

Event	Scheduled	Alarming
Local storage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
FTP	<input type="checkbox"/>	<input type="checkbox"/>

Save

## Appendix: DC12V Wire Diameter VS. Transmission Distance

The recommended max transmission distance when the wire diameter is certain and the DC12V voltage loss rate is less than 10%  
 (For DC12V powered devices, the maximum allowed voltage loss rate is 10%. All the wires in the following table are cooper wires, whose electrical resistivity is  $\rho = 0.0175\Omega \cdot \text{mm}^2/\text{m}$ )

Distance m (feet) Power W	Diameter mm				
		0.8 (20AWG)	1.0 (18AWG)	1.25 (16AWG)	2.0 (12AWG)
5		38(125)	61(199)	96(315)	244(801)
10		19(63)	30(99)	48(157)	122(400)
15		13(42)	20(66)	32(105)	81(267)
20		10(31)	15(50)	24(79)	61(200)
25		8(25)	12(40)	19(63)	49(160)
30		6(21)	10(33)	16(52)	41(133)
35		5(18)	9(28)	14(45)	35(114)
40		5(16)	8(25)	12(39)	31(100)
45		4(14)	7(22)	11(35)	27(89)
50		4(13)	6(20)	10(31)	24(80)
55		3(11)	6(18)	9(29)	22(73)
60		3(10)	5(17)	8(26)	20(67)
65		-	5(15)	7(24)	19(62)
70		-	4(14)	7(22)	17(57)
75		-	4(13)	6(21)	16(53)
80		-	4(12)	6(20)	15(50)
85		-	4(12)	6(19)	14(47)
90		-	3(11)	5(17)	14(44)
95		-	3(10)	5(17)	13(42)
100		-	3(10)	5(16)	12(40)

### [Note]:

- When the transmission power is over 60W, you must use wires with diameter of 1.0 (18AWG) or above;
- The requirements of diameter apply to single, solid and round cooper wire. The AWG value of multi-stranded wires is dependent on the total CSA (Cross Sectional Area) of all wires.

## **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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