

# Contens

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# Preface

Dear customer,

Congratulations on purchasing a high quality MAGINON product.

You have chosen a modern IP Security Camera with excellent technical equipment and respective accessory, which is particularly easy to operate.

The device comes with a 3 year warranty. In case of a defect in the IP Security Camera , you require the enclosed warranty card and proof of purchase. Keep these in a safe place.

## Imprint

Issued by:

**supra**

Foto-Elektronik-Vertriebs-GmbH

Denisstr. 28A

67663 Kaiserslautern

Germany

# General

## Read and keep instructions



This Operating Instruction belong to this IP Security Camera. It contains important information about the start up and handling.

For ease of understanding, the “IP Security Camera” is just referred to as Security Camera in these Operating Instructions.

Study these Operating Instructions and, in particular the Safety Information in detail prior to using the Security Camera. Non observance of these Operating Instructions can lead to loss of data or damage to the Security Camera.

These Operating Instructions are based on valid standards and regulations of the EU. Also observe specific guidelines and laws in other countries!

Keep the Operating Instructions for further use. When passing on the Security Camera to third parties please also include these Operating Instructions.

## Explanation of symbols

The following symbols and signal words are used in these Operating Instructions, on the device or on the packaging.

 **DANGER!**

These signal words indicate a high level hazard which could cause death or serious injury if not avoided.

 **WARNING!**

These signal words indicate a medium level hazard which could cause death or serious injury if not avoided.

 **CAUTION!**

These signal words indicate a medium level hazard which could cause death or serious injury if not avoided.

**NOTE!**

This signal word warns against potential material damage or provides useful additional information regards assembly or operation.



This symbol indicates useful additional information for the assembly or operation.



Declaration of conformity (see chapter “Declaration of conformity”): Products marked with this symbol meet all applicable Community regulations for the European Economic Area.

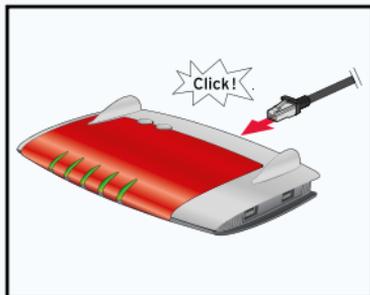
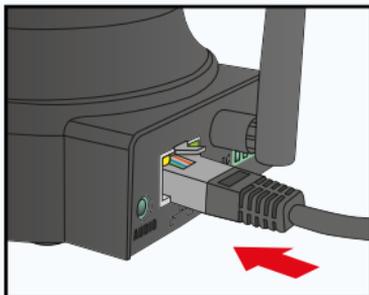
**QUICK  
START-  
INSTRUCTIONS!**

## Quick start instructions for Windows

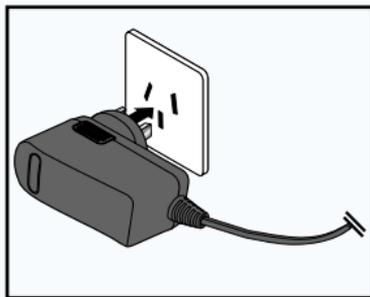
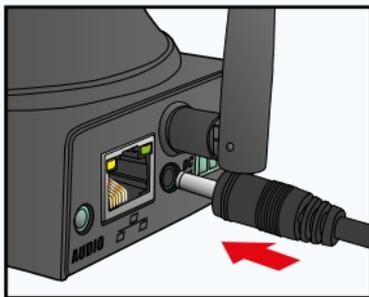
### 1. Hardware installation

- Connect the IP security camera to your router. Either using supplied network cable or via WLAN. To connect the security camera using WLAN read instructions on page 33.

camera using WLAN read instructions on page 33.

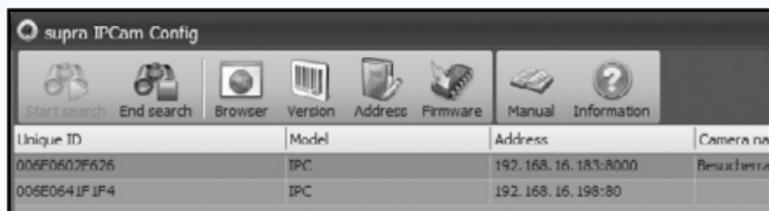


- First connect the supplied power supply to the security camera and then to the mains.



## 2. Software installation

- Install “**Supra IPCam**” software on your computer using the supplied CD.



## 3. Configuring the IP security camera

- In the program supra IPCam Config, click on “Start search”. After the camera has been found and is highlighted, check whether a new update exists for the camera. Click on “Information and select “Update”. Install all offered updates. After a successful update wait until the camera has been restarted.
- You can click on “Browser” at this point to access the camera directly. Use user name “admin” without password.
- Page 58 explains how the password can be changed. Select “Setup” option for further set-up of the camera.

## 4. Implement Setup assistant

- Select the second menu point “Installation with supra space” from Setup assistant.

- Only use camera in home network.  
The wizard sets up the camera name and wireless connection. You can then use the camera in your home network.
- Use camera with supra space (recommended).**  
**The wizard sets up the camera name, the wireless connection and supra space. With supra space you have fast and easy access to your camera from anywhere.**

## 5. Activate the IP security camera

- Enter [www.supra-space.de](http://www.supra-space.de) in your Browser and log in.

The screenshot displays the supra-space web interface. At the top, there is a navigation bar with 'supraaccount' and 'Privacy Policy | Imprint'. Below this is the 'MAGINON Home Security' logo and the 'supra space' logo. A menu bar contains 'Home', 'My Products', 'My Account', and 'Contact'. The main content area features a 'IP camera' section with an 'Index' link, social media icons, and a 'cam' card showing 'Created on: 8/24/2015' and 'Connected: 8/24/2015'. There are buttons for '+ Add camera' and 'Split view'. A large video feed shows a garage interior. The footer includes '© 2015 supra Foto-Elektronik-Vertriebs-GmbH' and social media icons for Facebook, YouTube, and Twitter.

## 6. Download Smartphone app

- Use **App Store** or **Google play** to download the app “Maginon IPC-Viewer“ for your Smartphone or your Tablet PC and install app.



## 7. Setting up IP security camera in app

- Use symbol  to log onto supra space. Use the log-on information used in the Setup Assistant.
- After logging on, the camera is immediately available from a list under the chosen camera name. Select it from the display in order to view the camera image.



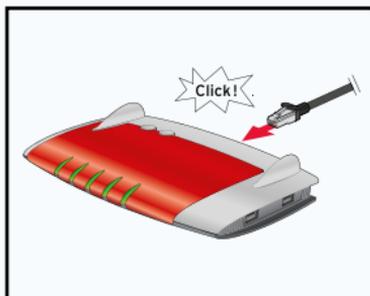
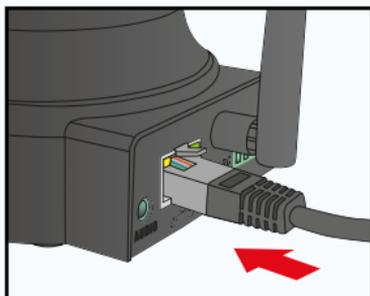
QUICK  
START-  
INSTRUCTIONS!

## Quick Start Instructions for MAC OS

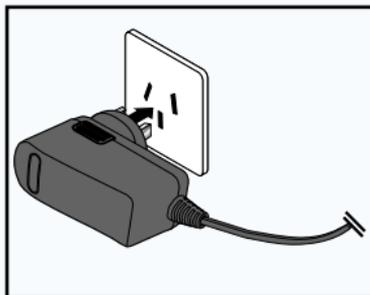
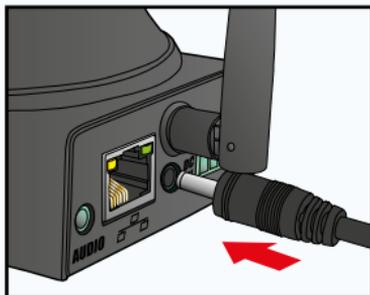
### 1. Hardware installation

- Connect the IP security camera to your router. Either using supplied network cable or via WLAN. To connect the security

camera using WLAN read instructions on page 33.



- First connect the supplied power supply to the security camera and then to the mains.



## 2. Determine IP address of your router

- First you require the local IP address of your router. In order to determine the IP address of the router on your Mac computer, click on menu bar  . Select “System settings” and then “Network”.
- The below window appears.

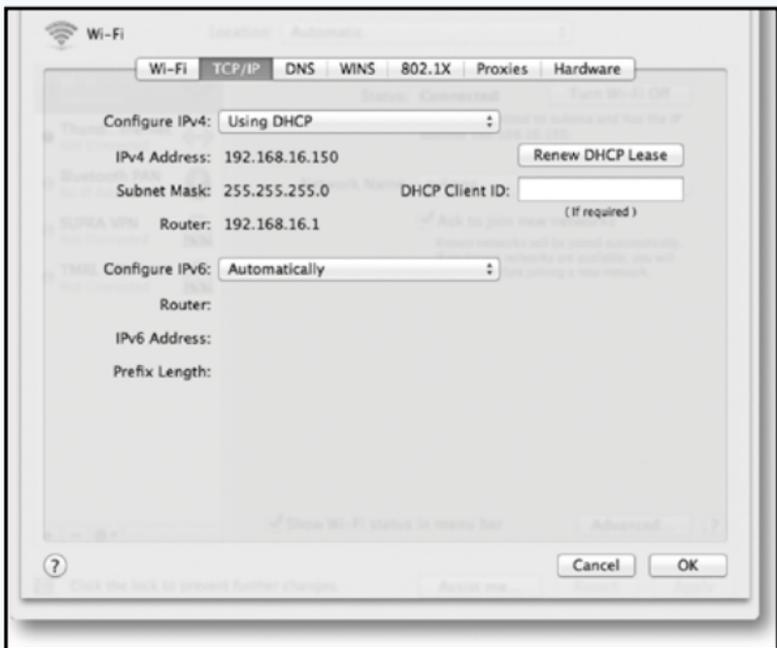


- Select the current network connection from the window. This is indicated by the preceding green point (in this case “WLAN”).
- Next open “Further Options”.



Change to page “TCP/IP”.

The local IP address of your router is listed behind “Router”. The address in the below example is 192.168.16.1.



Note down this local IP address.

### 3. Determine IP address of security camera

- Open Internet Browser “Safari” and enter the previously determined IP address of the router.



- The configuration page of the router opens.



- Log on to the router. The log-on information can be found in the Operating Instructions of your router.
- Look through the settings for an option with the name “DHCP table” or “DHCP reservation”. All devices connected to the router are listed here. The name of the list can differ from one router to the next. Consequently also check the Operating Instructions of your router.
- In the adjacent example, the security camera is listed as “ipcam\_006E060241B6”. Next to it is the local IP address of the security camera (here: 192.168.1.113).

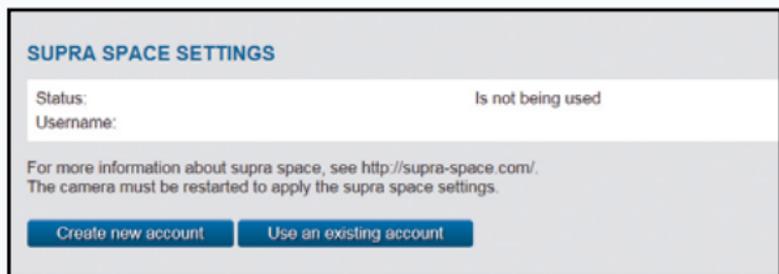
## 4. Set up supra space

Open “Safari” Internet browser and enter the determined IP address of the camera.

The configuration page of the camera opens.

Log on with user name “admin” and without a password.

Select “settings”. Click first on the supra space-symbol and then on “Create new account”.



**SUPRA SPACE SETTINGS**

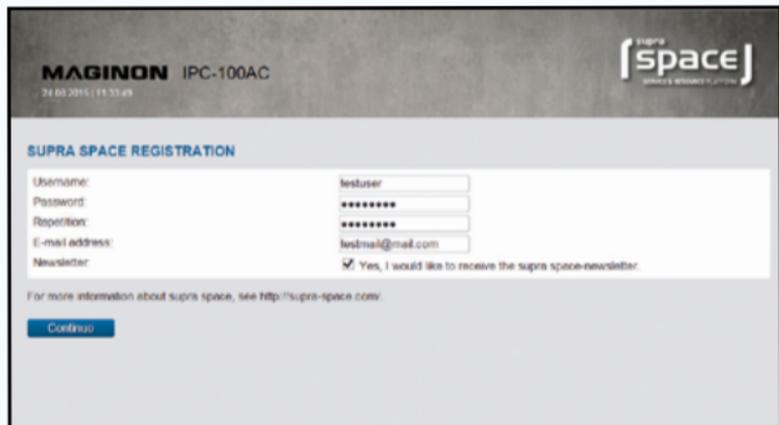
Status: Is not being used

Username:

For more information about supra space, see <http://supra-space.com/>.  
The camera must be restarted to apply the supra space settings.

[Create new account](#) [Use an existing account](#)

Complete information (user name, password, email).



**MAGINON IPC-100AC** supra  
[space]  
IMAGES & RECORDING SOLUTIONS

24.06.2015 | 11:53:49

**SUPRA SPACE REGISTRATION**

Username: testuser

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

Repetition: \*\*\*\*\*

E-mail address: testmail@mail.com

Newsletter:  Yes, I would like to receive the supra space-newsletter.

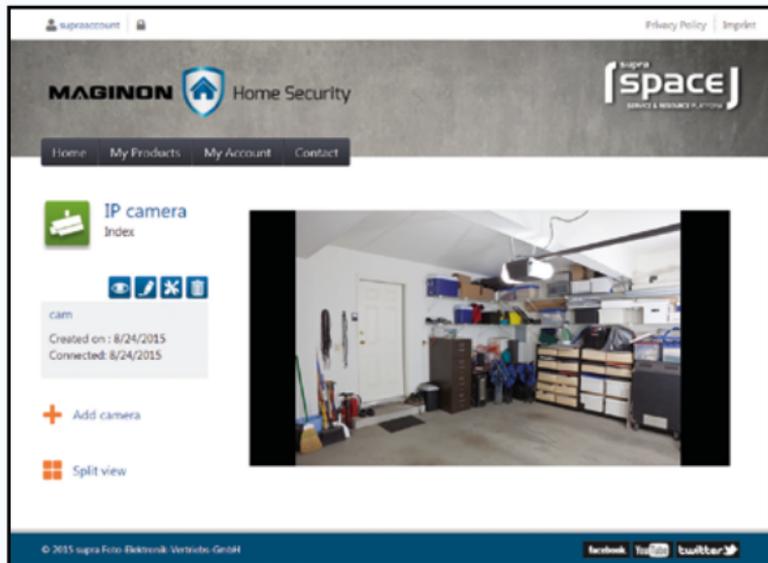
For more information about supra space, see <http://supra-space.com/>.

[Continue](#)

Click on save and restart camera.

## 5. Activate the IP security camera

- Enter [www.supra-space.de](http://www.supra-space.de) in your Browser and log in.



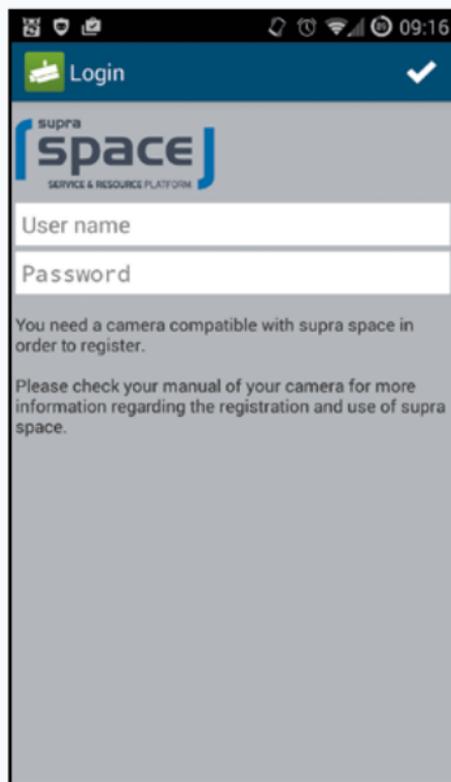
## 6. Download Smartphone app

- Use **App Store** or **Google play** to download the app "Maginon IPC-Viewer" for your Smartphone or your Tablet PC and install app.



## 7. Setting up IP security camera in app

- Use symbol  to log onto supra space. Use the log-on information used in the Setup Assistant.
- After logging on, the camera is immediately available from a list under the chosen camera name. Select it from the display in order to view the camera image.



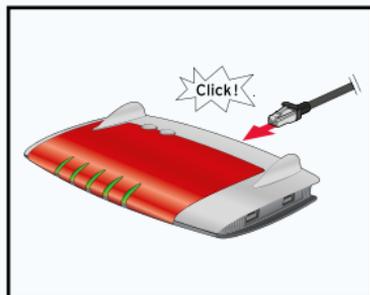
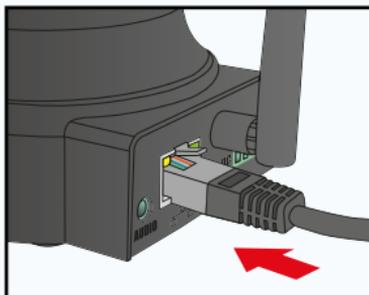
QUICK  
START-  
INSTRUCTIONS!

## Quick Start Guide using App

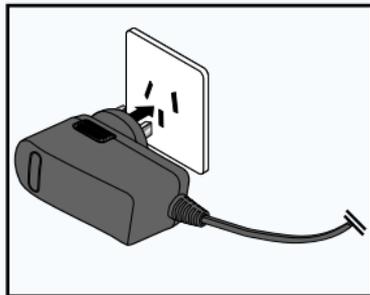
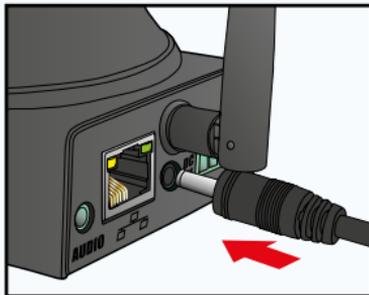
### 1. Hardware installation

- Connect the IP security camera to your router. Either using supplied network cable or via WLAN. To connect the

security camera using WLAN read instructions on page 33.



- First connect the supplied power supply to the security camera and then to the mains.



## 2. Download Smartphone app

- Use **App Store** or **Google play** to download the app “Maginon IPC-Viewer” for your Smartphone or your Tablet PC and install app.



## 3. Setting up security camera in app

Select (+) symbol to start the set-up of the security camera. After a few seconds, the security camera found on your network appears.

Select camera to be set up. Next select whether or not you already have a supra space account (“Log on”) or want to set up a new account (“Register“)

Name the camera and configure the wireless settings.





The screenshot shows the 'Setup' screen of the 'supra space' app. The app logo and 'SERVICE & RESOURCE PLATFORM' are at the top. Below is a 'Camera name' input field. A 'Use wireless:' checkbox is present and unchecked. A list of wireless networks follows, each with a name and MAC address: 'SupraWireless' (C0:7B:BC:F1:A6:F0), 'SupraWireless' (5C:A4:8A:4D:22:40), 'TestRouterCC' (B4:75:0E:D1:90:88), and 'TestSpeedportW723V' (88:03:55:12:31:83). Below the list are fields for 'WiFi network' (set to 'North America (channel 1-11)'), 'No encryption', and 'WiFi key'.

Click on “Save” to complete set up. Once the camera has been configured, wait two minutes until the camera has restarted. The security camera is the ready for use.

# Safety

## Correct use

The Security Camera is solely designed to be used as a Security Camera. It is only suitable for private and not for commercial use.

Only use Security Camera as described in the operating instructions. Any other use is deemed to be incorrect and can cause material damage and loss of data.

The manufacturers or dealers do not accept any liability for damage resulting from improper or incorrect use.

## Safety information



### Electrocution hazard!

Faulty electrical installations or excessive mains voltage can cause electrocution.

- Only connect Security Camera if the mains voltage of the power point matches the voltage specified on the rating plate.
- Only connect Security Camera to an easily accessible socket allowing quick disconnection from the power supply in case of a fault.
- Do not operate Security Camera in case of visible damage or if the mains cable or connector is defective.
- Damaged mains cables of the Security Camera must be replaced by the manufacturer or customer service or a similar qualified person.

- Do not open housing but have repair carried out by an expert. Contact a specialist workshop. All liability and warranty claims shall be void in case of repairs carried out by users, incorrect connection or improper use.
- The Security Camera may not be operated with an external timer or separate remote control system.
- Never immerse Security Camera or mains cable or plug in water or other fluids.
- Never touch mains connector with wet hands.
- Never remove mains connector from socket by pulling on the mains cable, but always pull on main plug.
- Never use mains cable as a carrying handle.
- Keep IP security camera, mains connector and mains cable away from open flames and hot surfaces.
- Install mains cable in such a way that it does not become a trip hazard.
- Do not kink mains cable and do not install it over sharp edges.
- This Security Camera is only for indoor use. Never use the Security Camera in humid conditions or when it is raining.
- Never store the Security Camera in such a way that it can fall into a trough or wash basin.
- Never touch an electric device that has fallen into water. Always pull out mains connector immediately in such a situation.
- Ensure that children do not push objects into the Security Camera.
- When not using or cleaning the IP security camera or in case of a fault, always switch off the IP security camera and pull mains connector out of socket.

**⚠ WARNING!**

**Hazard or children and persons with reduced physical, sensory or mental abilities (such as partially disabled, older persons with limited physical and mental abilities) or lack of experience and know-how (such as older children).**

- This IP security camera may be used by persons with reduced physical, sensory or mental abilities or lack of experience or know-how provided they are supervised or have been instructed on how to safely use the IP security camera and understand hazards resulting therefrom. Children may not play with the IP security camera. The camera may not be cleaned or maintained by children.
- Keep children under the age of eight away from the IP security camera and the mains cable.
- Do not leave IP security camera unintended during operation.
- Keep packaging foil away from children. They could get caught in it during play and could suffocate.

**Note!****Danger of material damage!**

Incorrect use of the IP security camera can cause the IP security camera to be damaged.

- When installing and assembling the IP security camera ensure that a 10 cm gap is maintained on all sides in order to provide adequate ventilation. Ensure, in particular, that ventilation slots are not covered by newspaper, table clothes or curtains.

- Place IP security camera on an easily accessible, level, dry, heat-resistant and sufficiently sturdy work surface. Do not place IP security camera at the edge or periphery of the work surface.
- Avoid overheating by never positioning the IP security camera directly against a wall or underneath mounted cupboards.
- Never place IP security camera on or near hot surfaces (e.g. stove tops, etc.).
- Ensure that mains cable does not come into contact with hot parts.
- Never expose IP security camera to excessive temperatures (heating, etc.). Never pour liquid into IP security camera.
- When cleaning, never immerse IP security camera in water and do not use steam cleaner. The IP security camera could otherwise be damaged.
- Never place IP security camera in dishwasher. This would destroy the camera.
- Do not use IP security camera if plastic or metal parts of the camera show cracks or tears or are deformed. Replace damaged parts only with original spare parts.
- Damage to the electronics, lens or accessory caused by external influences such as impacts, falls or others are not covered by the warranty and are chargeable.
- Use only the supplied AC adapter.



The Security Camera and accessories are suitable for indoor use only! The Security Camera and AC adapter may not be used outside buildings.

# Start

## Content of box

 **WARNING!**

### Caution!

Keep plastic foil and bags away from babies and small children as danger of suffocation.

### Note!

### Danger of damage!

If the packaging is carelessly opened with a sharp knife or other pointed objects, the product can be easily damaged.

- Please open packaging carefully.
  1. Check that delivery is complete (**see Fig. A**).
  2. Remove IP security camera from packaging and check whether the equipment or parts are damaged. If yes, do not use IP security camera. Contact the service address of the manufacturer listed on the Warranty card.

## Preparing the IP security camera

- Remove packaging material and all protective foil.

## Assembling the security camera

Using the supplied wall fixing, install IP security camera at a fixed location.

### NOTE!

#### Material damage!

Incorrect use of the security camera during assembly can cause the security camera to be damaged.

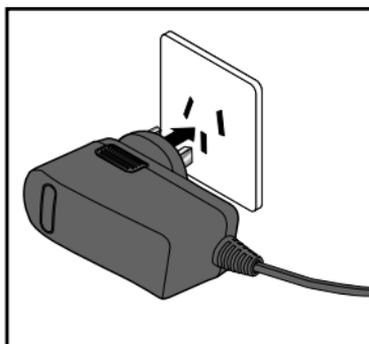
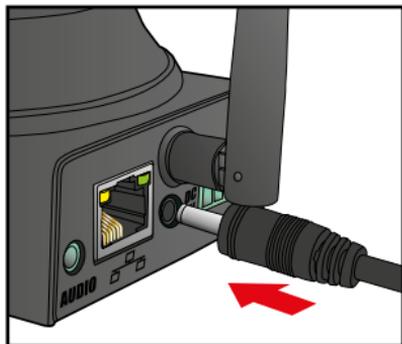
- Do not place the IP security camera directly next to electronic devices as this could produce interference. In case of picture interference, test the IP security camera at another location.
- Select the installation site for the IP security camera so that the lens is not exposed to sun light.
- Hold the plate of the wall fixing containing holes against the surface of the selected installation site and mark the holes on the surface, using a pencil.
- To drill suitable holes, use a 6 mm masonry drill for dowels in stone or concrete surfaces or a 3 mm wood drill for timber surfaces.
- After drilling the holes insert supplied wall plugs into holes so that they are flush with the surface.
- Secure wall fixings with supplied bolts.

## Secure IP security camera

Place the stand thread of the security camera on the holding plate of the wall mount and secure the camera by tightening the stand bolt. Next, align the camera to the desired position, using the screw thread.

## Complete camera assembly

Connect security camera to the power supply and plug power supply into mains socket.

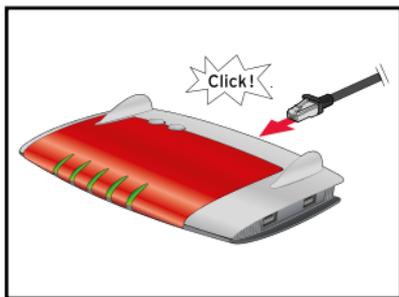
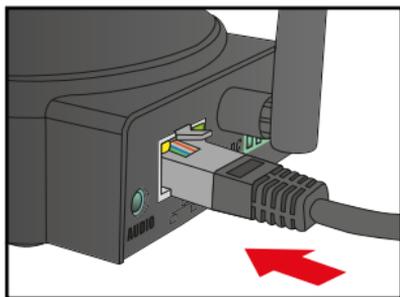


# Installing the IP security camera

## Hardware installation

In order to carry out the first settings in the IP security camera, the network cable must be connected to the router. A wireless connection via WLAN is only available once this has been set up in the IP security camera using the cable connection.

Plug the supplied network cable into camera and router as shown in the illustrations.



The network connection of the IP security camera contains two control LEDs.

- Yellow indicates that network activity is taking place.
- Green: Indicates that the IP security camera is connected to a network.



If your router does not contain a port for connecting the network cable, the IP security camera can also be set up without a router.



For this purpose deactivate all networks existing on your computer and plug the network cable of the IP security camera directly into the computer. You can also access the IP security camera via the program supra IPCam Config (see section Software installation).

## System requirements

Operating system: The software provided on the enclosed CD is only suitable for Windows operating systems. Using the Browser access, the IP security camera can also be set up using Mac OS, Linux or other operating systems.

- Operating systems: Windows XP (SP 3), Vista, 7, 8, 10
- Processor: 2.0 GHz or higher
- RAM memory: 512 MByte or higher
- Network card: 10MBit/s or higher
- RAM memory: 512 MByte or higher
- Internet-Browser: Internet Explorer (from version 9), Firefox (from version 3), Google Chrome, Safari, Opera (latest version)
- Screen resolution: 1024 x 768 or higher

## Software installation

The supplied software is only suitable for Windows systems. For installation on Mac systems, please read section **"Installation on Mac OS X"**.

The software must be installed on a computer connected to the same router as the IP security camera.

1. Place supplied software CD into CD/DVD drive of your computer.
2. The below selection menu should then appear automatically. If the menu does not start automatically, select drives from your computer and open the CD/DVD drive named "Maginon IP Camera" by clicking on it with the mouse.
3. Start program by double clicking on **CDMenu/CDMenu.exe**.



4. Click on "supra IPCam" to install the program **supra IPCam Config**. Follow on-screen information until software installation is completed.

5. Once installed, the program can be found under All programs and **supra IPCam Config**.
6. By clicking on the option “Operating Instructions” in the Start menu of the Software CD, the Operating Instructions can be opened on screen in the system language of the computer.
7. In the event of your computer not containing a suitable program to open pdf files, you can also install the program **“Adobe Acrobat Reader”**.

## Install Cloud supra space:

Your Maginon IPC-100AC has been set up for simple camera installation. For this purpose we have provided a Cloud solution that can be quickly and easily set up. After installation you can access the camera any time via supra space.

A Cloud is a platform on the Internet producing the connection between camera and your end device (computer, mobile, TabletPC) Only the connecting data required for the camera are stored at supra space but not camera images.

Below, the few steps for setting up your Maginon IPC-100AC for use via the Cloud are explained.



1. In the program supra IPCam Config, click on “Start search“. After the camera has been found and is highlighted, check whether a new update exists for the camera. Click on “Information and select “Update“. Install all offered updates. After a successful update please wait until the camera has been restarted. You can click on “Browser“ at this point to access the camera directly. Use user name “admin“ without password. Page 58 explains how the password can be changed. Select “Setup” option for further set-up of the camera.
2. Select “Maginon IPC-100AC“ as camera model and click on “OK“. This calls up the existing settings of the camera.
3. In order to set up the camera for use via supra space select the third option “Camera with supra space during the next step (recommended)“.

**The wizard helps you with setting up your IP camera.**

Please select an option:

- Only use camera in home network.

The wizard sets up the camera name and wireless connection. You can then use the camera in your home network.

- Use camera with supra space (recommended).**

**The wizard sets up the camera name, the wireless connection and supra space. With supra space you have fast and easy access to your camera from anywhere.**

Continue

Cancel

4. Enter any name for the camera in the next window, describing, for instance, the location.

- In the next step select Wireless network and set region to “Europe” and enter the key.

The following wireless settings are used:

Please select your home network from the list of available wireless networks and enter the following code:

LagerTest - WPA2 PSK (AES) - C8:D7:19:F1:7F:23  
sukona - WPA2 PSK (AES) - 5C:A4:8A:4D:22:40  
sukona - WPA2 PSK (AES) - C0:7B:BC:F1:A6:F0  
WLAN-123138 - WPA PSK (TKIP) - 88:03:55:12:31:83

Name of network:

Region:

Encryption:

Key:

Do not change wireless settings at this point.

- Now enter the registration data for logging on to supra space. Select any user name and a password consisting of at least 8 characters. Also enter a valid email address. Note down this log-on information.
- The last step repeats again the implemented settings.
- Click on “Continue” to carry out the camera set-up.

I want to register with supra space as a new user:

User name:

Password:

Repeat password:

E-mail:

I am already registered with supra space:

User name:

Password:

You can recover your user name or password in the Internet under [www.supra-space.de](http://www.supra-space.de).

### Setup wizard - Checking



**The entered settings can now be stored in the camera:**

Name of camera: (do not change)

Wireless settings: qwertz (change)

Domain name: (do not change)

supra space: testuser (change)

Back

Continue

Cancel

## Call up Cloud supra space

Entering link

**<http://supra-space.de> or <http://supra-space.com>**

in your Browser open the start page of the Cloud.

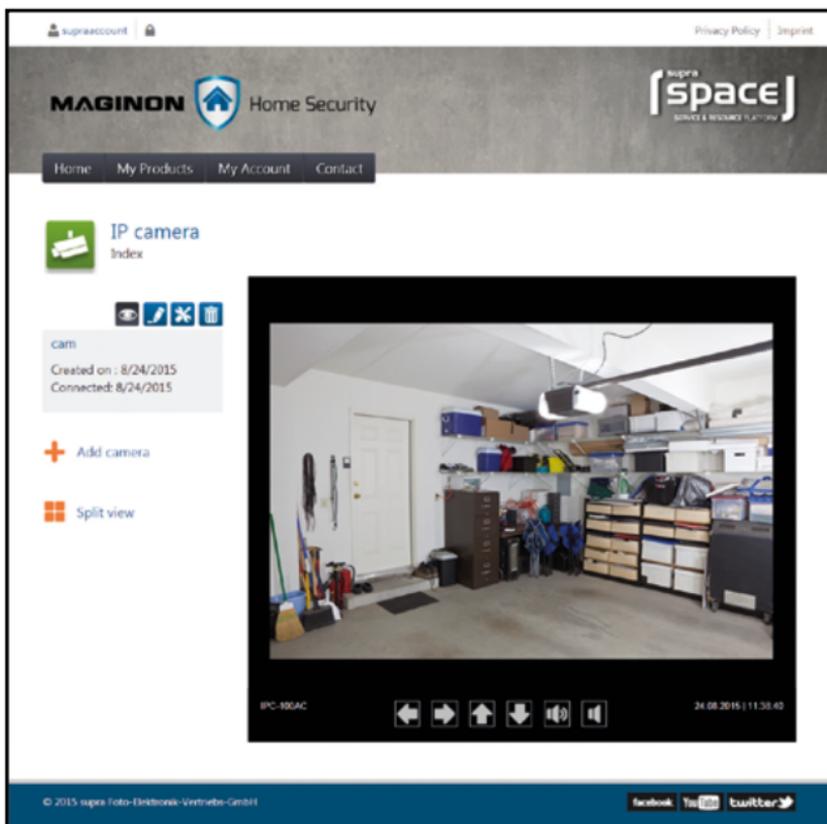
Enter user name specified in the Set-up assistant. The overview now lists all products of your IP camera. Select these to call up your camera. The following page then appears.

The screenshot shows the 'supra space' web interface. At the top, there is a navigation bar with 'MAGINON Home Security' on the left and 'supra space SMART & RESOURCE PLATFORM' on the right. Below this is a menu with 'Home', 'My Products', 'My Account', and 'Contact'. The main content area features a card for an 'IP camera' with an 'Index' label. To the left of the camera card are icons for camera settings and a list of actions: 'cam', 'Created on : 8/24/2015', and 'Connected: 8/24/2015'. Below the card are two buttons: '+ Add camera' and a 'Split view' icon. A large video window on the right shows a live feed of a cluttered room. The footer contains the copyright notice '© 2015 supra Foto-Elektronik-Vertriebs GmbH' and social media icons for Facebook, YouTube, and Twitter.

## Use camera through supra space

Select symbol  to call up the image of your Maginon IPC-100AC.

Using  call up the Web surface of your camera. Log on with user name “admin” and without a password. You then have access to all settings of your Maginon IPC-100AC.



The screenshot displays the 'supra space' web interface. At the top, there is a navigation bar with 'supraaccount', 'Privacy Policy', and 'Imprint'. The main header features the 'MAGINON Home Security' logo and the 'supra [space] SERVICE & REPAIR SOLUTION' logo. Below the header is a menu with 'Home', 'My Products', 'My Account', and 'Contact'. The main content area shows a section for 'IP camera Index' with a green camera icon. Below this are several icons: a camera, a magnifying glass, a crosshair, and a trash can. A 'cam' section provides details: 'Created on : 8/24/2015' and 'Connected: 8/24/2015'. There are two options: '+ Add camera' and 'Split view'. The central part of the interface is a large video player showing a live feed of a workshop. The workshop contains a white door, various tools, and storage units. Below the video player are control icons: left arrow, right arrow, up arrow, down arrow, and a volume icon. The text 'IPC-100AC' is visible in the bottom left of the video player, and '24.08.2015 | 11:58:42' is in the bottom right. At the bottom of the page, there is a footer with '© 2015 supra Foto-Elektronik-Vertriebs-GmbH' and social media icons for Facebook, YouTube, and Twitter.

## Use app Maginon IPC Viewer

The app “Maginon IPC Viewer” is available for your camera from the App Store and from Google Play. Load the App onto a Smartphone or a TabletPC and start App.



Use symbol  to log onto supra space. Use the log-on information used in the Setup Assistant.



After logging on, the camera is immediately available from a list under the chosen camera name. Select it from the display in order to view the camera image.

## Installation on Mac OS X.

First install the IP security camera following the steps up to section “System requirements”. In order to be able to configure the IP security camera on your Mac OS X you first have to determine the IP address of your router. This IP address allows access to the configuration page of the router. Next, you require the IP address of the IP security camera from the settings data of the router. The configuration page of the IPC-100AC can be opened with this address and settings of the security camera can be entered.

### Determine IP address of your router

1. In order to determine the IP address of the router on your Mac computer, click on the Apple symbol in the menu bar .
2. Now click on “System settings” and then on “Network”.
3. Select the current network connection from the window. This is indicated by the preceding green point, in this case “WLAN”), click on “Further Options”:



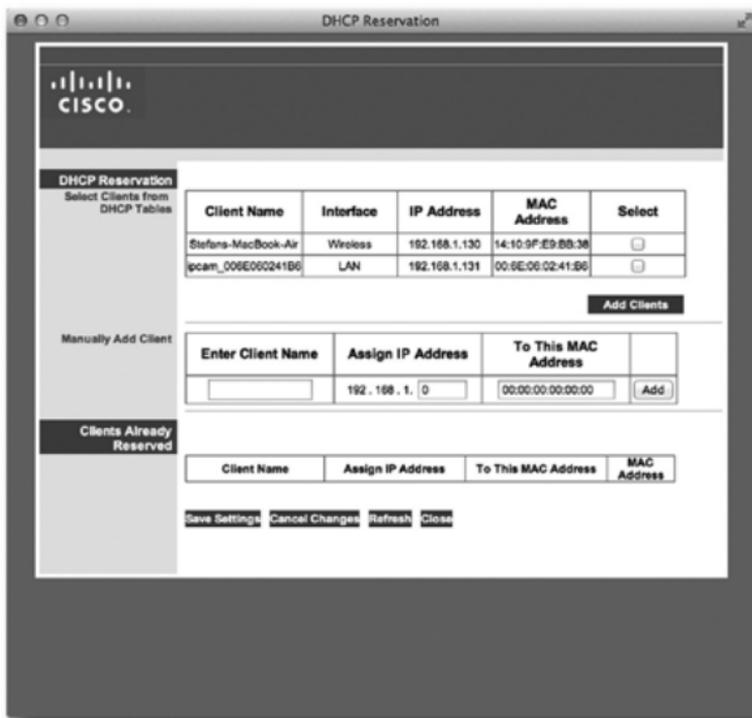
4. Change to page “TCP/IP”, where you find the IP address of your router under “Router”. The address in the below example is 192.168.16.1.



## Determine IP address of the security camera

Open Internet Browser “Safari” and enter the previously determined IP address of the router. The configuration page of the router opens. Generally an option “DHCP table” or “DHCP reservation”, can be found under Settings, which can be called up. You then receive a list of all devices in the network as shown in the below example.

Please note that the illustration of the configuration of your router can differ from the one in the example.



In this list, the IP security camera can be found under the name "ipcam\_xxx". In the above example this would be "ipcam\_006E060241B6". Next to it is the local IP address of the IP security camera (here: 192.168.1.113). Enter it in a new window of the Browser (Safari) in order to open the configuration page of the IP security camera.

To log on, use user name "admin" without password on the configuration page.

Page 58 explains how the password can be changed.

After application register for supra space. Click on "Settings" and select supra space.

## **The program supra IPCam Config cannot find the camera.**

Are the IP security camera and computer connected to the router?

1. If various wireless networks are active on the computer, deactivate the wireless networks to which the IP security camera is not connected.
2. Deactivate the Firewall of the computer.

## **The router has no port for the network cable.**

1. Connect the IP security camera directly to the computer.
2. Deactivate all networks on the computer.
3. Connect the IP security camera to the computer using the network cable
4. Use program supra IPCam Config to search for the IP security camera.
5. Under **supra IPCam Config** select camera and then the "address"

6. Deactivate “DHCP” and enter under “Static configuration“:
  - IP address: 169.254.10.100; Subnet mask: 255.255.0.0
  - “Standard gateway” and “DNS Server” remain empty
7. Click on “Apply” and wait until the program shows the IP security camera.

### **The wireless connection between the IP security camera and the router is not working.**

1. Check the wireless settings and in particular the entered code. All WLAN channels may not be enabled. Adjust the “Region” setting when entering the Wireless settings.
2. Your router may allocate changing local IP addresses each time it connects. Search for the IP security camera again using **supra IPCam Config**.

# Use

## Using with computer

### Activate IP security camera

1. First open your Browser program (Internet Explorer, Firefox, Opera, Google Chrome, Safari or similar). Next to it is the local IP address of the IP security camera. If you wish to access the IP security camera from a computer in the same network, you can also enter the local network address at this point.



2. Enter a User name and respective password to log on. Next click on "Log on". When using the IP security camera for the first time enter "admin" as User name and leave password field empty.

This starts the operating and settings program of the IP security camera.



## Control IP security camera

Various elements and options are available for controlling the IP security camera. The control elements for directly controlling the alignment of the camera head and some basic camera settings are shown below the camera image.

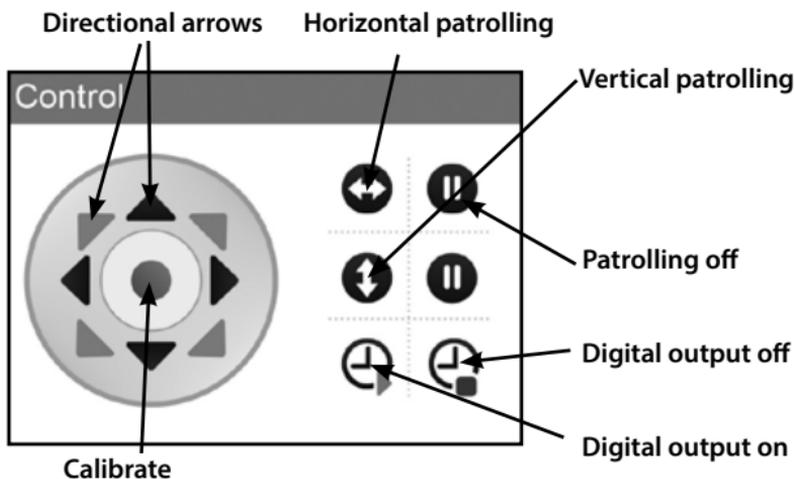
The operating elements available and settings that can be changed depend on the authority of the user account.

As an **Administrator** you have access to all control elements and settings.

As an **Operator** you can control the alignment of the camera head but cannot change any settings.

As a **User** you can only bring up the camera image but cannot operate the controls or change any settings.

## Alignment of camera head



Use the “Directional buttons”, the camera head can be directly moved in various directions by holding down the mouse button on a directional button. The security camera continues moving until the mouse button is released or the security camera has reached the stop.

If the camera head has, for instance, been moved manually so that the saved positions no longer work, the camera should be recalibrated.

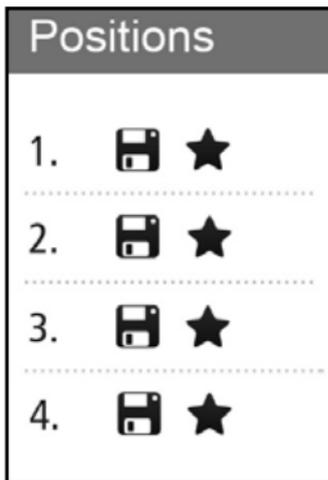
By pushing the middle “Calibrate” button, the camera button is re-aligned. For this purpose click on the button once and keep mouse pointer on button until camera head no longer moves. As soon as the security camera is connected to power, a calibration is automatically carried out.

Using the buttons “Horizontal patrolling” or “vertical patrolling” to automatically start a pivoting motion of the camera in horizontal or vertical direction. This motion is terminated again using the respective buttons . The section “Head settings” contains more information about the movement speed of the camera head“.

This operating button can also be used to switch the digital output to the alarm controls on or off.

## Save items

In section “Items” up to three fixed positions of the camera head can be stored so that they can be called up at a later stage.

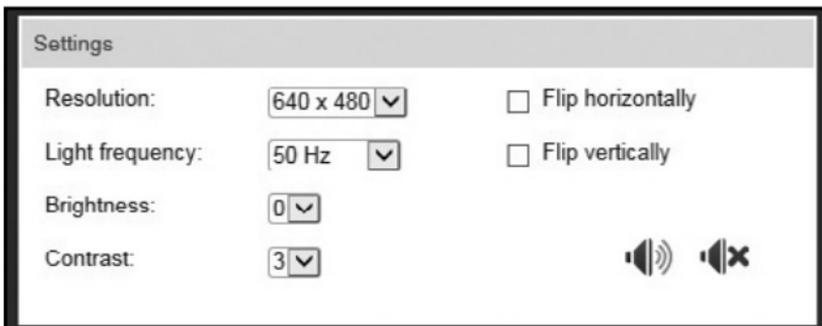


Click on 1, 2 or 3 , in order to save the camera position under this number. The item previously stored under the selected number is deleted.

For 1, 2 or 3 click on , in order to move the camera head in the position stored under this number.

## Setting the camera image

Under View enter the settings for the camera image.



- **Resolution:** This allows you to select whether the image of the IP security camera is shown in a resolution of 640 x 480 pixels or 320 x 240 pixel.
- **Light frequency:** Where the IP security camera is used in a room with neon lights, set the network frequency for the local power grid (50 Hz or 60 Hz). Where the IP security camera is used externally, select External use.
- **Brightness:** Specify a brightness value between 0 and 6. The higher the value, the brighter the camera image.
- **Contrast:** Specify contrast value between 0 and 6. The higher the value, the higher in contrast the camera image.
- **Mirror horizontally:** Select this option to mirror the camera image horizontally.
- **Mirror vertically:** Select this option to mirror the camera image vertically.
- **Sound on/off:** Switch sound of security camera on or off. To use the sound function, Adobe Flashplayer must be installed for the used Browser.

This can installed from:

**<http://get.adobe.com/go/getflashplayer/>.**

Horizontal and vertical mirroring of the camera image can, for instance be used when the IP security camera is ceiling mounted.

# Settings

The below sections provide an overview of all possible options of the IP security camera. In case of problems during the installation or use or changing of the settings of the IP security camera, these sections contain information outlining the available options.

1. In Your Internet Browser open access to the IP security camera and log on using a user account with administrator rights. The IP security camera is shipped with the user account “admin”, not requiring a password.
2. Once logged on select “Settings” and the respective desired Settings category.

## Setting the device status

The device status provides information about current data and settings values of the IP security camera. Select symbol Device status from the below menu.

### DEVICE STATUS

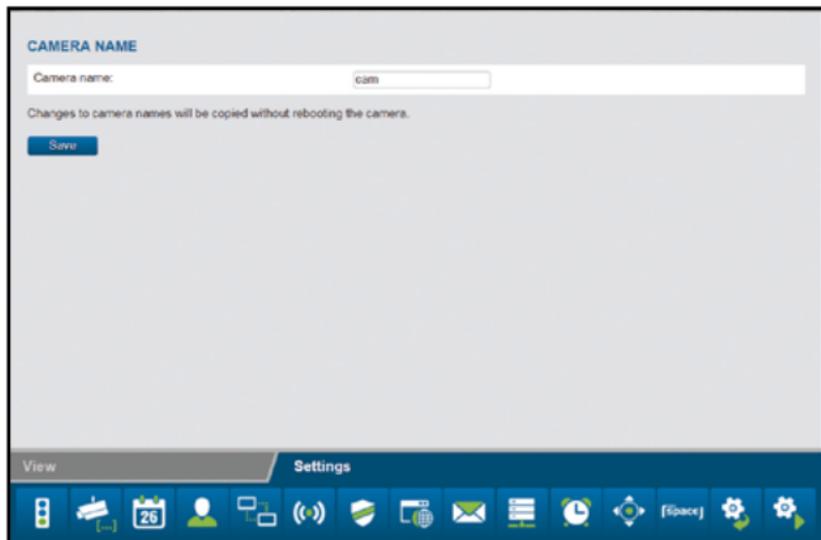
Camera ID:	008E0787CADD
Date and time:	24.08.2015 11:10:54
Firmware version:	81.2.1.162
Web interface version:	3.14.0
Camera name:	
Connection status:	Wired
Alarm status:	No alarm
DDNS status:	No DDNS
UPNP status:	Successful

This page is updated automatically every 5 seconds.



## Setting up camera name

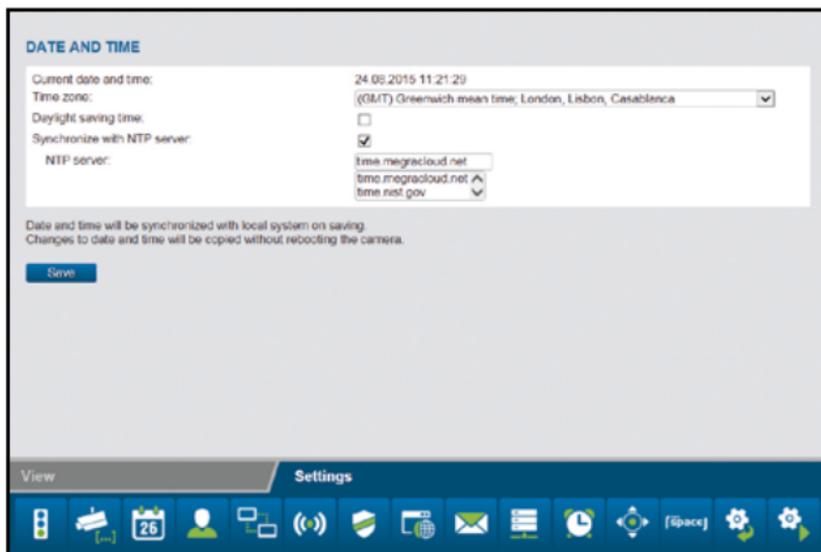
You can assign a name to the IP security camera in order to for instance make it easier to find in the network or to allow a clear assignment where several IP security cameras are used.



Select 2nd symbol “Camera name” from the below menu. Symbol). Enter the desired name for the IP security camera in the text field and click on “Save”. The camera name can consist of any characters and can contain up to 20 characters. The camera name is saved without having to restart the IP security camera.

## Setting current date and time

Set the time zone of the IP security camera and whether date and time should be automatically updated via a so-called NTP server (Time server). The correct time is, for instance, required for planning alarms or FTP transfers.



- 3. Current date and time:** This option shows the date and time as it saved in the IP security camera. This data is synchronized with the settings of the local system during saving. Where the option “Synchronizes with NTP Server “ is not selected, the date and time can be set with this function.
- 4. Time zone:** Select the time zone in which the IP security camera is located.
- 5. Synchronizes with NTP server:** Select this option if the date and time are to be automatically updated via a NTP server.

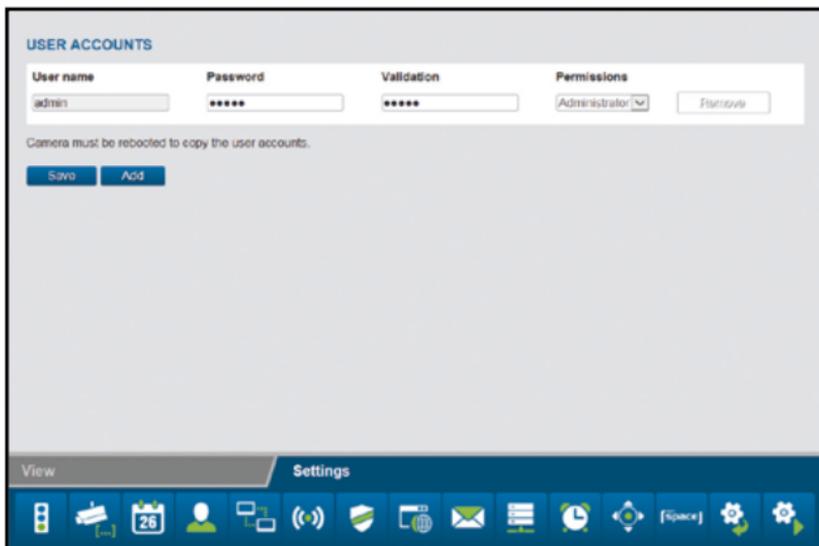
6. **NTP Server:** Select the NTP Server via which the date and time are to be updated from the specified list. You can also enter NTP servers by name or IP address that are not listed.
7. Click on “Apply”, to accept the changed settings. The changes are saved without having to restart the IP security camera.

## **Setting up/setting the user account**

You can set up anything up to 8 user accounts for the IP security camera. The IP security camera is then accessed via these user accounts.

The IP security camera is shipped with the user account “admin”, not requiring a password. This account can neither be removed nor can the authority “Administrator” be changed. Only a password can be determined.

1. Click on “Add” to create a new user account.
2. Enter the user name for the new account and a password. User name and password can contain up to 12 characters. The password can also be left empty.
3. In order to delete a User account, click on “Delete”. Where a new User account has been accidentally deleted without having confirmed this by clicking on “Save”, you can select “User accounts” again to reinstate the account.



The following authorizations are available for a user account:

1. **Visitor:**Visitors can only call up the camera image but can not change any settings.
2. **Operator:** The user can call up the camera image and change the position of the security camera. The settings cannot be changed.
3. **Administrator:**The user can change all settings.

Click on **“Save”**, to accept the changed settings. You have to restart the IP security camera before the changes are saved in the user accounts.



## Changing the network settings

In order to connect the IP security camera to an existing network or a router, network settings must be entered.

NETWORK SETTINGS

Use DHCP:

Web interface port:

Camera must be rebooted to copy the network settings.

Save

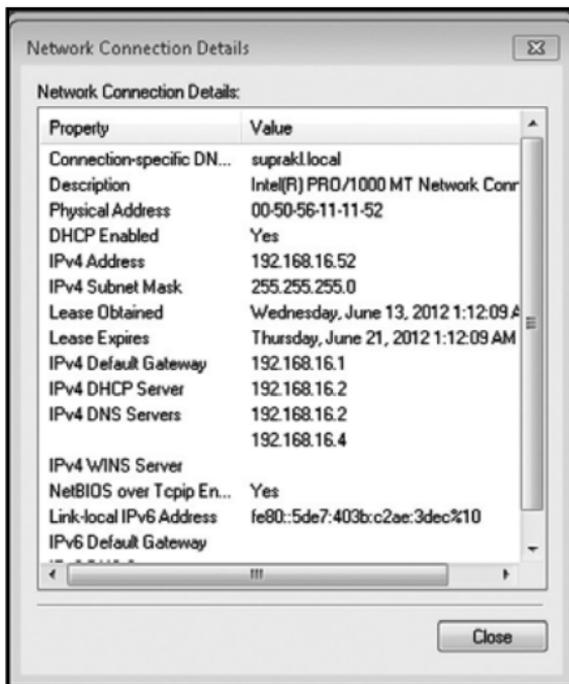
View Settings

1. **Use DHCP:** If your network allows automatic addition of a new device (Client), select this option. All required data are obtained directly from the server or router.
2. **Port of Web user interface:** Connections in a network are made via so-called Ports. Server and any connected device (Client) can operate via a different ports if the network address is identical.

A standard value of 80 is specified for the IP security camera. Where necessary this can be changed in the range 1-65535.

Where automatic acceptance of new devices is not supported by your router, please deselect “Use DHCP”.

Several new input fields appear. Manually enter the access data of your network.



The required data can generally be called up from the computer via the network properties or can be obtained from the System Administrator of the network.

1. **IP address:** Enter an individual network address for the IP security camera.

If, for instance, the network setting of the computer for “Default Gateway” (Standard gateway) is address 192.168.1.1, the address of the IP security camera must be 192.168.1.x. x represents a value between 2 and 254 not as yet used in the network. Example: 192.168.1.100.

2. **Subnet mask:** Generally, the value 255.255.255.0 must be specified.
3. **Standard gateway:** Connection to standard gateway is used for connecting to the Internet. Generally this is the network address of the router.
4. **DNS Server:** The address of the so-called DNS or name server can be called up from the network settings of your computer. Generally this is the network address of the router.

Click on “Apply”, to accept the changed settings. You have to restart the IP security camera before the changes are saved in the network settings.



## Wireless settings

If the IP security camera is to be connected to a network using the wireless option WLAN (Wireless LAN), the required settings can be entered under this option. Select option “Wireless settings” from the bottom of the menu.

1. **Use DHCP:** Select this option if a wireless connection to the network is to be used. The configuration page of the router opens.

**MAGINON** IPC-100AC  
24.08.2015 | 11:23:40

**WIRELESS SETTINGS**

Use wireless LAN:

Network name (SSID):

Region:

Encryption:

Key (PSK):

Camera must be rebooted to copy the wireless settings.

View Settings

All data required for the used wireless network are stored in the router or Access Point through which the network is controlled. Select the router or access point settings and open the wireless network settings. Further information of how you can find this data is provided in the manual of your router or is available from your System Administrator.

2. **Network name (SSID):** Enter the name of your wireless network (also referred to as SSID).
3. **Region:** Depending on the region, W-LAN does not support various channels. Select the region in which the IP security camera will be used from this option.
4. **Encoding:** Data in wireless networks are in most cases transmitted encoded to prevent third-party access. State what type of encoding is used in your W-LAN network.

When “Uncoded” is selected, data are not encoded prior to transmission. When using “WEP”, “WPA” or “WPA2” encoding, additional encoding information must be provided. Enter the same settings as shown for the router or access point.



- Enter wireless network settings without changing. This is the only way to ensure the correct connection of the IP security camera.
- Also, general settings of the router or access points should not be changed where this is not required. Otherwise this could result in problems with other WLAN devices in the network.

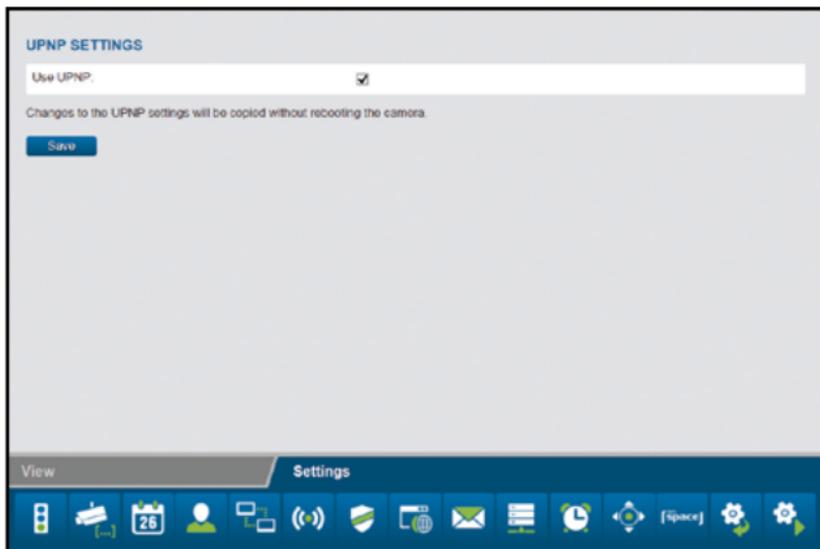
Use the “Search” function to start an automatic search of existing wireless networks. Select the desired WLAN network from the list by marking it under “Selection” and click on “Use”. Where encoding data is required for the selected network, these must still be entered.

Click on “Apply”, to accept the changed settings. Next, restart the IP security camera to accept the changes. The restart takes about 2 minutes.

## UPNP settings

Universal Plug and Play (UPnP) is used for controlling devices via an IP-based network. Where the router supports UPnP and where this function is activated, the required Firewall settings are automatically selected.

1. Select option “UPNP settings” from the bottom of the menu.



2. Select “Use UPNP”, if UPNP is to be used for the connection of the IP security camera. “Use UPNP” is set as default.
3. Click on “Apply”, to accept the changed settings. The changes are saved without having to restart the IP security camera.



## DDNS Settings



The DDNS settings are not required for the correct operation of the security camera. The security camera can be reached from anywhere via supra space.

If you do, however, wish to use DDNS you can register a free Internet address. In your Internet Browser open page <http://supracam.net> to register.

Then enter the registered DDNS settings in the security camera.



## Mail settings

In certain circumstances, the IP security camera can send out a alarm message by email. For this purpose an email account must be specified from which emails will be sent out.

A private email address can, for instance, be used or you can set up a separate email address for the IP security camera.

Select option "Mail settings" from the bottom of the menu and select "Use SMTP".



**E-MAIL SETTINGS**

Use SMTP:

Server:

Port:

Encryption:

Requires authentication:

User name:

Password:

Sender:

Recipient 1:

Recipient 2:

Recipient 3:

Recipient 4:

Send IP address:

Changes to the SMTP settings will be copied without rebooting the camera.

View Settings

Activate “Use SMTP”, if an email is to be sent out in the event of an alarm. Please note that the alarm must be activated under alarm settings.

The data required as regards the used email account will be provided by the Email provider. For your private email account you can also find this data in email programs such as Outlook or Thunderbird.

The SMTP Server (Simple Mail Transfer Protocol) is a post output server of an email provider. Emails are sent to this server for forwarding.

- **Server:** Enter address of SMTP server of Email account.
- **Port:** Enter port of SMTP server. The standard value is 25.
- **Encoding:** State the encoding used by the SMTP server.
- **Requires authentication:** State whether the SMTP server requires authentication. If yes, mark this option and state the user name and password of the email account.
- **Sender:** State email address via which an alarm message is to be sent.
- **Recipient 1-4:** Provide up to 4 email addresses via which an alarm message is to be sent. If you want a message to be sent to the email address, sending out the alarm messages, you have to enter the address also as recipient.
- **Send IP address:** This option allows you to determine whether an email will be sent with the current IP address of the security camera to the listed email addresses as soon as the IP address of the IP security camera changes.

Fields “Server”, “Port”, “Sender” and “Recipient 1” are mandatory fields. Click on “Test”, to test the email settings. A test email is then sent to the listed email addresses.

Click on “Save”, to accept the changed settings. The changes are saved without having to restart the IP security camera.

## FTP settings

The IP security camera offers the option to upload images to an FTP server once or regularly. Specify the required additional data for an FTP server to be used.

1. Select option “FTP settings” from the bottom of the menu and select “Use FT”.

**FTP SETTINGS**

Use FTP:

Server:

Port:

User name:

Password:

Path:

Transmission mode:

Upload in interval:

Interval (seconds):

Give file name:

File name:

Use schedule:

Schedule settings:

Changes to the FTP settings will be copied without rebooting the camera.

View **Settings**

2. Activate “Use FTP “, if images of the IP security camera are to be uploaded to an FTP server.
  - **Server:**Enter address of FTP server.
  - **Port:** Enter the port used for FTP-Server access. The standard value is 21.
  - **User name:**Enter the name of a user account entitled to write to the FTP Server.
  - Password: Enter password for User account.
  - **Path:** Enter the path under which images are to be stored on the FTP server.
  - **Transfer mode:** Select whether a passive or active FTP connection is to be requested for the transfer.
  - **Upload in interval:** Select this option if you wish images of the IP security camera to be uploaded to the FTP server at regular intervals.
  - **Interval (seconds):** Specify at what intervals an image is

to be taken and transferred. Values are in seconds.

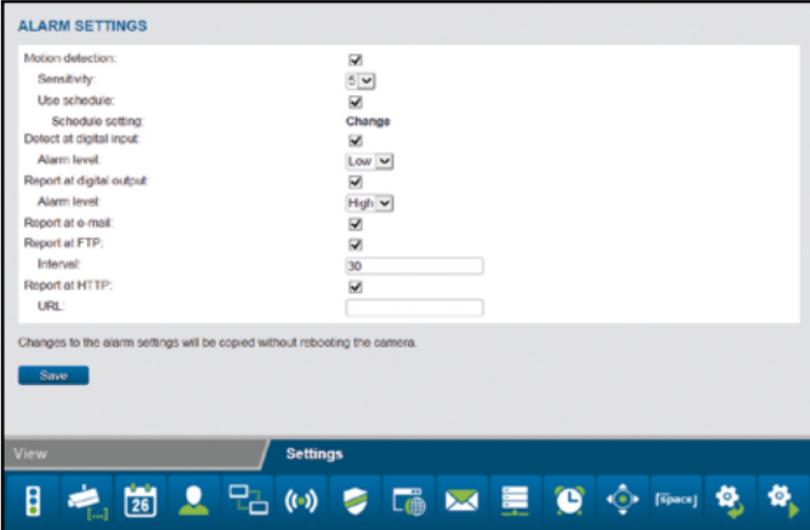
- **Enter file name:** Select this option if you wish to specify a file name. If this option has not been selected, a predefined file name will be used when saving the images.

To test entries for the FTP settings, click on "Test". A single image is transferred to the FTP server.

Click on "Apply", to accept the changed settings. The changes to the FTP settings are saved without having to restart the IP security camera.

## Alarm settings

Specify under which circumstances the IP security camera should issue an alarm message and what should be done in the event of an alarm. Select option "Alarm settings" from the bottom of the menu. Depending on the set options, the following will be displayed:



**ALARM SETTINGS**

Motion detection:	<input checked="" type="checkbox"/>
Sensitivity:	5
Use schedule:	<input checked="" type="checkbox"/>
Schedule setting:	Change
Detect at digital input:	<input checked="" type="checkbox"/>
Alarm level:	Low
Report at digital output:	<input checked="" type="checkbox"/>
Alarm level:	High
Report at e-mail:	<input checked="" type="checkbox"/>
Report at FTP:	<input checked="" type="checkbox"/>
Interval:	30
Report at HTTP:	<input checked="" type="checkbox"/>
URL:	

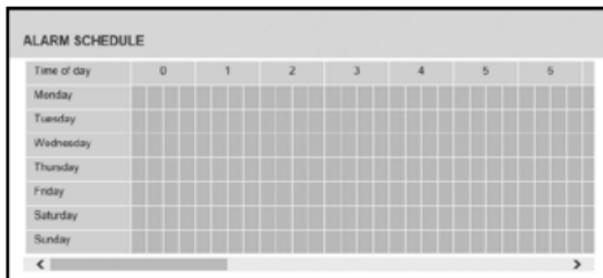
Changes to the alarm settings will be copied without rebooting the camera.

[Save](#)

View Settings

View Settings [space] Settings

1. **Motion detection:** Select this option to activate motion sensing. Select the times during which the alarm settings should be active.
2. **Sensitivity:** Enter the sensitivity for movement sensing using a value between 0 and 9. The higher the value, the higher the movement sensing sensitivity.
3. **Use time schedule:** You can restrict the period of time during which alarms can be triggered. As soon as this option is selected, the adjacent time schedule appears, in which the active times can be selected.



Time of day	0	1	2	3	4	5	6
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
Saturday							
Sunday							

4. **Detection on digital input:** In case of an alarm signal through an alarm connection, this can be accepted by the security camera, if this option has been activated.
5. **Alarm level:** States whether an alarm is signaled when no voltage is applied to the alarm input (low setting), or when voltage is applied (high setting).
6. **Signal on digital output:** As soon as an alarm signal is received by the security camera, it is passed on via the digital output, if this option is activated.
7. **Alarm level (pn digital output):** State whether the alarm signal at the digital output is produced by an applied voltage (high setting) or by the voltage ceasing to be applied (low setting).
8. **Report to email:** Activate this option if an email is to be

sent out in the event of an alarm.

9. **Report to FTP:** Activate this option if images are to be stored on the FTP server in the event of an alarm.
10. **Interval:** Activate this option if images are to be stored on the FTP server in the event of an alarm. Values are in seconds.
11. **Report to FTP:** Activate this option if an HTTP address is to be called up in the event of an alarm.
12. **URL:** State the HTTP address to be called up in the event of an alarm.

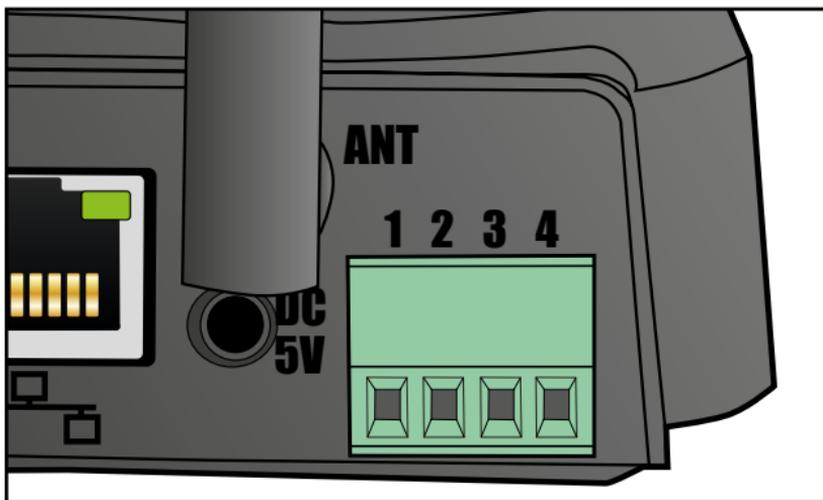
Click on **“Apply”**, to accept the changed settings. The changes to the alarm settings are saved without having to restart the IP security camera.

The alarm connection at the rear of the security camera has 4 connections:

1. Alarm output (GND)
2. Alarm output (+5V)
3. Alarm input (Source)
4. Alarm input (GND)

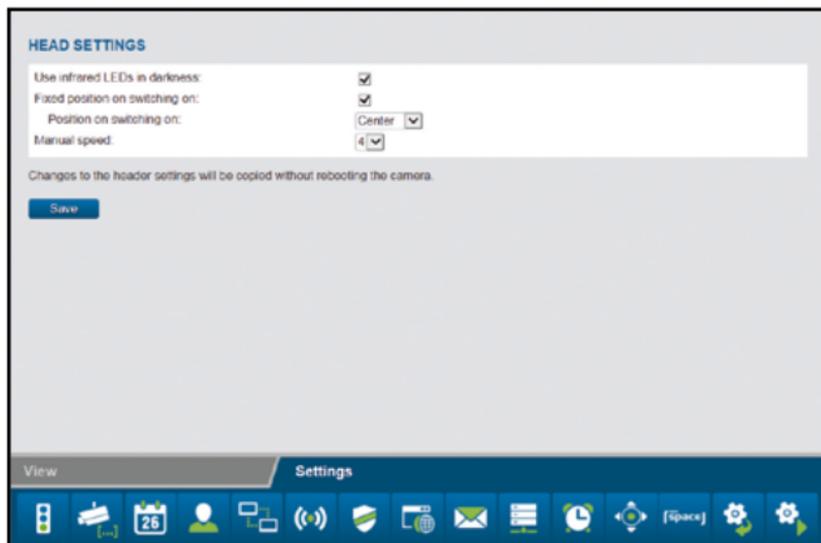
An external device such as an alarm emitter, such as a siren or door closer can be connected to the alarm output (1 and 2). An alarm is output as soon as the digital output is switched on manually or if the digital output for the alarm messages has been selected and the security camera detects an alarm.

If the contacts of the alarm input (3 and 4) are connected externally, an alarm is triggered. The connection can be via a switch or a relay, such as a motion detector or other alarm devices. If an alarm signal is applied, a signal is emitted according to the above settings.



## Head adjustments

In this category, the settings as regards the camera head can be entered.



1. **Infrared LEDs, use in dark conditions:** If this option has been activated, Infrared LEDs are activated as additional light sources in dark conditions.
2. **Fixed position during switch on:** Activate this option if the camera head security camera is to assume a pre-specified position when the security camera is switched on.
3. **Position during switch:** Specify the position to be assumed by the camera head when switched on. Using the control buttons on the security camera, select the centre for centering the camera head or select one of the positions to be stored in the camera view (see section "Save positions").
4. **Manual speed** Specify the speed with which the camera head should move in case of manual control The higher the value, the slower the speed of the camera head
5. **Automatic speeds:** Specify the speed with which the camera head should move in case of automatic control, separately for top, bottom left and right. The higher the value, the slower the speed of the camera head

Click on "Apply", to accept the changed settings. Changes to the head settings are stored without having to restart the security camera.

## Resetting the IP security camera

Click on "reset now" to reset the IP security camera to the default settings.

Resetting takes 1 minutes. Wait until the Browser window shows the logging on option again.



- Selection of this function deletes all previous settings.
- If the network settings have been changed, the IP security camera may no longer be attainable under the current address. The IP security camera can be found again using the configuration program.
- The IP security camera can also be reset by pressing the RESET button underneath the camera. Keep RESET button depressed for approx. 15 seconds.

## Restarting the IP security camera

Click on “Restart now” to restart the IP security camera. This saves all entered settings.

Resetting takes 1 minute. Wait until the Browser window shows the logging on option again.



If the network settings have been changed, the IP security camera may no longer be attainable under the current address. The IP security camera can be found again using the configuration program.

# Potential legal infringements

Observe the following information for using the Security camera:

## Copyright

Generally every person owns his/her own image. According to the copyright law, images may only be published without the consent of the respective person if the person appears only as a person embellishment to a landscape image, or a location as a public place. The answer to the question of whether a person is embellished depends on the individual circumstances. For reasons of legal certainty persons should be informed in all cases in which images are taken with the IP security camera from which persons can be identified **(see also section “Duty of Notification”)**.

## Protection of privacy

Shown images may not infringe the privacy of others. Do not point camera onto the garden or entrance door of your neighbour, even if these locations are visible from your known home or public locations. This does not entitle you to publish respective photos or videos.

## NOTICE!

### Attention!

Please note that you must use the reset function (page 66) before handing over the camera for repair or to third parties in order to delete all personal data from the camera's memory.

## Personal determinability

Personal determinability exists, where it can be determined that a certain person was at a certain place at a certain time. The person can also be identified by a personal identifier such as a vehicle registration plate. Personal determinability of persons must be absolutely avoided.

## IP security cameras at the place of work

Surveillance of workplaces is subject to particular strict regulations in Germany. Employers should not use IP security cameras at the place of work unless potential legal infringements can be fully excluded.

## Traffic IP security cameras

When using IP security cameras facing traffic, it is recommended to configure the location and view of the camera in such a way that road users are identifiable from any images through a vehicle registration plate. Road users could also be determined from lettering on vehicles.

## Duty of notification

Where a personal identification of persons cannot be excluded, a clearly visible notice concerning the IP security camera must be erected at all accesses to the monitored area. Passers-by must also be informed that by entering the monitored area they give their permission to pictures/videos being taken so that if they do not wish to give their consent they can avoid the picture/video being taken by not accessing the area. The voluntary nature of the declaration must be observed. If the camera trap is located at a point persons have to pass to reach their destination (e.g. entrance of a place of interest), no consent is deemed to have been given as no voluntary nature applies.

# Declaration of conformity



The EC Declaration of Conformity can be requested from the below address.

The Manufacturer hereby declares that the CE marking was applied to the product in accordance with the basic requirements and other relevant provisions of the following European Directives:

2011/65/EC RoHS Guideline

1999/5/EG R&TTE Guideline

**supra** Foto-Elektronik-Vertriebs-GmbH,  
Denisstraße 28A, 67663 Kaiserslautern, Germany

## Storing

When not in use please disconnect the IP security camera from the power supply and store it in a clean and dry place outside of the reach of children.

# Cleaning

## **WARNING!**

### **Burn hazard!**

IP security camera becomes hot during operation!

- Let IP security camera cool down completely!

## **NOTICE!**

### **Danger of short circuit!**

Any water that has entered the housing can cause a short.

- Never immerse IP security camera in water.
- Ensure that no water enters the housing.

## **NOTICE!**

### **Danger from incorrect operation!**

Incorrect use of the IP security camera can cause the IP security camera to be damaged.

- Do not use any aggressive cleaners, brushes with metal or nylon bristles or sharp or metallic cleaning objects, such as knives, hard spatulas and similar. These can damage the surface.
  - Never place IP security camera in dishwasher. This would destroy the camera
1. Pull out mains connector prior to cleaning.
  2. Let IP security camera cool down completely.
  3. Wipe IP security camera with a slightly damp cloth. Let IP security camera dry completely.

# Technical specification

MODEL:	IPC-100AC
Image sensor	1/5" Megapixels CMOS sensor, 640 x 480 pixels
Lens:	F=2.4, f=3.6 mm, Infrared lens
Infrared light:	9 Infrared LEDs
Night vision:	15 m
Minimum lighting:	0.5 Lux (w/o LEDs)
Angle of view:	60°
Supported protocols:	HTTP, FTP, TCP/IP, SMTP, DHCP, DDNS, UPnP
WLAN standards	IEEE 802.11 b/g/n
LAN connection:	10/100 Mbit/s RJ-45
Angle of movement:	330° horizontal, 90° vertical
Power supply	Adapter: Baolijin BLJ15W050200P-V input: 100 - 240 V~, 50/60 Hz; 500mA Output: 5 V  , 2.0 A camera: 5 V  , 2.0 A
Connections:	LAN, input/output alarm (output max. 100mA)
Perm. Ambient temperature:	0 °C to +55 °C
Ambient humidity:	20 - 85%
Dimensions (HxWxD)	95 mm (H) x 100 mm (W) x 120 mm (D)
Weight:	approx. 285 g



## NOTE!

We reserve the right to make technical and optical changes to the product as part of product improvements.

# Disposal

## Dispose of packaging



For disposal, separate packaging into different types. Cardboard and board must be disposed of as paper and foil must be recycled.

## Dispose of used camera

(Applicable in European Union and other European countries using systems for separate collection of recyclables).



### **Do not dispose of used cameras in household waste!**

If the IP security camera can no longer be used each consumer is **legally obliged to dispose of used cameras, separately from domestic waste**, e.g. at a collecting point of the municipality/district.

This ensures that used equipment is recycled correctly and that negative effects on the environment are avoided. Electrical equipment is consequently marked with the adjacent symbol.

## License- and Sourcecode information:

The product includes software components, which have been licensed by the rights holders as free software or open source software. You'll find the copyright notes and license texts here:

**<http://gpl.supra-elektronik.com/>**

You can obtain the source code of these software components on a data carrier from us by sending a request to our customer support department at the address below within three years after sale of the product and for at least as long as we offer support and spare parts for the product:

**supra** Foto-Elektronik-Vertriebs-GmbH

Denisstrasse 28A, 67663 Kaiserslautern, Germany

(or by e-mail to: [Info@supra-elektronik.com](mailto:Info@supra-elektronik.com))

Subject: "Source code, Maginon IPC-100AC"

To the extent the product includes proprietary software components, which stem from us and are linked with a library under the GNU Reader or Library General Public License, we allow the reengineering of these proprietary software components for debugging of changes and for making changes for your own use. Passing on changes of proprietary software components, on the other hand, is not permitted.

### Liability and warranty information of the rights holders:

„This program comes with ABSOLUTELY NO WARRANTY; for details see Sec. 11 and 12 of the GNU General Public License, Version 2.“

„This program comes with ABSOLUTELY NO WARRANTY; for details see Sec. 15 and 16 of the GNU General Public License, Version 3.“

„This program comes with ABSOLUTELY NO WARRANTY; for details see Sec. 15 and 16 of the GNU Lesser General Public License, Version 2.1.“



# MAGINON

## IP Security Camera IPC-100AC with built in microphone

# Warranty Details

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The product is guaranteed to be free from defects in workmanship and parts for a period of 36 months from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion.

The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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#### AFTER SALES SUPPORT



AUS

1800 623 432



[www.supra-electronics.com/au](http://www.supra-electronics.com/au)

**3**

YEAR  
WARRANTY



# MAGINON

## IP Security Camera IPC-100AC

with built in microphone

### Repair and Refurbished Goods or Parts Notice

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Unfortunately, from time to time, faulty products are manufactured which need to be returned to the Supplier for repair.

Please be aware that if your product is capable of retaining user-generated data (such as files stored on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a portable media player, games saved on a games console or files stored on a USB memory stick) during the process of repair, some or all of your stored data may be lost.

**We recommend you save this data elsewhere prior to sending the product for repair.**

You should also be aware that rather than repairing goods, we may replace them with refurbished goods of the same type or use refurbished parts in the repair process.

**Please be assured though, refurbished parts or replacements are only used where they meet ALDI's stringent quality specifications.**

If at any time you feel your repair is being handled unsatisfactorily, you may escalate your complaint. Please telephone us on SUPPLIER TELEPHONE or write to us at:

**supra** Foto-Elektronik-Vertriebs-GmbH, Denisstr. 28A  
67663 Kaiserslautern, Germany

**After sales support 1800 623 432**

(Operating Hours: Mon-Fri 08:00AM to 06:00PM EST) acceptable quality and the failure does not amount to a major failure.

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#### AFTER SALES SUPPORT



AUS

1800 623 432



[www.supra-electronics.com/au](http://www.supra-electronics.com/au)

**3**

YEAR  
WARRANTY

AUS

# MAGINON

## Warranty Certificate

PRODUCT NAME: IP Security Camera with built in microphone

BRAND NAME: MAGINON

MODEL NUMBER: IPC-100AC

PRODUCT CODE: 93129

NAME

ADDRESS

EMAIL

DAYTIME TEL NO

DATE OF PURCHASE

SERIAL NUMBER

We recommend that you attach a photocopy of your receipt, showing the date of purchase, to this Warranty certificate and **keep for your reference**. Please do not send to the address below.

In the event of a product fault, please call the Customer Service hotline. Please ensure that you have the product details (as shown on this card) at hand so that we are able to respond as quickly and efficiently as possible.

### QSL - MAGINON Service

Rear Unit 11 Slough Business Park,  
2 Slough Avenue, (off Rachael Close)  
Silverwater, NSW 2128  
Australia

**MAGINON After Sales Support:** 1800 623 432 (Operating Hours: Mon-Fri 08:00AM to 06:00PM EST)

Email: [info@supra-electronics.com](mailto:info@supra-electronics.com)

### AFTER SALES SUPPORT

 **AUS 1800 623 432**

 [www.supra-electronics.com/au](http://www.supra-electronics.com/au)

**3**  
YEAR  
WARRANTY



# Warranty Certificate

**Congratulations!** You have made an excellent choice of this quality product. Our commitment to quality also includes our service. Should you, contrary to expectations, experience defects due to manufacturing faults, ALDI will provide you with a warranty against defects as follows:

## Warranty

The product is guaranteed to be free from defects in workmanship and parts for a period of 3 years from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Proof of Purchase

This warranty is valid for the original purchase and is not transferable. Please keep your purchase docket, tax invoice or receipt as the best proof of purchase, and as proof of date on which the purchase was made.

## Extent of Warranty

This warranty is limited to defects in workmanship or parts. All defective products or parts will be repaired or replaced. This warranty does not cover batteries or any other consumable items.

## Normal Wear and Tear

This warranty does not cover normal wear and tear to the products or parts.

## Exclusions

This warranty does not cover:

- Any defects caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorized modification, loss of parts, tampering or attempted repair by a person not authorized by the distributor.
- Any product that has not been installed, operated or maintained in accordance with the manufacturer's operating instructions provided with the product.
- Any product that has been used for purposes other than domestic use.
- Any damage caused by improper power input or improper cable connection.

## To Make a Claim

This warranty against defects is provided by ALDI Stores, Locked Bag 56, St Marys Delivery Centre, NSW 2760, Phone (02) 9675 9000.

If a defect in the goods appears within 36 months, you are entitled to claim a warranty, please contact or send all warranty claims to:

## QSL - MAGINON Service

Rear Unit 11 Slough Business Park, 2 Slough Avenue, (off Rachael Close), Silverwater, NSW 2128, Australia  
**MAGINON After Sales Support:** 1800 623 432 (Operating Hours: Mon-Fri 08:00AM to 06:00PM EST)

When making a return, please ensure the product is properly packaged so as to ensure that no damage occurs to the product during transit.

Please provide the original or a copy of the proof of purchase. Also please make sure you have included an explanation of the problem.

Please note that the costs of making a warranty claim, will be covered by the supplier identified above.

Please note upon receiving your warranty claim, the supplier will send, via the post or email, a repair and refurbished goods or parts notice. Please provide your email address and advise the supplier, if you wish to obtain a repair and refurbished goods or parts notice via email.

## AFTER SALES SUPPORT



AUS

1800 623 432

[www.supra-electronics.com/au](http://www.supra-electronics.com/au)

3

YEAR  
WARRANTY