EM6225
CamLine Pro Pan/Tilt HD IP camera

en

Manual

EM6225 – CamLine Pro Pan/Tilt HD IP camera

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1.0 Introduction

Please note!: This manual is meant for the EM6225 cameras who have been migrated to the CamLine Pro APP. The EM6225 works by default with the e-CamView APP. For the full manual of the EM6225 working with the e-CamView APP please check the online manual for e-CamView. If the EM6225 is not migrated to the CamLine Pro platform do NOT use this manual.

1.1 Packing contents

The following parts need to be present in the packing:

- EM6225
- Power supply
- Quick install guide
- Network cable
- Mounting bracket with screws and plugs
- Window sticker
- ID/Password card (ESS ID is no longer valid for the use in CamLine Pro)

1.2 Requirements to access the camera.

It is very easy to access the video images of the EM6225 on your smartphone, tablet or PC. You only need the ID or QR code that is displayed on your bottom label and download the application for your device. You do not need to remember or setup the configuration of your modem/router to be able to access the camera.

1.3 Major hardware components.

The major components on the front panel of the EM6225 are:
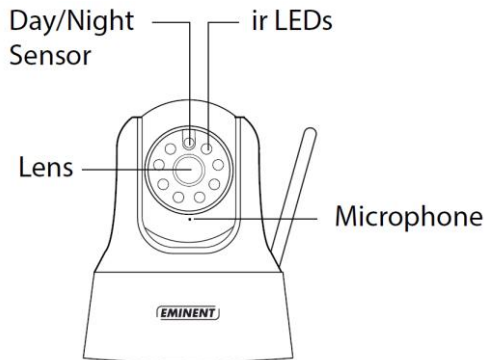
1. Microphone – for receiving the audio/voice.
2. Lens – the lens is inside the camera body and the focus of the lens is fixed, you do not need to spend time to adjust the focus.
3. IR LED – for the Infra-Red lighting of the night mode usage.
4. Day/Night sensor – sensor for day/night detection

The major components on the back panel of the EM6225 are:

1. Power jack – this is the place to plug in the power adapter. The power needed for this EM6225 is 5V/2A, please make sure you are using the correct power adapter.
2. Ethernet jack – this is the place to plug in the RJ45 Ethernet cable.
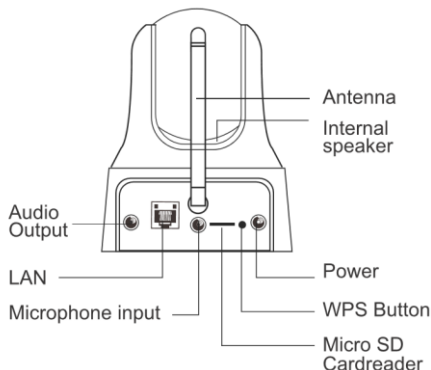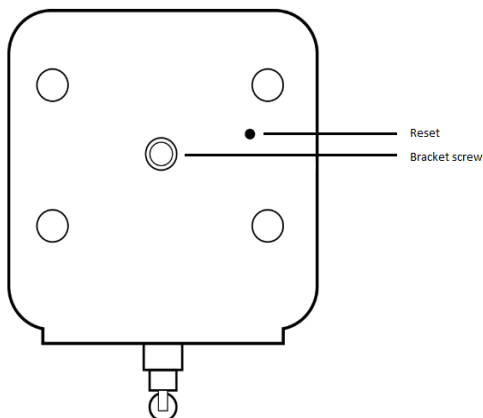3. Speaker jack – connect to an external speaker for two way audio.
4. WiFi antenna
5. Internal Speaker
6. Microphone Jack
7. Micro SD-Card reader
8. WPS Button

The major components on the bottom of the EM6225 are:

1. Reset button – this is the button to reset the EM6225 to default factory settings. You need to use a small stick like pencil or tooth stick to press the reset button for more than 15 seconds to enable the reset function. Please refer to section 7.0 for more details.
2. Bracket screw – this is the position to screw in the bracket of the EM6225. With the bracket, you can install the EM6225 on the wall.

2.0 Installing the camera

A few short and simple steps are necessary to connect and assign the camera, and to enjoy the use of the camera. Use the following steps to connect the camera.

2.1 micro SD-Card installation

The video streams can be recorded and be stored onto an internal micro SD-Card.

To install the micro SD-Card insert the micro SD-card into the Micro SD-card reader at the back of the camera.
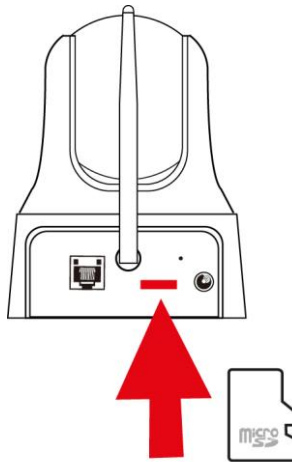
Note: When you plug in the micro SD-card while the camera is powered, please reboot the camera for the micro SD-card to work properly.

## 2.2 Mounting the camera on the wall/Ceiling

1. Use the mounting stand to mark the holes at the location where you want to mount the camera.
2. Drill the holes and fill the holes with the supplied plugs.
3. Mount the bracket stand to the wall or ceiling using the supplied screws.
4. Mount the camera on the bracket.
5. Connect the power supply into the wall socket and connect the power tip to the camera.

2.3 Connecting the camera to your network using a network cable

This step can be skipped if you wish to configure the camera using the WiFi smart config.

We advise to connect the camera first with a network cable. Once the camera works correctly, you can use your wireless network.
1. Connect the camera to a power outlet using the supplied power adapter.
2. Connect the camera to your router or switch using the supplied network cable.
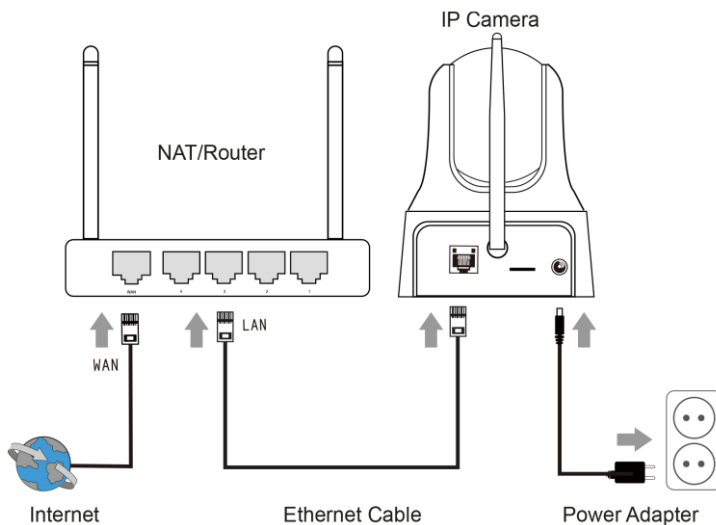

2.4 Installing the CamLine Pro App on an Apple/Android device

The EM6225 can be controlled and configured by using the "CamLine Pro" APP. Search for the CamLine Pro APP in the Apple App-store or in the Google Play Store. Download and install the APP on your phone/tablet.

2.5 Installing/removing the camera in the APP on Apple/Android device

1. Open "**CamLine Pro**".

This option is not available for this camera
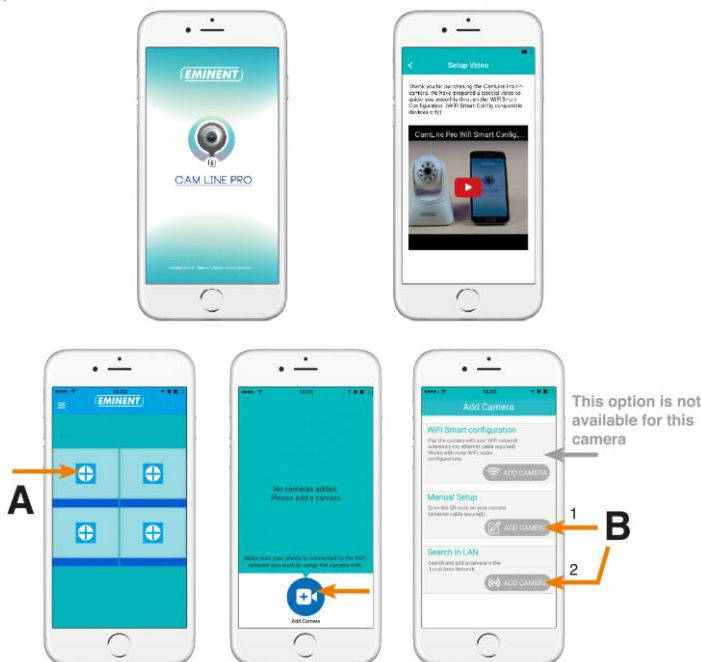
2. Select the "**+**" **(A)**.
3. Select "**Add camera**".
4. Choose for option 1 or 2 (**B**) the option that matches the best with your setup situation and press "**Add camera**".
5. Follow the instructions on the screen
6. Press "**Add**" to add the camera.

2.5.1 Delete the camera from the camera list

On iOS:
1. To delete a camera from the camera list. Press the menu button in the upper left corner and select "**Camera list**".
2. Slide the camera you wish to delete from right to left, the "**Delete**" button will appear.
3. Press the "**Delete**" button to remove the camera from the list.

On Android:
1. To delete a camera from the camera list. Press the menu button in the upper left corner and select "**Camera list**".
2. Press "**Edit**".

3. A button will appear next to the camera.
4. Press the button next to the camera to delete the camera from the camera list

2.5.2 Remove the video stream from the camera overview in the main screen

When you wish to remove a video stream from the main screen press the ⬚ icon

from the video stream you wish to remove and press 🗑 to remove the video stream from the main screen.

2.6 Installing the software and camera on a PC or notebook (Windows).

Before you can view the video of the camera, you need to install the software "CamLine Pro".

1. Download the PC software from our website www.eminent-online.com
2. Unzip the file on your windows PC
3. Click the file setup.exe
4. Run the wizard to install the application CamLine Pro.
5. The application is installed on the PC
6. Open "**CamLine Pro**". (If prompted with a screen about the firewall click "always allow").
7. A pop-up screen will appear to enter the user credentials. Default user = admin, default password = admin
8. Click the icon ⊕ to add the camera
9. Give the camera you wish to add a name for example "Living room".
10. To add the camera manually enter the camera ID located on the ID/password card (proceed with step 13).
11. If the computer and the EM6225 is connected to the same network, the Camera can be added by clicking "**LAN search**".
12. The ID of the camera located on the Camera ID card or the bottom label will appear in the camera list and can now be selected.
13. Press "**OK**".
14. The default password entered by the PC software is "ipcam" select the password field and change the password to match the password located on the Camera ID card and press "**OK**".

2.7 Adding the camera to a wireless network

There are 3 options to connect the EM6225 to your wireless network. First option is to configure the settings by using the WiFi smart configuration, the APP settings and the third option with the PC (Windows) software settings.
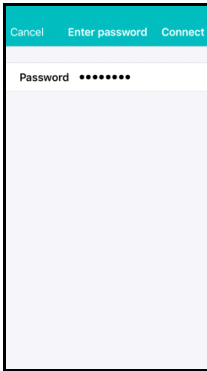
2.7.1 Connecting to Wi-Fi using the App.
1. Ensure the camera is connected to the network with a Ethernet cable.
2. Start the App "**CamLine Pro**".
3. Make sure the camera you wish to configure to connect to the WiFi is already added to the camera list and is already listed in the camera overview.
4. Open the menu of the camera by pressing the ⬚ button in the camera you wish to add to the WiFi network.
5. Press ⚙.
6. Select "**Advanced settings**".
7. Select "**WiFi**".
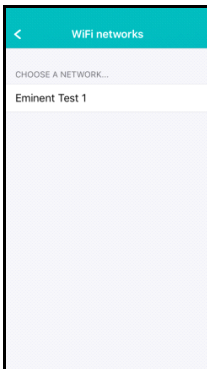
8. A list of available WiFi networks is displayed.
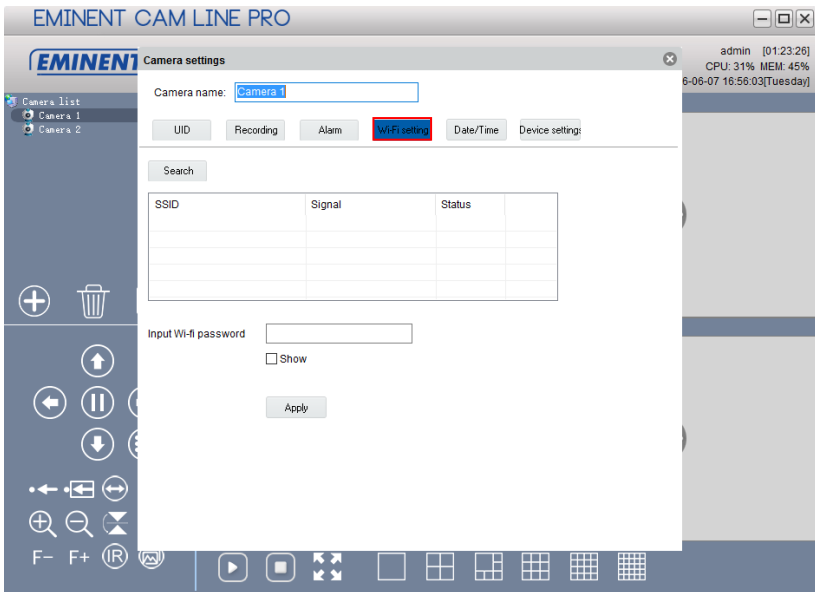9. Select the WiFi network you wish to connect to.

10. Enter the wireless encryption key and press "**Connect**"
11. To activate the WiFi connection disconnect the Ethernet cable.

### 2.7.2 Connecting to WiFi using the PC utility (windows).

1. Ensure the camera is connected to the network with a Ethernet cable.
2. Ensure the camera is added to the device list (see chapter 2.3)
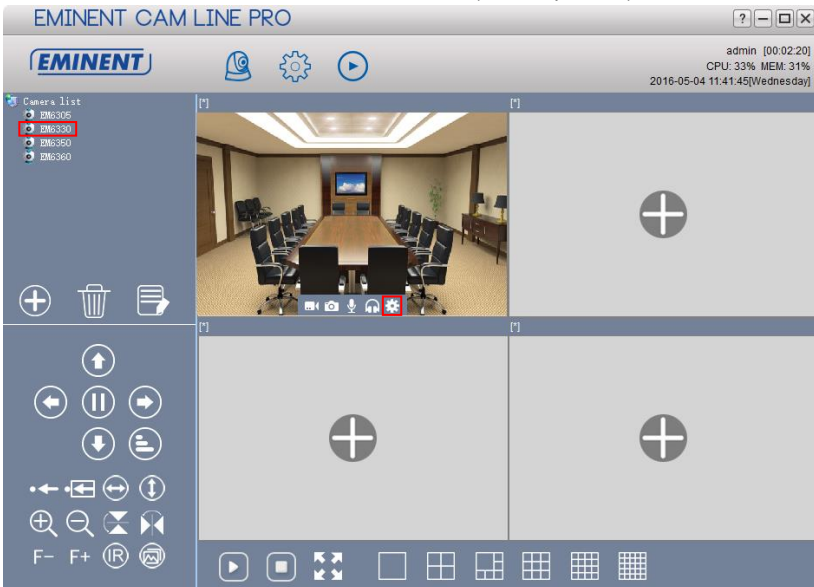
3. Select the camera in the camera list
4. Press [icon] from the camera view of the camera you wish to connect to the WiFi connection.
5. The settings menu will be displayed

6. Go to the Menu option "**Wi-Fi setting**"
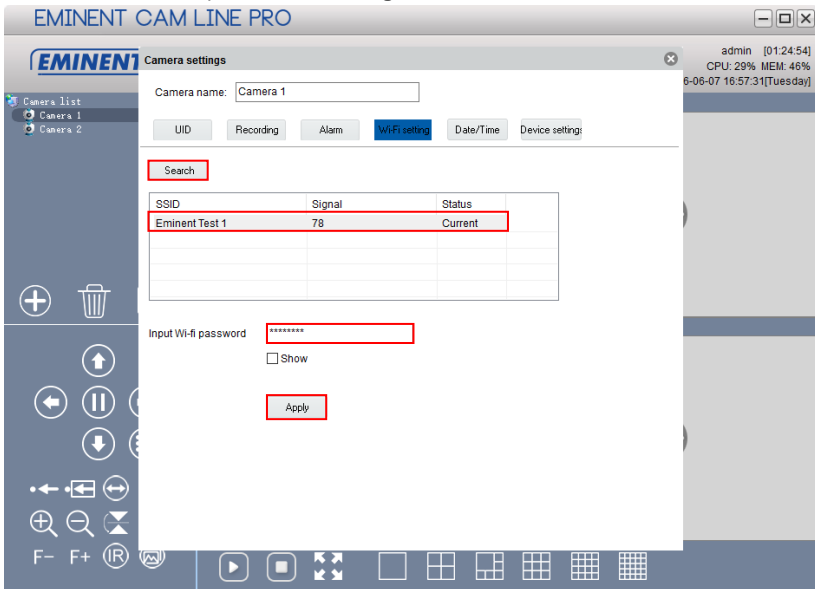
7. Click "**Search**" to search for available wireless networks.
8. Select the WiFi connection you wish to connect your camera to (if the camera is recently restarted please be patient and wait for the Wireless connection to be displayed by repeatedly pressing "**Search**").

9. Enter the Encryption settings and the WPA-PSK key of the wireless network
10. Click "**Apply**".
11. Disconnect the Ethernet cable to connect to the wireless network.

3.0 Viewing images

You can view the images both on your computer and on your smartphone screen, as we explain in the sections below.

Optionally, you can install the supplied software so you can find the camera directly with your computer and make recordings with your computer.

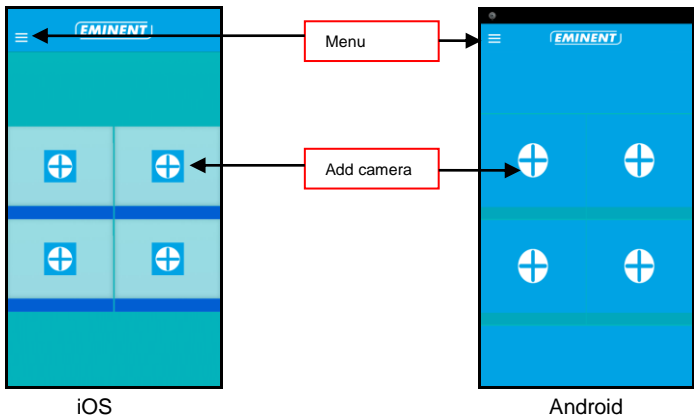## 3.1 On your smartphone/tablet (Android, iPhone, iPad)

Start the App CamLine Pro, press the camera view of the camera you wish to view/control from the 4-camera view. The device will start connecting with the camera and will show live images of the camera including the camera control buttons. If the smartphone is rotated to landscape the video stream will be displayed in Full-screen (rotation feature of the smartphone needs to be enabled).

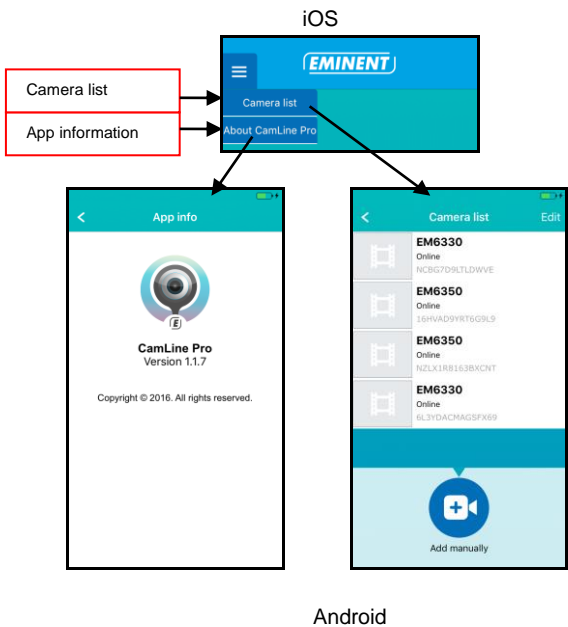## 3.2 On your PC (Windows) in a remote location.

After CamLine Pro software is installed, it's very easy to add a camera into the camera list of the CamLine Pro software, press the "**+**" button, key in the CAM ID and password (from the ID/Password Card) and press "**OK**". The camera will be added to the camera list. To view the stream select and drag and drop the camera in the screen you wish to display the stream of the camera. You will then see the video stream immediately. No further NAT/router setting modifications are needed. The camera can be controlled remotely as well.
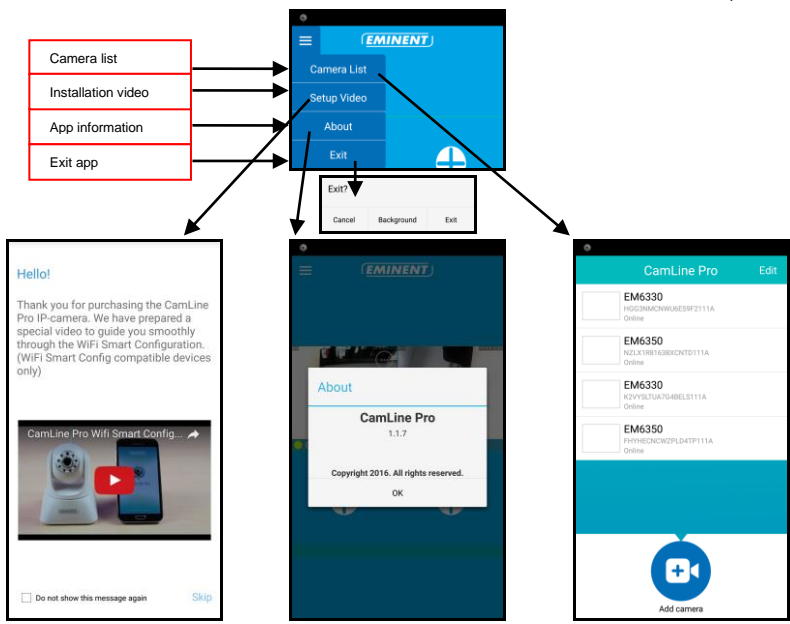
4.0 CamLine Pro for iPhone/iPad/Android
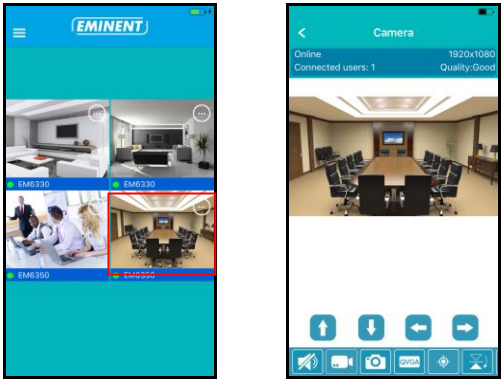
4.1 The Layout of CamLine Pro

Menu

Add camera

iOS

Android

4.2 Menu of the app

iOS

Camera list

App information

App info

CamLine Pro
Version 1.1.7

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Camera list   Edit

EM6330
Online
NCBG7D9LTLDWVE

EM6350
Online
16HVAD9YRT6G9L9

EM6350
Online
NZLX1R8163BXCNT

EM6330
Online
6L3YDACMAG5FX69

Add manually

Android

| Camera list |
| Installation video |
| App information |
| Exit app |

4.3 Overview and control of the camera

Portrait view

Landscape view

Press the currently displayed stream to get more options
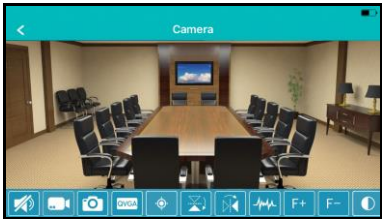
Option overview (swipe to the left to view all available options)

1. Mute
2. Record video (locally)
3. Take snapshot (locally)
4. Change video quality
5. Manage camera presets
6. Mirror horizontally
7. Mirror vertically
8. Change the environments frequency
9. Optical zoom + (only available for certain models)
10. Optical zoom - (only available for certain models)
11. Change the contrast
12. Change clearance
13. Manage IR LED switch
14. Restore default camera settings

4.4 Settings of the camera
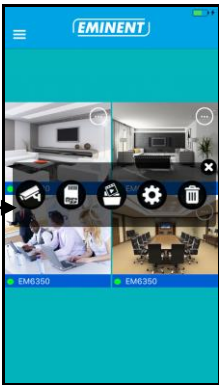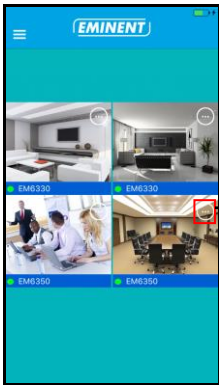
1. Select a different camera
2. View recordings stored on the SD-card
3. View recordings stored locally
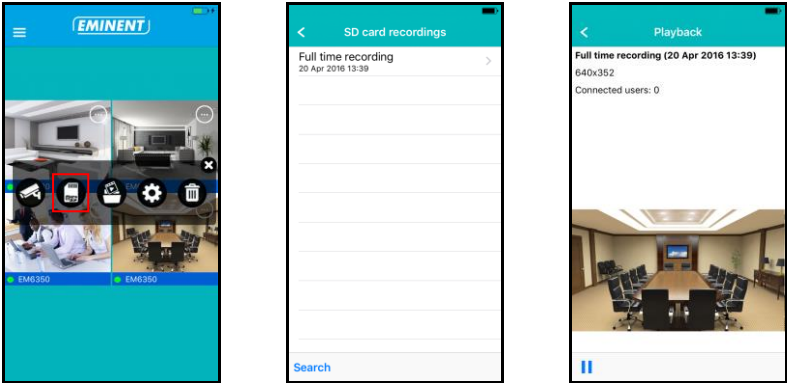4. Camera settings
5. Remove camera from overview
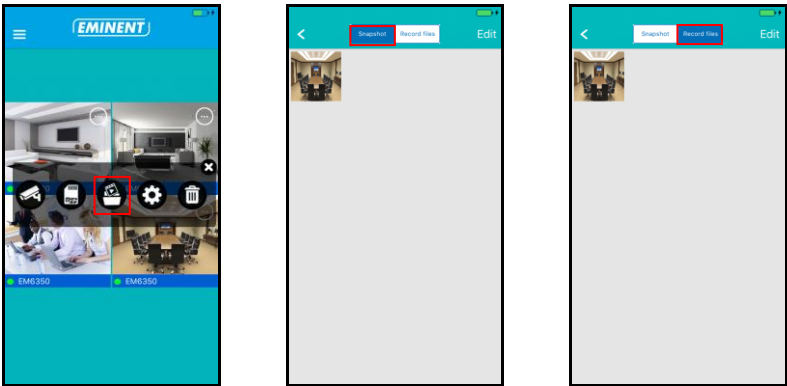
4.4.1 Select a different camera

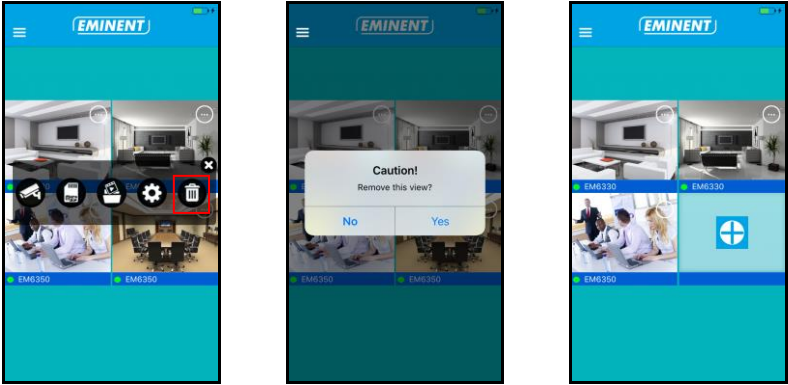Using this option you can select a different camera from the camera list to display in the overview.
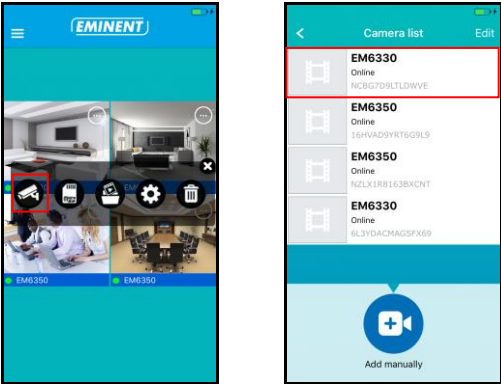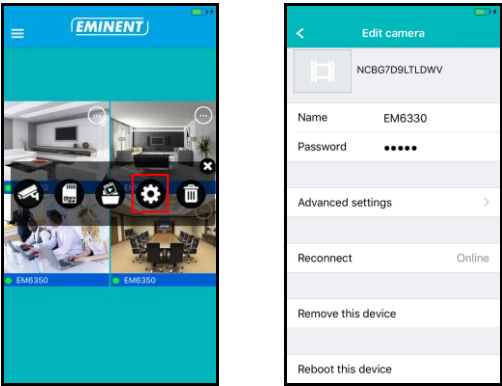

4.4.2 View recordings stored on the SD-card

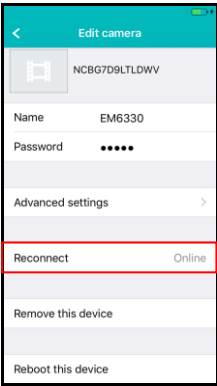### 4.4.3 View recordings stored on the locally

4.4.4 Remove camera from overview
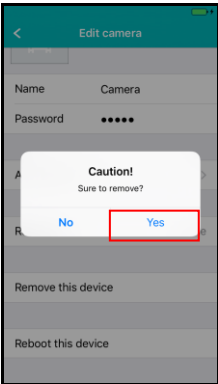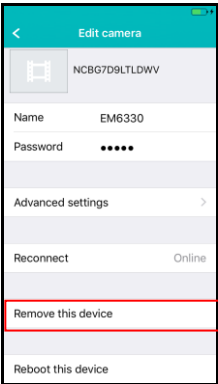

4.4.5 Camera settings
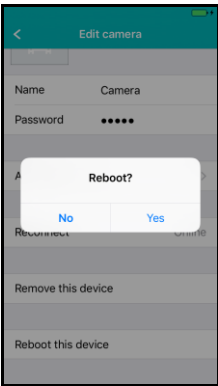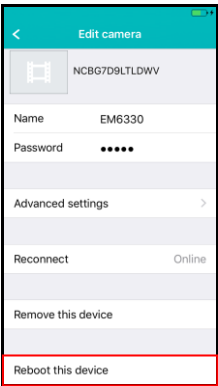
4.5 Camera settings

4.5.1 Reconnect

4.5.2 Remove this device
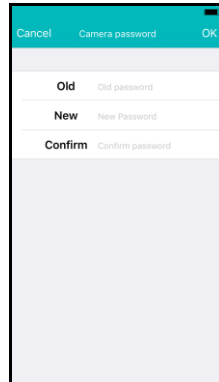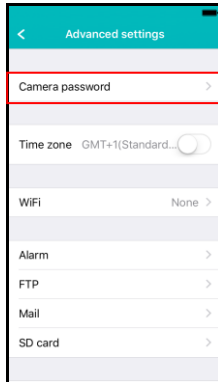

4.5.3 Reboot this device

4.6 Advanced settings

The settings of the camera are available in the menu option "Advanced settings".
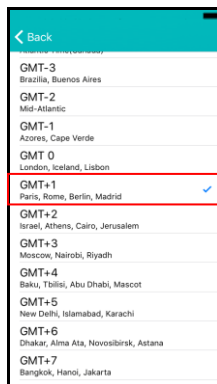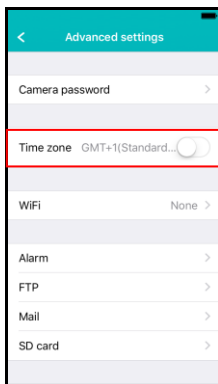
4.6.1 Camera password
Here you can change the password of the camera.

Set new password

4.6.2 Time zone settings
Here you can change the time zone settings and DST (summertime).
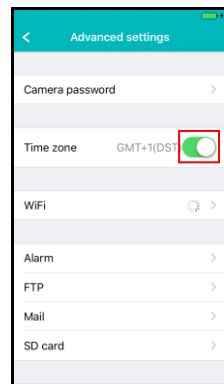
Select time zone   Enable DST (summertime)

4.6.3 WiFi

Here you can set the WiFi settings for your CamLine Pro camera to connect to your WiFi Router/AP.

Select WiFi network   Enter WiFi password
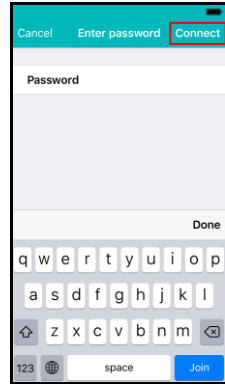
4.6.4 Alarm settings

Manage the Alarm settings.

iOS
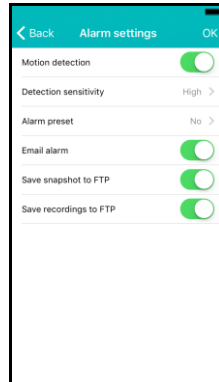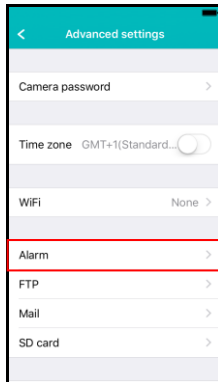
Enable/disable the motion detector.
Select the event after an event has been triggered.
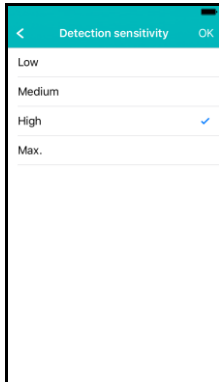
Change the sensitivity of the motion detector.

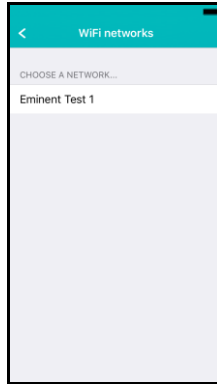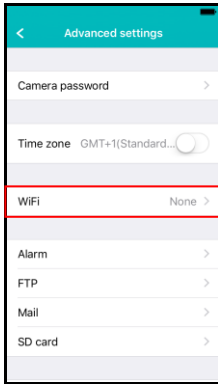Select a Camera preset to point the camera at after an event.

Android
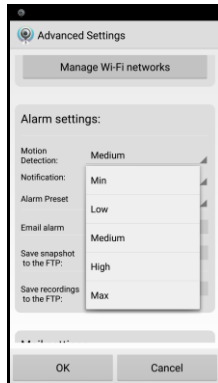
Set the motion detect sensitivity
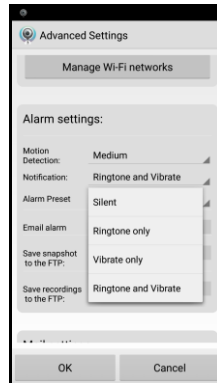
Configure the phones notification to silent, ringtone, vibrate or Ringtone and vibrate.
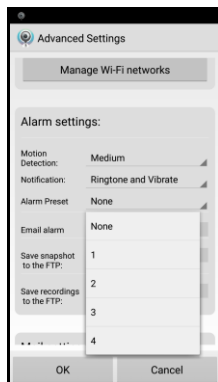
Select a preset for the camera to go to if motion is detected.
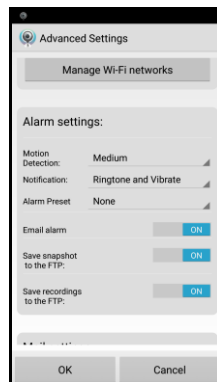
Set what the camera should do on an alarm event: send e-mail, save snapshot to FTP server, save video to FTP server

4.6.5 FTP settings

Set the FTP server settings for the camera to store the snapshots and recordings after an alarm is triggered.
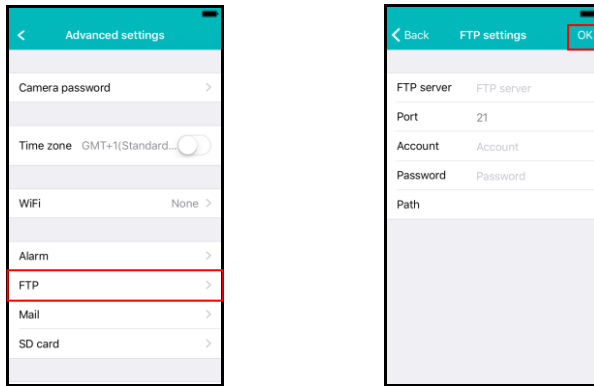
FTP server settings

4.6.6 Mail settings

Set the server settings for your e-mail server for the camera to be able to send an e-mail on an alarm event.

Eminent has added popular e-mail servers to the predefined SMTP server list.
If you wish to use one of the following email providers you can use the "**>**" at the server option and select the corresponding mail provider from the list.
Gmail.com, Outlook.com (Live, Hotmail), Ziggo.nl, Proximus.be (skynet.be, belgacom.be), Yahoo.com, Telenet.be
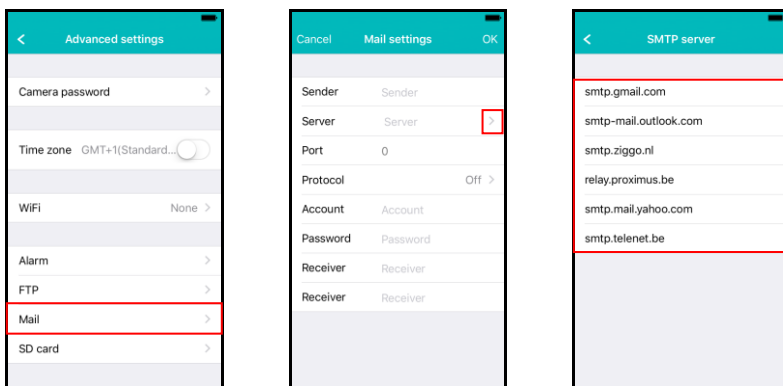
Pre-defined e-mail providers to choose from

The server settings will be entered you still need to enter the displayed sender address, your e-mail user account, password and the recipient e-mail address and press "**OK**"

If the e-mail provider is not listed you will need to set the server settings manually.
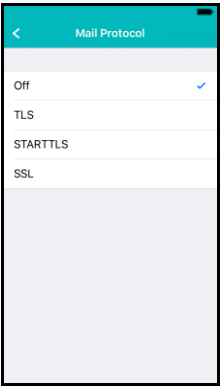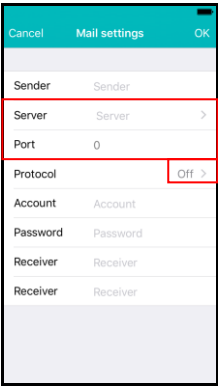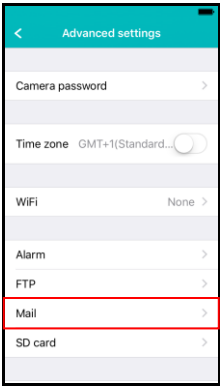
Enter the e-mail providers SMTP settings. If your email server requires a certain protocol select "**>**" next to the option protocol

Select the corresponding e-mail protocol for your e-mail provider.

The server settings will be entered automatically, enter the displayed sender address, your e-mail user account, password and the recipient e-mail address and press "**OK**"

4.6.7 SD card settings
Set the SD card recording settings, Check the amount of available storage capacity on the SD card and format your SD card.
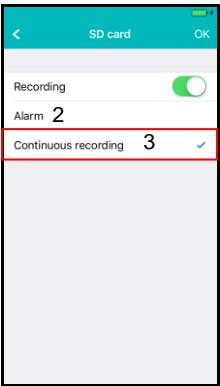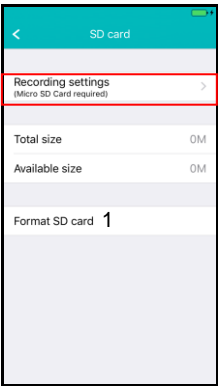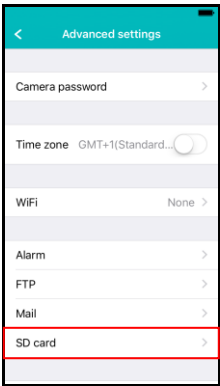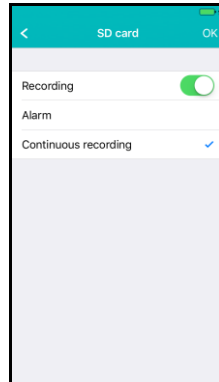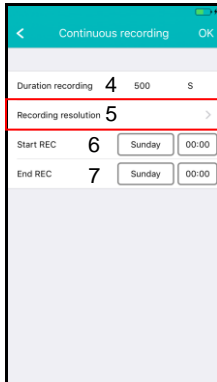
The following recording settings are available:

1. Format SD card: The SD card will be formatted (all data and recordings will be erased).
2. Alarm: The camera will start recording to the SD-card on an alarm event (Motion detection needs to be enabled).
3. Continuous recording: The camera will keep recording continuously to the SD card if the SD card is full de camera will overwrite the oldest recording.
4. Duration recording: Determine the length of the recording per file (values are in seconds).
5. Recording resolution: Set the resolution used for the recording. (Higher resolution will require more SD card capacity).
6. Start REC: Determine a specific time to start recording to the SD card.
7. End REC: Determine a specific time to stop recording to the SD card.

5.0 CamLine Pro PC software

5.1 The overview of the CamLine Pro PC software
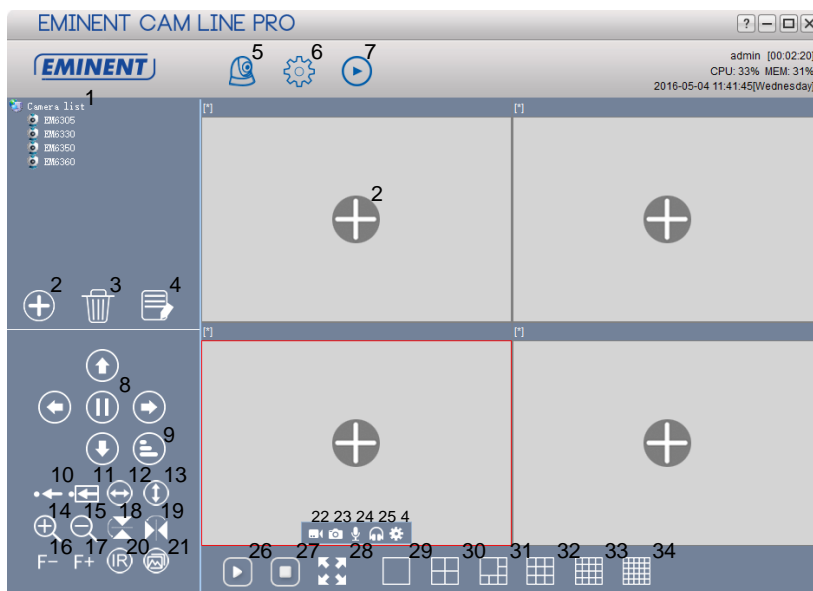
1. Camera list	18. Horizontal mirroring
2. Add Camera	19. Vertical mirroring
3. Delete camera	20. IR LED control
4. Camera settings	21. Video quality
5. Camera view	22. Start/Stop recording
6. Software settings	23. Take Snapshot
7. Playback recordings	24. Enable/disable microphone
8. Pan/Tilt control	25. Enable/disable speaker
9. Pan/Tilt speed	26. Open all streams
10. Save preset	27. Close all streams
11. Go to preset	28. Full screen
12. Horizontal patrol	29. 1 screen
13. Vertical patrol	30. 4 screens
14. Zoom- IN (only available for certain models)	31. 6 screens
15. Zoom-OUT (only available for certain models)	32. 9 screens
16. Focus – (only available for certain models)	33. 16 screens
17. Focus + (only available for certain models)	34. 25 screens

5.2 Software settings

5.2.1 Software settings

- Run at startup (Software will start automatically after Windows is started).
- Use last viewed streams at startup (Show the last viewed streams at startup)
- Exit to verify identity
- Auto login (automatically login with last used user)
- Display background (Show background in empty screens)
- Running only one instance (Limit the software so it can only be opened once on the PC)
- Minimize to system tray
- Skin type (Select a different Skin type)
- Index manager (here you can change the index settings)

5.2.2 Config manager

The configuration manager provides the possibility to back up your settings and recover your settings from a backup.

5.2.3 User manager

The user manager provides you the possibility to add/change/delete users. Further you can also manage the permissions per role.

5.2.4 Recording manager

Set the schedule when you would like the software to start or stop recording further you can set which drives the PC software may use to store it's recordings to.

By default the snapshots and recordings are stored in D:\pictures, D:\Record.

5.2.5 Alarm manager

Determine what the software should do in case of an alarm event has occurred.

5.3 Camera settings

You can reach the camera settings by clicking the ⚙ icon which is displayed once you move your mouse over the video stream.

5.3.1 UID

The devices Unique IDentification UID is displayed here. Further you can also change the login password of the camera here.

Camera settings   ⊗

Camera name: | EM63XX |

| UID | Recording | Alarm | Wi-Fi setting | Time zone | Device |

UID | XXXXXXXXXXXXXXXXXXX |

Login password: | ***** | Change password

| OK |

5.3.2 Recording

Manage the cameras recording schedule, the storage drive(s) for the recordings and the duration of the recordings.
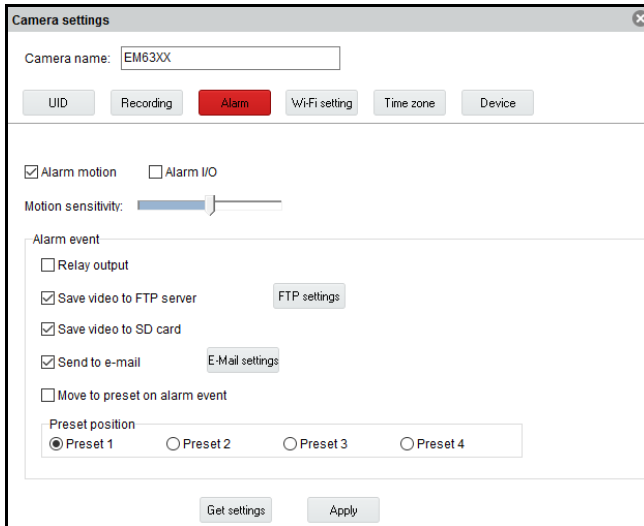
5.3.3 Alarm

Change the settings and events on an alarm event and press "**Apply**"
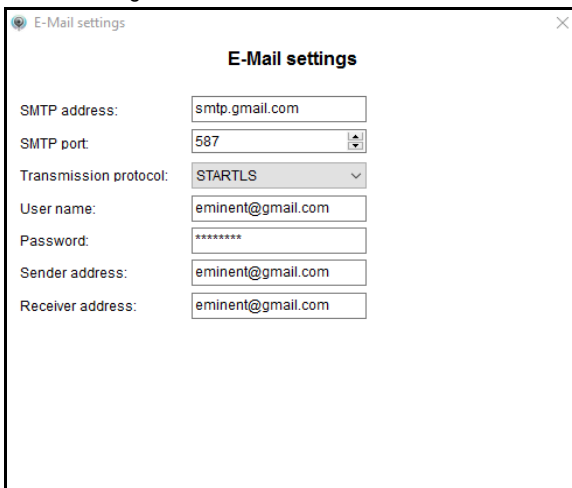
FTP settings

Set the settings for a FTP server for the camera to be able to save the snapshots and video recordings (for video recording micro SD card should be installed) to the FTP server on an alarm event.

Example of a FTP server address: ftp.server.com

E-mail settings

Set the settings for an e-mail server to be able to send e-mails on an alarm event.

5.3.4 WiFi setting

5.3.5 Date/Time
Set the time and time zone or sync the time with your PC.

5.3.6 Device settings

Pan/Tilt: Change the settings for the Pan/Tilt feature

Camera settings

Camera name: [Camera 1]

| UID | Recording | Alarm | Wi-Fi setting | Date/Time | Device setting |

| Pan/Tilt | Network | SD card | Power | Onvif | Video quality |

Cruise cycles: [1] (1--50)

Speed: ○ Fast ○ Medium ○ Slow

Move to center: ○ On ○ Off

[Get settings] [Apply]

Network: Here you can set the network settings of the camera manually.

Camera settings

Camera name: [Camera 1]

| UID | Recording | Alarm | Wi-Fi setting | Date/Time | Device setting |

| Pan/Tilt | Network | SD card | Power | Onvif | Video quality |

IP address: [   ]
Subnet mask: [   ]
Gateway: [   ]
DNS 1: [   ]

[Get settings] [Apply]

SD card: Set the recording settings for the SD card. Playback recordings on the SD card and format the SD card.
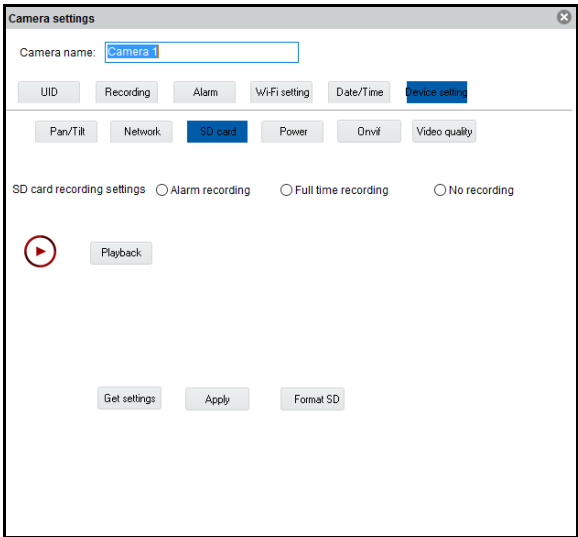
The following options are available:

Alarm recording: Starts recording if movement is detected
Full time recording: Will record continuously
No recording: No recording
Format SD: The SD card will be formatted (all data and recordings will be deleted from the SD card).
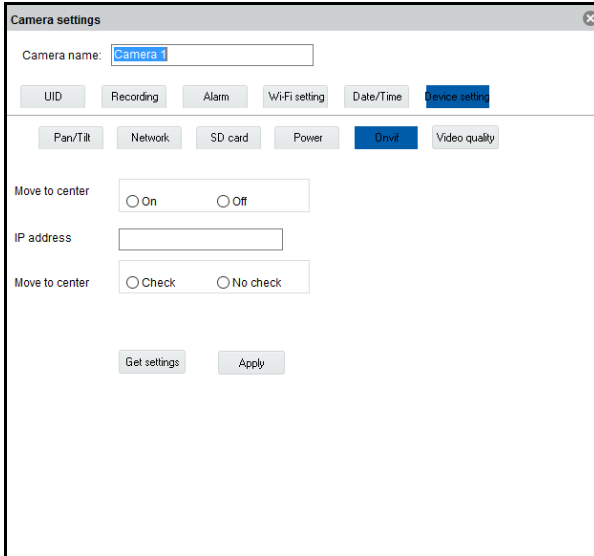
Power: Change the environments power frequency
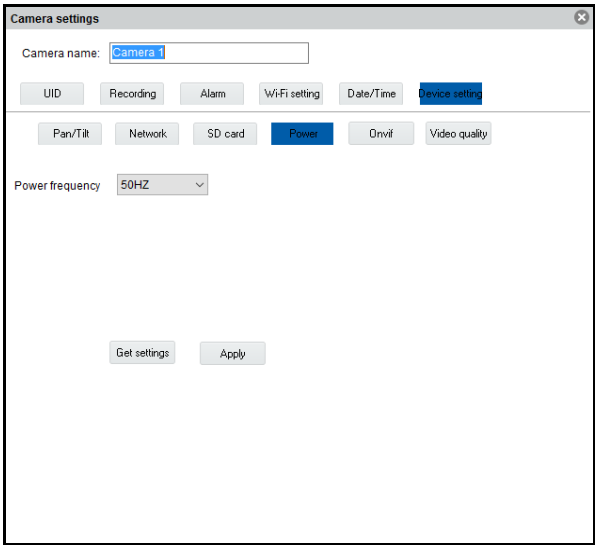
ONVIF: Change the Onvif settings (Open Network Video Integration Forum)
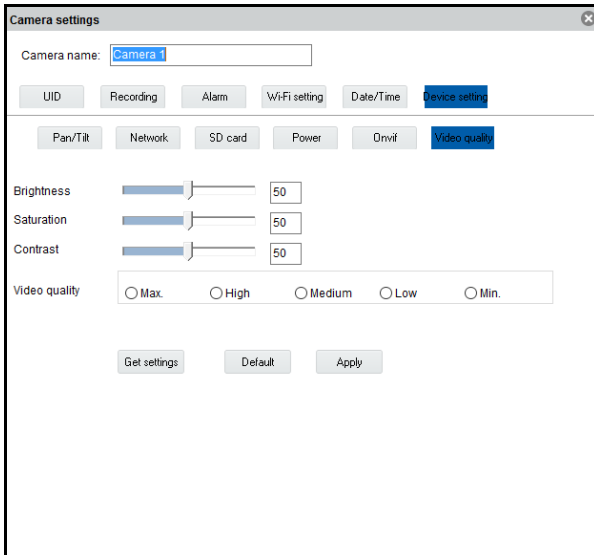
The ONVIF specification defines a common protocol for the exchange of information between network video devices including automatic device discovery, video streaming and intelligence metadata.

Video quality: Change video settings

5.4 Playback local recordings

Open the Playback feature by pressing the button.

In this part you can playback the recordings stored on your PC.
1. First make sure the camera(s) you wish to playback is selected (double click the camera or drag and drop the camera in an available screen).
2. (Optional) If desired you can select a type of recording from the dropdown list "Record type" in the left lower corner.
3. Press button to start searching for local recordings.
4. In the calendar you will see dates marked in green these are the days where the CamLine Pro software has found local recordings.
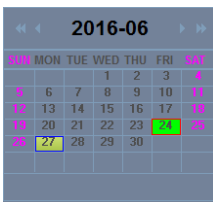
5. Select the day you wish to playback.
6. Below the camera overview you will see different markings in the time bar, these are markings of the time periods the CamLine Pro software has found local recordings.
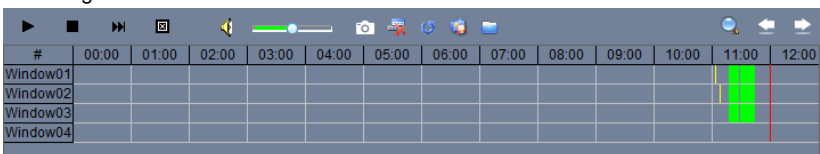
7. Drag the red line to the time frame you wish to playback the recording.

The markings marked as green are the scheduled recordings.
The markings marked in yellow are the manual recordings.

To be able to select a manual recording (marked in yelllow) successfully we advise to use a minimum time period of 1 minute per recording.
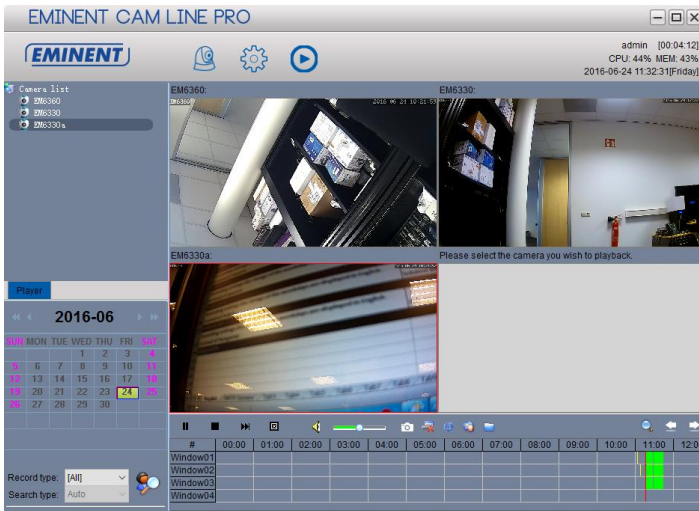
8. The recording will be played in the selected frame.

Playback function bar:

1. Play
2. Stop
3. Next
4. Stop all
5. Mute
6. Volume
7. Snapshot
8. Clear selection
9. Synchronize time
10. Backup
11. Open a file
12. Zoom in/out on the time line
13. Move time line to the left
14. Move time line to the right

5.5 Pan/Tilt

Here you can set the Pan/Tilt: boot preset, Speed and the amount of cruise cycles

1. Pan/Tilt control: move camera: left,right, up and down.
2. Pan/Tilt speed: Adjust the Pan/Tilt speed
3. Save preset: Save a predefined camera position
4. Go to preset: Move camera to predefined camera position
5. Horizontal patrol
6. Vertical patrol

6.0 The webpage of the camera

The Eminent camera is also an IP camera with its own webpage. This means you can login to the webpage by using the camera's IP Address. Use the following steps to login to the webpage and change any of the camera settings.

In the section below, we assume you logged in using Internet Explorer.
The menu will be slightly different when using another browser.

6.1 Login by Web browser

1. Ensure the camera is connected to the network.
2. Retrieve the camera's IP address and port setting using the LAN search function of the APP or PC software (Press the "**+**" to add a camera and choose for the option "LAN Search" The camera ID will be shown in the list together with IP address and port number.)

Num...	UID	IP address	Port	Camera	Open browser
1	B6VZP84BE7NPMBTM...	192.168.100.183	81	EM6360	Browser
2	16HVAD9YRT6G9L9U1...	192.168.100.167	81	EM6350	Browser
3	6L3YDACMAGSFX69E1...	192.168.100.91	81	EM6330	Browser

Add camera

Camera name: Camera 1

OK   Cancel

3. Enter the IP address in the address bar of your web browser followed by : and port number e.g. 192.168.100.91:81
4. Choose the corresponding option matching your internet browser
5. Login with user: admin
   Password: (leave blank by default)

6.2 The layout of CamLine Pro

Change video resolution

Pan/Tilt control

Hor. & vert. Patrol

Go to preset

Save preset
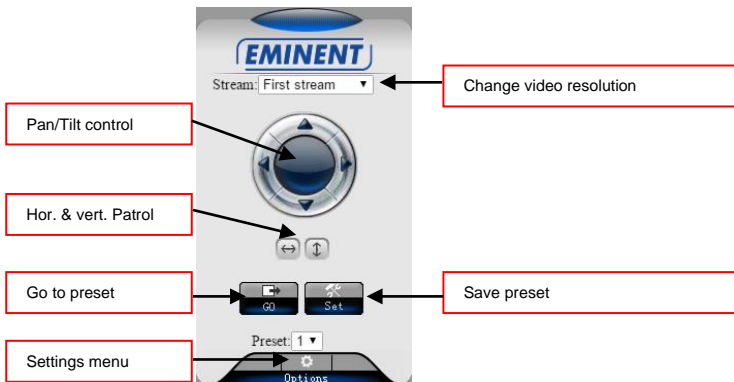
Settings menu

The menu options are the same as the settings menu of the PC software with the exception of FTP service settings and Maintenance.

6.3 FTP setting

Optionally set your FTP server in this setup menu.
Example of a FTP server address: ftp.server.com

To be able to use the option to store your video recordings to the FTP server you will need to install a micro SD card in the camera.

6.4 Alarm settings

In this setup menu you can determine what should happen if an alarm event is triggered.
You can choose from the following options:

- E-mail alarm: An e-mail will be send to an e-mail recipient on an alarm event.
- Save image on FTP: a snapshot will be saved to the FTP server.
- Save the video to FTP server: a recording will be saved to the FTP server (a micro SD card is required to use this option).
- Save image on SD card: a snapshot is saved to the micro SD card.
- Save video on SD card: a recording will be saved to the micro SD card.
- Alarm preset: Go to a predefined preset on an alarm event.
- Image capture number: Set the amount of snapshots that will be send by e-mail.

6.5 System settings

This menu option provides the possibility to view the device information, change the time settings and System maintenance. From the System maintenance menu you can reboot the device, restore factory defaults, create a backup of the configuration, restore the backup of your configuration or update the firmware.

7.0 Restore factory settings

For some reason, for example you forgot the web login password, you may want to set the EM6225 to the factory default settings. The only thing you need to do is using a stick to press the "reset" button on the back of the EM6225 body for more than 15 seconds and release it, do this when the EM6225 is powered on. The EM6225 will reset to the factory default settings and restart automatically.
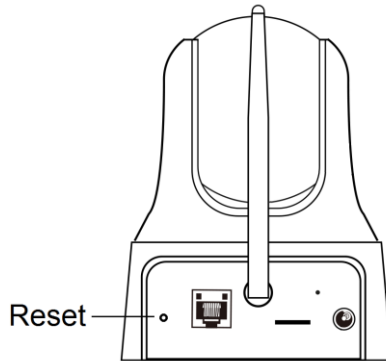
Note: The username after reset is "admin" password is empty. The password for live video is changed after reset to "ipcam"

8.0 Upgrade Device Firmware

If there is a new firmware available for the EM6225, you can upgrade the firmware via the WebGUI Maintenance page. A status message about the percentage done in the upgrade procedure is displayed. Please note: do not power off the EM6225 during the upgrade procedure. After the upgrade procedure is finished, the system will restart automatically.

For more information about firmware upgrade please see the manual enclosed with the firmware.

9.0 Frequently Asked Questions and other related information

The latest Frequently asked questions for your product can be found on the support page of your product. Eminent will update these pages frequently to assure you have the most recent information. Visit www.eminent-online.com for more information about your product.

10.0 Service and support

This user manual has been carefully written by Eminent's technical experts. If you have problems installing or using the product, please fill out the support form at the website www.eminent-online.com/support.

You can also contact us by phone. Please check www.eminent-online.com/support for the helpdesk phone number and opening hours.

11.0 Warning and points of attention

Due to laws, directives and regulations set out by the European parliament, some (wireless) devices could be subject to limitations concerning its use in certain European member states. In certain European member states the use of such devices could be prohibited. Contact your (local) government for more information about this limitations.

Always follow up the instructions in the manual*, especially where it concerns devices which need to be assembled.

Warning: In most cases this concerns an electronic device. Wrong/improper use may lead to (severe) injuries!

When you connect the device to the mains, make sure it will not be damaged or subject to (high) pressure.

A power socket is needed which should be close and easy accessible from the device.

Repairing of the device should be done by qualified Eminent staff. Never try to repair the device yourself. The warranty immediately voids when products have undergone self-repair and/or by misuse. For extended warranty conditions, please visit our website at www.eminent-online.com/warranty.

Dispose of the device appropriately. Please follow your countries regulation for the disposal of electronic goods.

Please check below safety points carefully:

- Do not apply external force on the cables
- Do not unplug the device by pulling the power cable
- Do not place the device near heating elements
- Do not let the device come in contact with water of other liquids
- If there is any strange sound, smoke or odor, remove the device immediately from the power outlet.
- Do not put any sharp objects into the venting hole of a product
- Do not use any damaged cables (risk of electric shock)
- Keep the product out of reach of children
- Wipe off the product with soft fabric, not water mop.
- Keep the power plug and outlet clean
- Do not unplug the device form the power outlet with wet hands
- Unplug the device when you don't use it for a long time
- Use the device at a well ventilated place

Tip: Eminent manuals are written with great care. However, due to new technological developments it can happen that a printed manual does not longer contain the most recent information. If you are experiencing any problems with the printed manual or you cannot find what you are looking for, please always check our website www.eminent-online.com first for the newest updated manual.

Also, you will find frequently asked questions in the FAQ section. It is highly recommended to consult the FAQ section. Very often the answer to your questions will be found here.

12.0 Warranty conditions

The five-year Eminent warranty applies to all Eminent products, unless mentioned otherwise before or during the moment of purchase. After buying a second-hand Eminent product the remaining period of warranty is measured from the moment of purchase by the product's initial owner. Eminent warranty applies to all Eminent products and parts, indissolubly connected or mounted to the product it concerns. Power supply adapters, batteries, antennas and all other products not directly integrated in or connected to the main product or products of which, without reasonable doubt, can be assumed that wear and tear during use will show a different pattern than the main product, are not covered by the Eminent warranty. Products are not covered by the Eminent warranty when exposed to incorrect/improper use, external influences or when opening the service parts of the product by parties other than Eminent. Eminent may use refurbished materials for repair or replacement of your defective product. Eminent cannot be held responsible for changes in network settings by internet providers. We cannot guarantee that the Eminent networking product will keep working when settings are changed by the internet providers. Eminent cannot guarantee the working of web services, apps and other third party content that is available through Eminent products. Eminent products with an internal hard disk have a limited warranty period of two years on the hard disk. Eminent could not be held responsible for any data lost. Please make sure that if the product stores data on a hard drive or other memory source, you will make a copy before you return the product for repair.

When my product gets defective
Should you encounter a product rendered defective for reasons other than described above: Please contact your point of purchase for taking care of your defective product.

WWW.EMINENT-ONLINE.COM