

Product Manual

# TC500



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# Chapter 1: Before You Start

Thank you for purchasing this Synology product! Before setting up your new Synology Camera, please check the package contents to verify that you have received the items below. Also, make sure to read the safety instructions carefully to avoid harming yourself or damaging your Synology Camera.

## Notes:

- All images below are for illustrative purposes only, and may differ from the actual product.

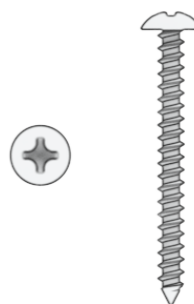
## 1.1 Package contents

Contact your reseller if your package is missing any of the below contents:

Main unit x 1



Screws x 3



Anchors x 3



RJ-45 connector cap cover x 1



## 1.2 Synology Camera at a glance



| No. | Name                      | Description  |
|-----|---------------------------|--|
| 1   | Status Indicator          | Displays the status of the system. For more information, see " <a href="#">LED Indicator Table</a> ".  |
| 2   | Microphone                | Built-in microphone for audio support.   |
| 3   | MicroSD Slot              | Supports micro SDHC/SDXC memory card for edge recording. <sup>1</sup>  |
| 4   | Reset Button              | <p>1. Soft reset: Press and hold the RESET button for 4 seconds to reset the administrator's login credentials and network settings to default.<sup>2</sup></p> <p>2. Hard reset: Press and hold the RESET button for 10 seconds to reset all settings to factory default.<sup>3</sup></p> |
| 5   | RJ-45 Jack<br>(10M/100M)  | <p>1. Connect network cable from the PoE switch into this port to supply power and establish network connection.</p> <p>2. Connect network cable from the switch into this port to establish network connection.</p>   |
| 6   | Power Jack<br>(1A/Ø2.1mm) | Connect power cord here. For detailed connection instruction, see " <a href="#">Connect to your Synology Camera</a> ". <sup>4</sup>  |

### Notes:

1. Micro SD card is not included in the package. Please note the following when selecting a micro SD card:
  - Supported file system: exFAT.
  - Cards with capacities of up to 128 GB when formatted as exFAT were tested. Even larger cards may work, but this has not been tested by Synology.
  - We recommend using a class 10 (C10) / UHS-1 (U1) / V10 high-quality microSD card with a minimum of 10MB/s write capability.
2. When you do a soft reset on your Synology Camera using the reset button, the following settings are applied:
  - User accounts are restored to default. You will need initialize your camera again.
  - HTTP/HTTPS/RTSP ports are reset to 80/443/554.
  - IP address, DNS, gateway, and other network interfaces are reset to use DHCP. If there is no DHCP server, the camera automatically switches back to its default IP address 192.168.0.50 after 30 seconds.
  - Auto Block is restored to default.
  - IP address filter is restored to default.
3. The firmware version remains unchanged after resetting.
4. DC adapter is not included in the package. Please use a 12V/1A DC adapter with Ø2.1mm to supply the power.

## 1.3 LED Indicator table

| LED Indicator    | Color | Status         | Description  |
|------------------|-------|----------------|--|
| Status Indicator | Blue  | Static         | System is ready and connected to a Synology NAS/NVR      |
|                  |       | Slow Blinking  | System is ready, but not connected to a Synology NAS/NVR |
|                  |       | Rapid Blinking | System booting/Rebooting/Resetting                       |
|                  | Off   |                | Powered off  |

## 1.4 Hardware specification

| Item                    | TC500  |
|-------------------------|--|
| Max. resolution         | 2880 x 1620 @ 30FPS  |
| Lens                    | 2.8mm (H: 110°, V: 56°, D: 132°)   |
| Aperture                | F1.8   |
| Size                    | Ø97 × 88 mm (Ø3.82 x 3.46")  |
| Weight                  | 387 g (0.85 lbs)   |
| System Requirements     | <ul style="list-style-type: none"><li>• Surveillance Station version 9.1.0 or above</li><li>• Surveillance Station Client version 2.1.0 or above</li></ul>   |
| Weather Resistance      | IP67   |
| Vandal Protection       | IK10   |
| Agency Certification    | <ul style="list-style-type: none"><li>• FCC • IC • CE • UKCA</li><li>• BSMI • VCCI • RCM • KC • JATE</li></ul>   |
| Environment Requirement | <ul style="list-style-type: none"><li>• Line voltage: DC 48V (PoE 802.3af) or DC 12V</li><li>• Operating Temperature:<br/>IR off: -22°F to 122°F (-30°C to 50°C)<br/>IR on: -22°F to 104°F (-30°C to 40°C)</li><li>• Storage Temperature: -40°F to 140°F (-40°C to 60°C)</li><li>• Relative Humidity: 5% to 95% RH</li></ul> |

### Notes:

- Model specifications are subject to change without notice. Refer to Synology website for the latest information.

## 1.5 Safety instructions



- Must be in strict compliance with the electrical safety regulations of the nation and region for using this product.



- Keep away from direct sunlight and chemicals. Ensure a stable environment with no abrupt changes in temperature or humidity.
- Ensure the camera is in a well-ventilated area to prevent overheating.



- Before cleaning, unplug the power cord(s) and use a damp cloth to wipe the surface. Do not use chemical aerosol cleaners.



- To prevent the unit from falling over, do not install the camera on any unstable brackets, walls, surfaces. It may fall and cause serious personal injury or death.
- Prior to installation, ensure the installation environment can support 3 times the weight of camera.
- Do not place other objects on the top of camera.



- This product must be installed by qualified personnel.
- Do not touch the camera lens directly.



- Do not apply the power to the camera before completing the installation.
- Make sure the plug is properly connected to the power source.



- No naked flame sources, such as lighted candles to be placed near to the product.
- To avoid over-heating or fire hazards caused by overload, make sure the power supply equipment (PoE switch, power adapter) is compatible for this product.

# Chapter 2: Hardware Setup

## 2.1 Position your Synology Camera

For optimal performance, it is recommended to mount your Synology Camera as advised below:

- On a stable surface away from any possible physical interference.
- In a position where lights will not shine directly into the camera's lens.
- Position the camera at a dry and ventilated area.
- Dust, insects, or other stains can block the lens. Keep the lenses clean so that a clear image can be taken.
- Avoid facing the camera directly at reflective surfaces (e.g., mirrors, shiny floors, and ceilings).

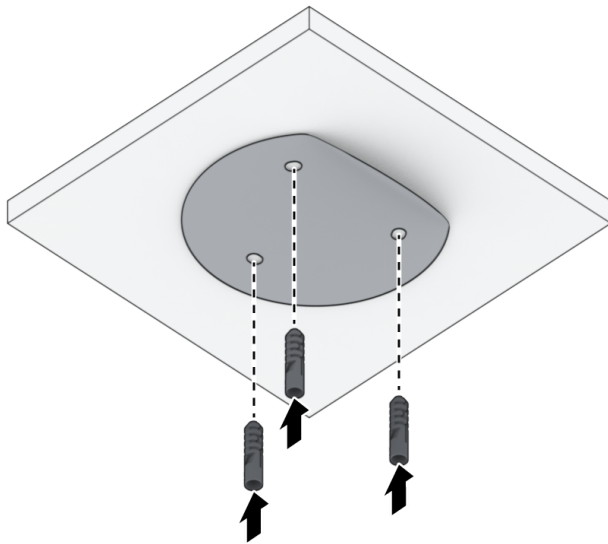
## 2.2 Set up your Synology Camera

1. Pull the base out by pushing on the marked spot.



2. Place the installation sticker on the surface where the camera will be installed. Drill holes for the screws in the marked locations and hammer in the wall anchors.

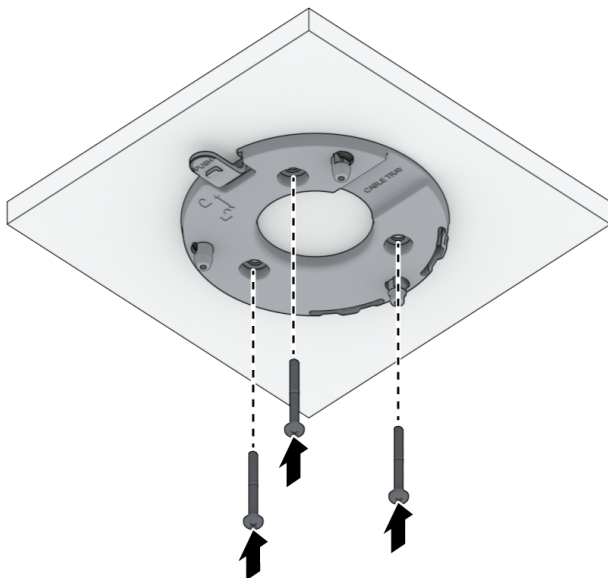




**Notes:**

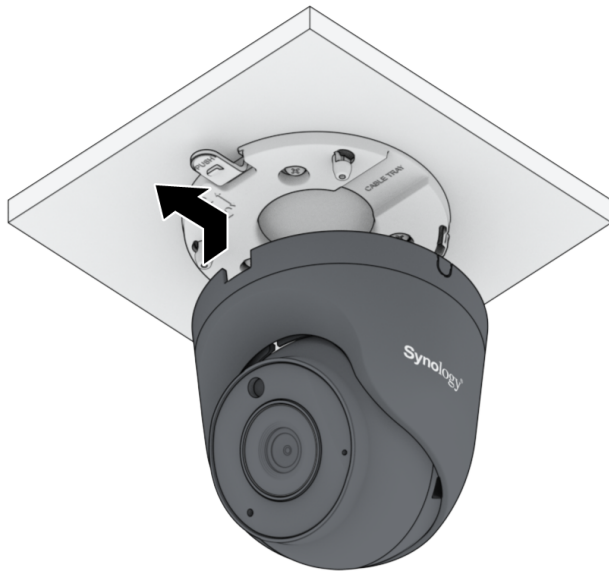
- Recommended screw/anchor drilling diameter is 5.5mm with a depth greater than 30mm. Recommended RJ-45 cable drilling diameter is bigger than 25mm.
- If you want the wire to go through the middle, drill another hole in the location marked with a cross. You can also let the wire run through the cable tray on the side of the camera base.

3. Screw the base into place according to the installation sticker.



4. Align the camera chassis with the base, then push the chassis inwards. You should hear a click when the chassis locks into place, and it should no longer be removable without pressing

the Push button.



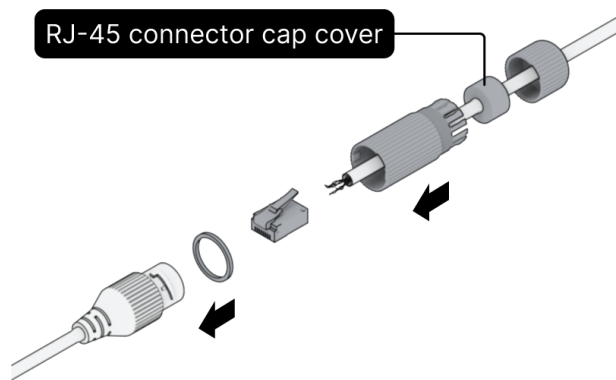
5. You can adjust the camera left, right, up, or down to the viewing angle you need. The installation is now complete.



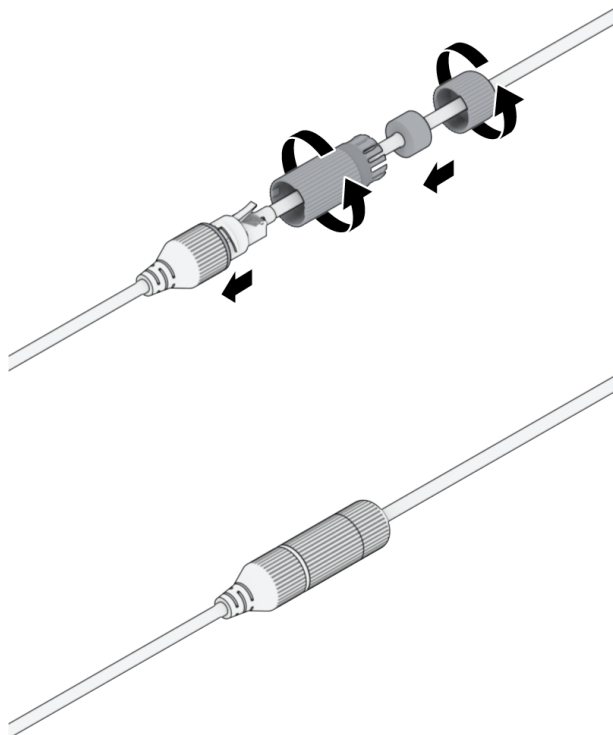
## 2.3 Install the RJ-45 connector cap cover (Outdoor use)

To enhance your camera's weather resistance capability, install an RJ-45 connector cap cover and hide the cables into a waterproof junction box.

1. Prepare an Ethernet cable (RJ-45) without the connector, and thread the Ethernet cable through the waterproof cover. Install the connector to the Ethernet cable with a crimping tool.

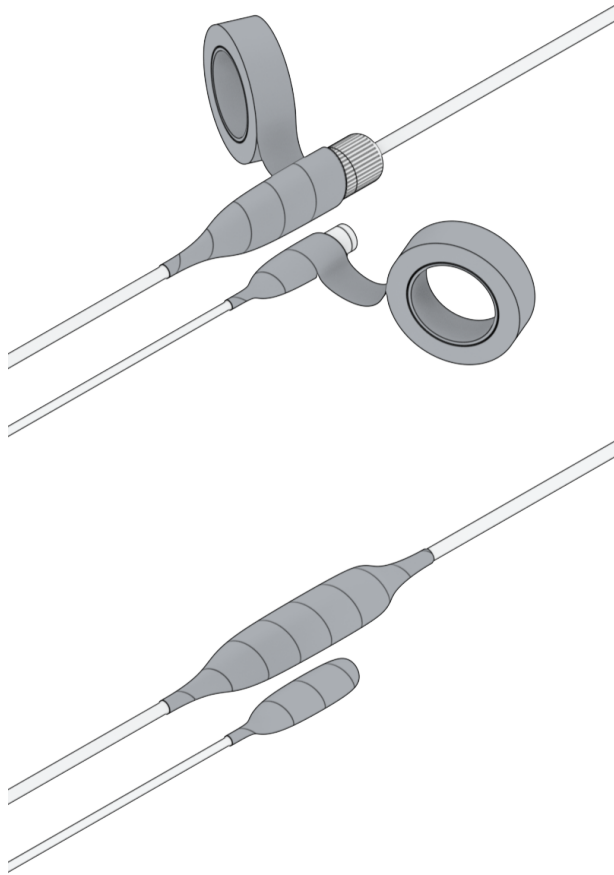


2. Tighten the waterproof cap in a counterclockwise direction.



3. Use waterproof tape to wrap both the RJ-45 connector cover and the DC power connector cover to ensure that the connection point is completely and tightly sealed. The installation is

now complete.



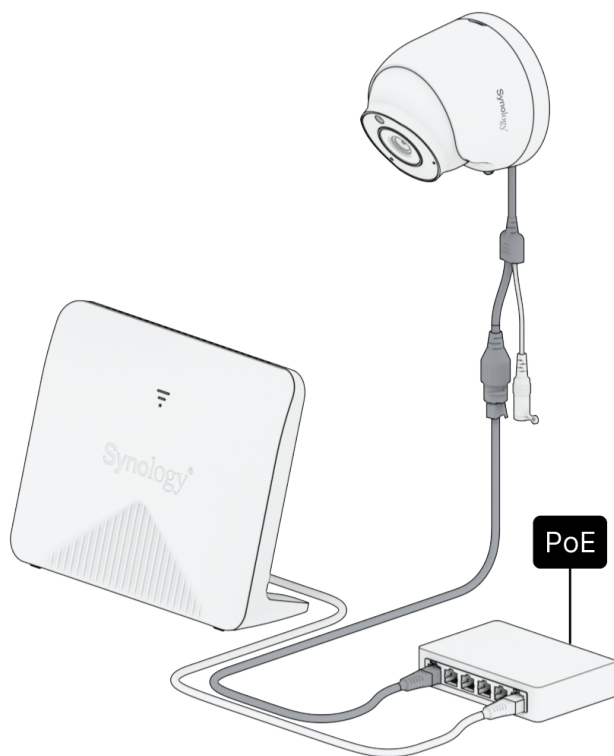
## 2.4 Connect to your Synology Camera

Synology Camera has two power supply options. You can use Power over Ethernet (PoE) to simultaneously provide power and data or connect a DC adapter to provide only power.

1. To use PoE to provide both power and data:

Use the network cable to connect your Synology Camera (via the RJ-45 jack) to a PoE switch.

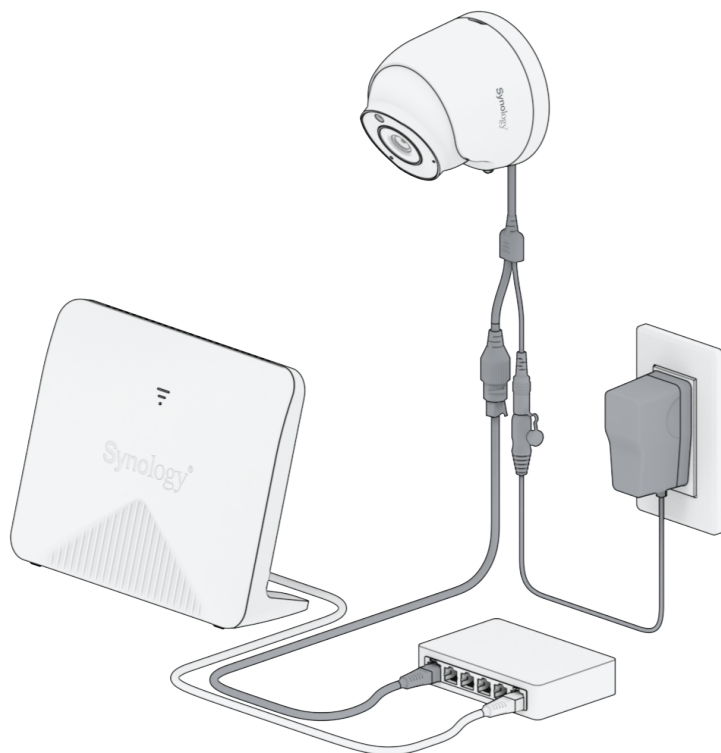
Wait up to one minute until the status indicator begins to blink slowly.



2. To use an DC adapter to provide only power (data separately connected):

Use the network cable to connect your Synology Camera (via the RJ-45 jack) to a switch.

Connect one end of the power adapter to the power port on your TC500, and the other end to the power outlet. Wait up to one minute until the status indicator begins to blink slowly.

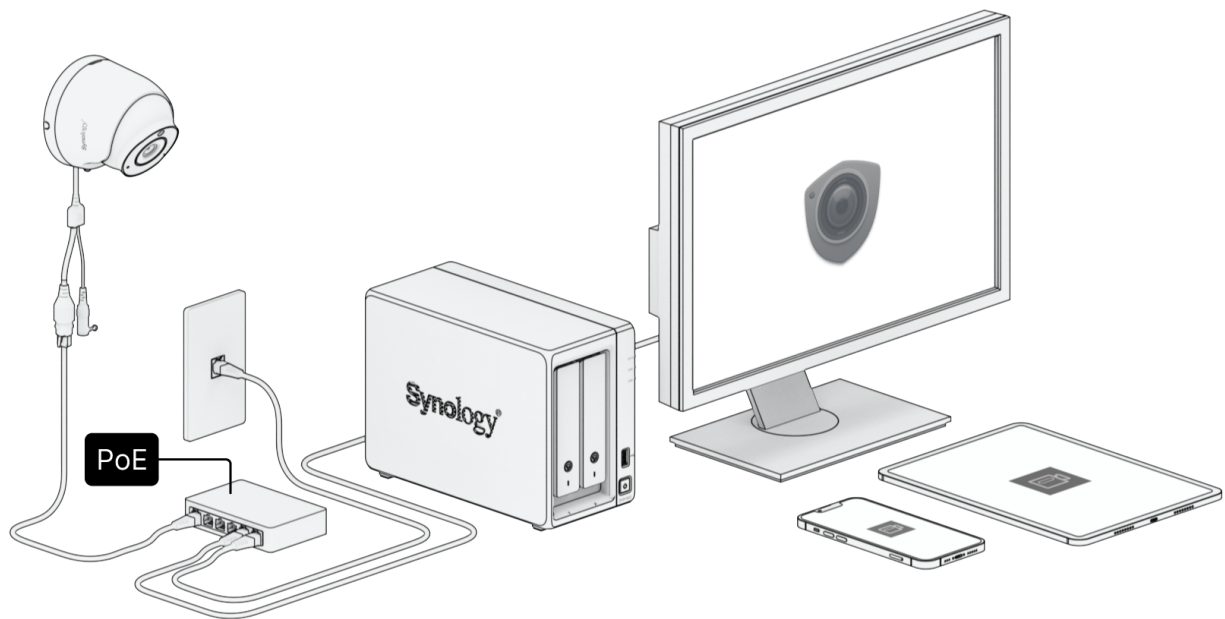


### Notes:

- The external power adapter must meet EN/IEC 62368-1 protective extra-low voltage requirements.
- Connect the device to a power socket with a fully functional earth conductor. Defective earth conductor connections do not meet the requirements for safety and EMC (eletromagnetic) compatibility. Check the power socket before connecting any hardware appliances.

## Chapter 3: Set up Synology Camera

1. Connect your Synology Camera and Synology NAS to the same network. Open IP Camera and run the Add Camera Wizard in your Surveillance Station to initiate, set up, and configure your Synology Camera. The corresponding status indicator will turn stable to indicate successful connection.



2. Locate and manage your cameras even when Surveillance Station is not available with the [Synology Camera Tool](#).

**Notes:**

- If your network does not have a DHCP server, the camera's default IP address is 192.168.0.50.
- The RTSP streaming path of the Synology Camera is:
  - rtsp://[IP address]/[number of stream], for example, rtsp://192.168.0.50/1 for Stream 1.
  - Authentication is required for RTSP streaming. Initiate your Synology Camera through its web UI, Camera Tool, or Surveillance Station first.

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Section 19. Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this EULA, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

Section 20. Severability. If any provision of this EULA is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this EULA will remain in full force and effect.

Section 21. Entire Agreement. This EULA sets forth the entire agreement of Synology and you with respect to the Software and the subject matter hereof and supersedes all prior and contemporaneous understandings and agreements whether written or oral. No amendment, modification or waiver of any of the provisions of this EULA will be valid unless set forth in a written instrument signed by the party to be bound thereby.

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### Section 1. Products

(a) "Products" refer to New Products or Refurbished Products.

(b) "New Product" means the Synology-branded hardware product and Synology-branded accessories contained in the original packaging Customer bought from an authorized Synology distributor or reseller. You may see our "New Product" at [Product Support Status](#).

(c) "Refurbished Product" means all Synology products which have been refurbished by Synology's affiliate or an authorized Synology distributor or reseller, not including those sold as "as is" or with "no warranty" by anyone.

(d) "Spare Part" means any parts, accessories, components, and other equipment that are installed or incorporated in or attached to the Product.

(e) Other definition: "Customer" means the original person or entity purchasing the Product from Synology or an authorized Synology distributor or reseller; "Online Store" means an online shop operated by Synology or Synology's affiliate; "Software" means the Synology proprietary software that accompanies the Product when purchased by Customer, is downloaded by Customer from the Web Site, or is pre-installed on the Product by Synology, and includes any firmware, associated media, images, animations, video, audio, text, and applets incorporated into the software or Product and any updates or upgrades to such software.

### Section 2. Warranty Period

(a) "Warranty Period": The warranty period commences on the purchase date is shown on the purchase receipt or invoice to be presented by Customer and ending at the day after the end of the Warranty Period for each New Product. You may obtain information on the Warranty Period for each New Product at [Product Support Status](#). For Spare Part, Warranty Period under normal use is one year (five years for system drives) from the date the Product was purchased. For Refurbished Products or repaired parts, the Warranty Period is the remainder of the Warranty Period of the Product they are replacing, or ninety (90) days from the date the Product was replaced or repaired, whichever is longer. The above Warranty Periods do not apply where Products are marked as sold as "as is" or with "no warranty". In the event that a valid receipt of purchase of our Product or Product invoice is not presented, or is apparently erroneous or falsified, the Warranty Period for the presented Product shall commence from the manufacturing date in accordance with Synology's internal records.

(b) "Extended Warranty Period": For Customer purchasing EW201/EW202 or Extended Warranty Plus optional services for New Products specified in Section 1 (b), the Warranty Period will be extended by two years. For EW201/EW202, you may see the applicable Product models and available regions at [EW201/EW202 Extended Warranty](#). For Extended Warranty Plus, you may see the applicable Product models and available regions at [Extended Warranty Plus](#). Customer can only choose either of the optional services.

(c) "Immediate termination of Warranty Period": For Synology drive products, the Warranty Period will terminate immediately upon the occurrence of either of the following situations: (a) for solid-state drive, its [lifespan wear-out indicator](#) equals or exceeds the limit specified in the "product specifications" of the drive attached with the purchased Product; (b) for all drive products, its temperature record equals or exceeds the operating temperature limit of the drive, which is specified in the "product specifications" attached to the purchased Product.

### Section 3. Limited Warranty and Remedies

**3.1 Limited Warranty.** Subject to Section 3.2, Synology warrants to the Customer that each Product (a) will be free of material defects in workmanship and (b) under normal use will perform substantially in accordance with Synology's published specifications for the Product during the Warranty Period. Such limited warranty does not apply to the Software contained in the product or purchased by Customer which shall be subject to the accompanying end user license agreement provided with the Product. Synology provides no warranty for Refurbished Product sold as "as is" or with "no warranty".

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**3.2 Exclusions.** The foregoing warranties and warranty obligations do not apply to any Product that (a) has been installed or used in a manner not specified or described in the Product, specifications, or its related documents, or in any way misused, abused, or damaged; (b) has been damaged caused by accident, fire, liquid contact, earthquake, other external factor or product use in improper environment; (c) has been disassembled without authorization from Synology; or (d) with cosmetic damage caused by normal wear and tear or otherwise due to the normal aging of the Product, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship; (e) serial number has been removed or defaced from Product, resulting in not able to identify; (f) has been damaged or out of order because Customer fails to implement any correction, modification, enhancement, improvement or other update made available to Customer by Synology, or because Customer implements, installs or uses any correction, modification, enhancement, improvement or other update made available by any third party; (g) has been damaged, out-of-order, or incompatible due to installation or use with items not provided by Synology other than the hardware, software or other accessory for which the Product is designed.

Please note that each of the above situations shall be subject to the inspection and verification of the Product's appearance and functions by Synology. Synology may refuse to provide any warranty services, including but not limited to product repair, technical support, and product replacement as described in Section 3.3 to any Product under any of the above situations.

**3.3 Warranty Support and Exclusive Remedy.** If Customer gives notice of noncompliance with any of the warranties set forth in Section 3.1 within the applicable Warranty Period in the manner set forth below, then, upon verification of the noncompliance by Synology, Synology will, at Synology's option: (a) use commercially reasonable efforts to repair the Product, (b) provide technical support, or (c) replace the noncomplying Product or part thereof upon return of the complete Product in accordance with Section 3.4. The foregoing sets forth Synology's entire liability and Customer's sole and exclusive remedy for any breach of warranty under Section 3.1 or any other defect or deficiency in the Product. Customer will reasonably assist Synology to diagnose and validate any nonconformity with the Product. Please note that the warranty support does not apply to rescue of the data stored in Synology Product or its backup. Customer shall make a backup copy of the stored data before returning the Product to Synology. Synology may remove all information or data in the Product while it performs the warranty services and shall not be responsible for or liable to any data loss therein. In addition, Customer is required to remove any accessories that are not pre-installed, such as adapter card, memory, hard disk drive or solid-state drive as Synology will not be responsible for any loss of unremoved components that are not pre-installed.

**3.4 Return.** For warranty claims, the Customer must return the complete Product to Synology in accordance with this Section 3.4. Any returned Product which (a) has been disassembled (except under the direction of Synology); or from which (b) the serial number has been removed or defaced, causing inability to identify, or which (c) was damaged on the way of return because of improper packaging (including but not limited to scratches and deformation), will be refused and returned to Customer at Customer's expense. Any Product must be returned in the same condition as it was received from Synology to the address designated by Synology, freight pre-paid, in packaging sufficient to protect the contents thereof. International shipping may be required depending on the Customer's location, and Customer shall be responsible for customs duties, clearance, and all other charges related to the replacement service. Customer is responsible for insurance and risk of loss and/or damage with respect to returned items until they are properly received by Synology.

**3.4.1 General Replacement Service.** Any Product returned by Customer under Section 3.3 must be made in accordance with Synology's then-current replacement procedures with the purchase receipt or invoice. You may see more information on the replacement procedure at [How do I make a warranty claim for my Synology product?](#)

**3.4.2 Extended Warranty Plus Service.** (Only applicable to the Customer purchasing Extended Warranty Plus)

(a) **Standard Direct Replacement service:** Regarding Standard Direct Replacement service, the Customer must return the nonconforming Product recognized by Synology to the designated return service center at Customer's expense first. The replacement will not be shipped until the nonconforming Product is received at Synology's designated return service center.

(b) **Advanced Direct Replacement service:** Regarding Advanced Direct Replacement service, Synology will ship the replacement Product to the address specified by the Customer before the Customer returns the nonconforming Product. Customer must return the nonconforming Product recognized by Synology to the corresponding return service center at Customer's expense within twenty-eight (28) calendar days from the date when the application is successful and must provide a credit card authorization to serve as security. The credit card authorization will be

canceled after Synology has received the nonconforming Product returned by the Customer. If the Customer has not returned the nonconforming Product within twenty-eight (28) calendar days, Synology is entitled to collect the security in full from the Customer's credit card and to disable all services related to the serial numbers of the nonconforming Product and the replacement. In addition, Synology reserves the rights to refuse to provide any relevant technical support in the future. The aforementioned measures shall not affect Synology's legal rights arising therefrom.

**3.5 Replacement of New Product or Refurbished Product by Synology.** If Synology elects to replace any Product under this Warranty set forth in Section 3.1, then Synology will ship a replacement Product at Synology's expense via the shipping method selected by Synology after receipt of the nonconforming Product returned in accordance with Section 3.4 and validation by Synology that the Product does not conform to the warranty. Before the shipment of the Refurbished Product to the Customers, they have been verified to strictly comply with Synology's quality standard. Please note that part of the Refurbished Products would be with certain stain, scratches, or other minor wear and tear. In some countries, Synology may at its own discretion apply the Synology Replacement Service to certain Products, through which Synology will ship a replacement Product to Customer before its receipt of the nonconforming Product returned by Customer ("Synology Replacement Service").

**3.6 Disclaimer of Warranties.** THE WARRANTIES, OBLIGATIONS, AND LIABILITIES OF SYNOLOGY AND THE REMEDIES OF CUSTOMER SET FORTH IN THIS WARRANTY ARE EXCLUSIVE AND IN SUBSTITUTION FOR, AND CUSTOMER HEREBY WAIVES, RELEASES AND DISCLAIMS, ALL OTHER WARRANTIES, OBLIGATIONS AND LIABILITIES OF SYNOLOGY AND ALL OTHER RIGHTS, CLAIMS AND REMEDIES OF CUSTOMER AGAINST SYNOLOGY, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO THE PRODUCT, ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES DELIVERED UNDER THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO ANY: (A) IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE; (B) IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE; (C) CLAIM OF INFRINGEMENT OR MISAPPROPRIATION; OR (D) CLAIM IN TORT (WHETHER BASED ON NEGLIGENCE, STRICT LIABILITY, PRODUCT LIABILITY OR OTHER THEORY). SYNOLOGY MAKES NO GUARANTEE AND SPECIFICALLY DISCLAIMS ANY WARRANTY THAT THE DATA OR INFORMATION STORED ON ANY SYNOLOGY PRODUCT WILL BE SECURE AND WITHOUT RISK OF DATA LOSS. SYNOLOGY RECOMMENDS THAT CUSTOMER TAKES APPROPRIATE MEASURES TO BACK UP THE DATA STORED ON THE PRODUCT. SOME STATES/JURISDICTIONS DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO CUSTOMER.

**3.7 Extended Warranty Plus Limitations.** (a) The Customer must complete the purchase of the Extended Warranty Plus Service within ninety (90) days following the original purchase date of the new Product. (b) As Synology provides the Extended Warranty Plus Service only in certain areas, the Customer must select the area to activate the Service during the purchase process. If the Customer requests Extended Warranty Plus Service from an area other than the selected area, Synology, at its sole discretion, may not provide Extended Warranty Plus Service; (c) Exceptions to coverage: The Extended Warranty Plus Service does not apply to overseas departments, overseas territories, overseas autonomous regions, and islands other than the main island of the countries and regions.

#### Section 4. Limitations of Liability

**4.1 Force Majeure.** Synology will not be liable for, or be considered to be in breach of or default under this Warranty on account of, any delay or failure to perform as required by this Warranty as a result of any cause or condition beyond its reasonable control (including, without limitation, any act or failure to act by Customer).

**4.2 Disclaimer of Certain Damages.** IN NO EVENT WILL SYNOLOGY OR ITS SUPPLIERS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**4.3 Limitation of Liability.** SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY IS LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES CUSTOMER MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow exclusion or limitation of certain damages. To the extent that those laws apply to the Product, the exclusions and limitations set forth above may not apply to Customer.

#### Section 5. Miscellaneous

**5.1 Proprietary Rights.** The Product and any accompanying Software and documentation provided with the Product include

proprietary and intellectual property rights of Synology and its third party suppliers and licensors. Synology retains and reserves all right, title, and interest in the intellectual property rights of the Product, and no title to or ownership of any intellectual property rights in or to the Product, any accompanying Software or documentation and any other goods provided under this Warranty is transferred to Customer under this Warranty. Customer will (a) comply with the terms and conditions of the Synology end user license agreement accompanying any Software furnished by Synology or an authorized Synology distributor or reseller; and (b) not attempt to reverse engineer any Product or component thereof or accompanying Software or otherwise misappropriate, circumvent or violate any of Synology's intellectual property rights.

5.2 Assignment. Customer will not assign any of its rights under this Warranty directly, by operation of law or otherwise, without the prior written consent of Synology.

5.3 No Additional Terms. Except as expressly permitted by this Warranty, neither party will be bound by, and each party specifically objects to, any term, condition or other provision that conflicts with the provisions of this Warranty that is made by the other party in any purchase order, receipt, acceptance, confirmation, correspondence or otherwise, unless each party specifically agrees to such provision in writing. Further, if this Warranty conflicts with any terms or conditions of any other agreement entered into by the parties with respect to the Product, this Warranty will prevail unless the other agreement specifically references the sections of this Warranty that it supersedes.

5.4 Applicable Law. Unless explicitly prohibited by local law, this Warranty is governed by the laws of the State of Washington, U.S.A. for the Customers residing within the United States; and by the laws of the Republic of China (Taiwan) for Customers not residing within the United States, without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

5.5 Dispute Resolution. Any dispute, controversy or claim arising out of or relating to this Warranty, the Product or services provided by Synology with respect to the Product or the relationship between Customers residing within the United States and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association, except as otherwise provided below. The arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute between Customer and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys' fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Customer understands that, in the absence of this provision, Customer would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and Customer expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 5.5. For Customers not residing within the United States, any dispute, controversy or claim described in this section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this Warranty relating to Synology's intellectual property rights.

5.6 Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this Warranty, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

5.7 Export Restrictions. You acknowledge that the Product may be subject to U.S. export restrictions. You will comply with all applicable laws and regulations that apply to the Product, including without limitation the U.S. Export Administration Regulations.

5.8 Severability. If any provision of this Warranty is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this Warranty will remain in full force and effect.

5.9 Entire Agreement. This Warranty constitutes the entire agreement, and supersedes any and all prior agreements, between Synology and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.

5.10 Extended Warranty Plus Service Payment and Termination. (a) Upon verifying the purchase order by Synology, the Customer shall immediately pay all charges and tax. Synology reserves the right to refuse to provide the Extended Warranty Plus Service to Customer who are ineligible or who are under statutory age. (b) The Customer who has not used the Extended Warranty Plus Service within thirty (30) days after the purchase of the Product can submit a request to terminate through a technical support ticket within thirty (30) days from the purchase.

## **Federal Communication Commission Interference Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## **Canadian Compliance Statement**

This device complies with Industry Canada license-exempt RSSs. Operation is subject to the following two conditions:

- 1) This device may not cause interference, and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

## **Declaration Letter of REACH & RoHS Compliance**

### **About REACH**

In June 2007, the European Union Regulation (EC) 1907/2006 concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH) was first released. Under this Regulation, manufacturers are required to gather information on the properties of their chemical substances, which will allow their safe handling, and to register the information to European Chemicals Agency (ECHA). The aim is to improve the protection of human health and the environment through the better and earlier identification of the intrinsic properties of chemical substances.

### **About RoHS**

RoHS Directive (EU Directive 2002/95/EC ) was issued in 2002, restricted the use of the six chemicals lead, cadmium, mercury, and hexavalent chromium, as well as flame retardants polybrominated biphenyls (PBBs) and polybrominated diphenyl ethers (PBDEs). Under this directive, manufacturers are required to replace these chemicals in their products with less hazardous alternatives.

Then RoHS 2.0 (Directive 2011/65/EU) has replaced Directive 2002/95/EC since January 3, 2013. In 2015, EU commission publishes Directive (EU) 2015/863 to amend Annex II to EU RoHS 2 (Directive 2011/65/EU) to add 4 phthalates (DEHP, BBP, DBP and DIBP) onto the list of restricted substances from 22 July 2019.

### **REACH and RoHS Compliance**

Synology meets all requirements of the REACH Regulation and is compliant to all implemented RoHS type regulations worldwide. To the best of Synology's knowledge, all Synology products in production (including finished



products, spare parts, and packaging materials) are in compliance with the requirements of the Regulation and/or Directives. Synology continues to monitor, influence, and develop our processes to comply with any proposed changes to the Regulation and/or Directives.



|  |  |   |                      |  |  |  |
|--|--|---|----------------------|--|--|--|
| 設備名稱：網路攝影機<br>Equipment name   |  | 型號（型式）：TC500<br>Type designation (Type) |                      |  |  |  |
| 單元 Unit  | 限用物質及其化學符號<br>Restricted substances and its chemical symbols |   |                      |  |  |  |
|  | 鉛Lead<br>(Pb)  | 汞<br>Mercury<br>(Hg)                    | 鎘<br>Cadmium<br>(Cd) | 六價鉻<br>Hexavalent<br>chromium<br>(Cr <sup>+6</sup> ) | 多溴聯苯<br>Polybrominated<br>biphenyls<br>(PBB) | 多溴二苯醚<br>Polybrominated<br>diphenyl ethers<br>(PBDE) |
| 前蓋/後蓋  | ○  | ○                                       | ○                    | ○  | ○  | ○  |
| 印刷電路板  | ○  | ○                                       | ○                    | ○  | ○  | ○  |
| 電子零組件  | —  | ○                                       | ○                    | ○  | ○  | ○  |
| 組裝線、端子線  | ○  | ○                                       | ○                    | ○  | ○  | ○  |
| 備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準值。<br>Note 1 : “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition. |  |   |                      |  |  |  |
| 備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值。<br>Note 2 : “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.  |  |   |                      |  |  |  |
| 備考3. “—”係指該項限用物質為排除項目。<br>Note 3 : The “—” indicates that the restricted substance corresponds to the exemption.   |  |   |                      |  |  |  |