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## AJAX SYSTEMS

### AJAX SYSTEMS TurretCam Wired Security IP Camera



### Product Usage Instructions

TurretCam is an IP camera with a smart infrared (IR) backlight and an object recognition function. The user can view archived and live videos in Ajax apps. To store the captured data, install a microSD card or connect the camera to an [NVR](#) with an installed hard disk. The camera is connected to the network via Ethernet, using the appropriate connector.

### The camera is available in several versions

- TurretCam (5 MP/2.8 mm)
- TurretCam (8 MP/2.8 mm)
- TurretCam (5 Mp/4 mm)
- TurretCam (8 Mp/4 mm)

### [Buy TurretCam](#)

- Camera versions with other enclosures are also available. All Ajax cameras are [available here](#).

### Functional elements



1. Camera holder.

2. Camera enclosure.
3. Camera lens.
4. IR backlight. Used to record videos in dark and low-light conditions.
5. Faceted lens. Covers the infrared LEDs and diffuses the rays.
6. Microphone.
7. Holes for attaching the camera to the surface.
8. Slot for microSD card.
9. Reset button.
10. QR code with the device ID. Used to add TurretCam to an Ajax system.
11. Cable connector.

## **Operating principle**

- TurretCam is an IP camera that uses artificial intelligence (AI) for object recognition. Its algorithms can identify moving objects, distinguishing between humans, animals, or vehicles.
- The device features a smart IR backlight, ensuring the capture of high-quality images even in low-light conditions. The camera automatically adjusts the backlight intensity in real time to prevent overexposure, enabling clear visibility of objects that are either far away or too close to the camera in low-light conditions.
- TurretCam has an IP65 protection class, making it suitable for outdoor installation. Its robust metal enclosure protects the device against sabotage.
- You can install a microSD card with a memory capacity from 32 GB to 256 GB (not included in the complete set of the camera). The memory card should be Class 30 or faster. Additionally, the device can operate without a memory card or via NVR.
- Using the [video storage calculator](#), you can calculate the NVR or camera required storage capacity and estimated recording time based on the video stream settings.

## **TurretCam enables you to:**

1. Watch the video in real time with the ability to zoom in for a closer look.
2. Access archived videos, navigating through them based on recording chronology and calendar (this feature is available if a microSD memory card is installed in the camera, or it is connected to NVR with an installed hard disk).

3. Configure motion detection zones and adjust the sensitivity level.
4. View the Video wall that combines images from all connected cameras.
5. [Create video scenarios](#) that send a short video from the selected camera to the Ajax app when the security detector is triggered.
6. Download the required segments of video recordings from the archive to smartphones or PCs (this feature is available if a microSD memory card is installed in the camera, or it is connected to the NVR with an installed hard disk).

The video recording segments downloaded from TurretCam with firmware 2.309 and later have the Ajax digital signature that verifies the integrity of the exported video. To verify the authenticity of the downloaded video recordings, use the Ajax media player software.

### **Learn more about the Ajax media player**

- [How to download videos from the archive in Ajax apps](#)
- [How to configure temporary camera video access](#)

### **Video scenarios**

The Ajax system offers the capability to use IP cameras for alarm verification. Video scenarios enable the substantiation of alarm triggers with the corresponding video from cameras installed at the facility. Cameras can be configured to respond to alarms from a single device, multiple devices, or all connected devices. Combined detectors can register various types of alarms, allowing you to configure responses to a wide range of alarm types, whether it's just one, several, or all of them..

### **[Learn more](#)**

### **Video wall**

The user can manage videos on the Video wall tab, accessible once at least one camera has been added. This feature ensures quick access to all connected cameras, displayed according to privacy settings.

In mobile Ajax apps, you can:

1. Switch between cameras.

2. Search for the desired camera by name.
3. Manage a PTZ camera.

### **In PRO Desktop, you can:**

1. Switch between cameras.
  2. Search for the desired camera by name.
  3. Organise cameras by room, NVR, or group.
  4. Manage a PTZ camera.
  5. Save customised layouts for displaying video from cameras.
  6. Change the order in which the camera video is displayed.
  7. [Create templates for displaying videos in a slide show.](#)
- [How to use the video wall widget in PRO Desktop](#)
  - [What keyboard shortcuts are available in PRO Desktop](#)

### **Privacy zones**

The system allows hiding parts of the frame. For instance, if a safe is in view, activity around it can be recorded without revealing its contents by setting up the right zone. No motion or object will be detected and recorded in the privacy zone.

### **To do this, [in Ajax apps](#)**

1. Go to the Devices tab.
2. Select the camera from the list. If it is connected to the network video recorder, select NVR and tap on Cameras.
3. Go to Settings by tapping on the gear icon twice.
4. Select the Privacy zones menu.
5. Go to the Configure privacy zones menu. Select the required area.
6. Tap on the icon. Return to the camera settings.

The user can create up to four private zones.

### **Selecting the installation site**

When choosing the optimal location to install TurretCam, consider the camera's viewing

angle and any potential obstacles that might obstruct its view.

- [How to install an Ajax camera for better AI recognition](#)

Consider the placement recommendations when designing the security system project for your object. The security system should be designed and installed by professionals. A list of recommended partners is [available here](#)

### **The camera should not be installed**

1. In indoor or outdoor locations where the temperature and humidity levels do not align with the specified operating parameters.
2. In locations where objects or structures might obstruct the camera's view.

### **Installation and connection**

1. Using the bundled hexagon key (Ø 2 mm), loosen the two screws and detach the camera enclosure from the holder. Ensure to support the enclosure to prevent the camera from falling.
2. Remove the screws holding the QR code cover. Insert a microSD card (not included) into the appropriate slot. Replace the QR code cover and tighten the screws.



3. Use the installation template to mark the locations for the drill holes on the surface where you plan to mount the camera. Secure the template to the chosen installation location with tape and drill three holes as indicated on the template.
4. Route the cable through the camera holder and secure the holder to the surface using the bundled screws.



5. Place the camera enclosure in the holder, ensuring that the camera lens faces the protected area. Secure it in place by tightening the two screws in the holder using the bundled hexagon key (Ø 2 mm).
6. Connect the Ethernet cable to the camera. If it is powered by PoE, no external power supply is needed; otherwise, connect both the external power supply and the Ethernet cable. Install a waterproof connector if the camera will be used in indoor areas with humidity levels outside the operating parameters, or outdoors.



7. Turn on the power supply of the camera. The LED indicator on the cable connector lights up green.

## Adding to the system

### Before adding a device

1. Install the [Ajax app](#) and log in to your account.
2. Create [space](#), configure its settings, and create at least one [virtual room](#).

**The space functionality is available for apps of such versions and later.**

- Ajax Security System 3.0 for iOS;
- Ajax Security System 3.0 for Android;
- Ajax PRO: Tool for Engineers 2.0 for iOS;
- Ajax PRO: Tool for Engineers 2.0 for Android;
- Ajax PRO Desktop 4.0 for macOS;

- Ajax PRO Desktop 4.0 for Windows.

If the app's version is earlier, add an [Ajax hub](#) to the app. A hub is only required for adding the device to the Ajax system.

- The device is compatible with all [hubs](#) . Connection to [radio signal range](#) and [UART Bridge](#) Plus is not supported.

Ensure the space is disarmed.

## **How to add TurretCam**

- Without NVR in the system:
- With NVR in the system:

## **Resetting to the default settings**

To reset the camera to the default settings:

1. Turn off the camera by disconnecting the external power supply or Ethernet cable (if it is powered by PoE).
2. Press and hold the reset button.
3. Power the camera while the reset button is pressed, and wait until the button's LED indicator lights up violet. This will take about 50 seconds.
4. Release the button.

The button's LED indicator lights up blue for 20 seconds after powering the camera with a pressed reset button. Then it turns off for 30 seconds and lights up violet. This means that the camera has been restored to the default settings.




## **Icons**








The icons in the app display some device states. To access them:

1. Select a space in the Ajax app.
2. Go to the Devices tab.



### 3. Find TurretCam in the list.

Icon	Value
	Live view is available.
	Live view is not available.
	Other users have access to view camera video. <a href="#">Learn more</a>

	The camera has an archive.
	The microSD card is not installed.
	The microSD card is installed.
	Malfunction of the microSD card is detected. Formatting the microSD card is recommended.
	The microSD card is being formatted.
	The new firmware version is available.
	An error was detected during the firmware update.

## States

The states display information about the device and its operating parameters. You can find out about the states of the camera in Ajax apps:

1. Select a [space](#) in the Ajax app.
2. Go to the Devices tab.
3. Select TurretCam from the list of devices. If TurretCam is connected to the video recorder, select NVR and then click Cameras.

Parameter	Value
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Firmware update	<p>Displayed when the firmware update is available:</p> <p><b>Downloading...</b> — The firmware downloading is in progress. Shown in percentages.</p> <p><b>Installing...</b> — the firmware installation is in progress.</p>
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Connection	<p>The camera connection status to the internet via Ethernet:</p> <p><b>Online</b> — the camera is connected to the network. Normal state.</p> <p><b>Offline</b> — the camera is not connected to the network. Please check your wired internet connection.</p> <p>Clicking the icon displays the network parameters.</p>
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Connection to NVR	<p>Displayed when the camera is connected to the NVR.</p> <p>The camera connection status to the NVR:</p> <p><b>Online</b> — the camera is connected to the network via NVR. Normal state.</p> <p><b>Offline</b> — the camera is not connected to the network via NVR. Please check your wired internet connection.</p> <p>Clicking the icon displays the network parameters.</p>
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<p>Storage location</p>	<p>Displays the list of storage devices connected to the camera:</p> <p><b>Cloud</b> (in progress);</p> <p><b>Memory card</b> — data is recorded on a memory card (not included) installed in the camera.</p> <p><b>NVR hard drive</b> — data is recorded on the NVR hard disk.</p> <p>Clicking the icon displays the network parameters.</p>
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Memory card	<p>The memory card connection status to the camera:</p> <p><b>OK</b> — the memory card is communicating with the camera. Normal state.</p> <p><b>Error</b> — there is an error in the memory card operation. Check details by clicking icon . Follow the instructions provided in the app.</p> <p><b>Not installed</b> — the memory card is not installed in the camera.</p> <p><b>Requires formatting</b> — the memory card formatting is recommended. If the memory card contains data, it will be permanently deleted.</p> <p><b>Formatting...</b> — the memory card is being formatted.</p>
Resolution	The current camera resolution.
Frame rate	The current camera frame rate.
Bit rate	The current camera bit rate.

Video codec	<p>The current video codec:</p> <p>H.265;</p> <p>H.264.</p>
Motion detection	<p>The <b>Motion detection</b> function status:</p> <p>On, Off.</p>
Object detection	<p>The <b>Object detection</b> function status:</p> <p>On;</p>

	Off.
Uptime	The camera's operating time since the last reboot.

Camera access available to (in progress)	<p>Displays the number of users who have access to view video from the camera.</p> <p>Clicking the icon displays the list of users, installers, and companies with access under certain conditions.</p> <p><a href="#">Learn more</a></p>
Firmware	Firmware version of the camera.
ID	TurretCam ID/Serial Number. Also available on the back part of the casing and the packaging.

## Settings

To change camera settings, in an Ajax app:

1. Go to the Devices tab.
2. Select TurretCam from the list. If TurretCam is connected to the video recorder, select NVR and click Cameras.
3. Go to Settings by clicking on the gear icon.
4. Set the required parameters.
5. Click Back to save the new settings.

Settings	Value
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Name	<p>Camera name. Displayed in the list of devices, SMS text, and notifications in the events feed.</p> <p>To change the camera name, click on the text field.</p> <p>The name can contain up to 12 Cyrillic characters or up to 24 Latin characters.</p>
Room	<p>Selection of the camera virtual room.</p> <p>The room name is displayed in SMS text and notifications in the events feed.</p>
Arm in Night mode	<p>When this option is enabled, the camera will switch to the armed mode whenever the system is set to <b>Night mode</b>.</p> <p><a href="#">Learn more</a></p>



Recording preferences	<p>Selection of the <b>Recording mode</b> for each storage device:</p> <p>On detection or scenario, Continuous; Never.</p> <p>Selection of the armed mode when the camera records video:</p> <p>When armed, always.</p>
Notifications from camera detectors	<p>Opens a menu with <b>Notifications from camera detector</b> settings.</p> <p><a href="#">Learn more</a></p>

<b>Camera settings</b>
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Detection	<p>When the <b>Motion detector</b> toggle is enabled, the camera detects motion using its built-in software.</p> <p>When the <b>Object detection</b> toggle (in progress) is enabled, the camera distinguishes between specific objects. In the camera video, a human, a pet, and a vehicle are highlighted with colored rectangles.</p> <p>The setting also allows the user to define <b>an activity zone</b> where the camera detects motion. When triggered, the system sends a notification to the user.</p>
Video stream	<p>Settings for mainstream and substream parameters.</p> <p><a href="#">Learn more</a></p>
Image	<p>Settings for camera image quality.</p> <p><a href="#">Learn more</a></p>

On-screen display (OSD) (in progress)	<p>Allows the user to customise the display of additional information on the camera image:</p> <p>Camera name; Timestamp;</p> <p>Parameters of the displayed text.</p>
Audio	<p>Settings for audio capture and playback.</p> <p>Audio capture and playback — turn on to watch and record videos with audio.</p> <p>Audio codec.</p>
	<p>Bit rate. Sample rate.</p> <p>Microphone gain — configure the microphone sensitivity level based on the installation location.</p>
Privacy zones	<p>Allows the user to select zones that are not displayed on the camera video. Instead, the user sees a black rectangle.</p>

Firmware update	Allows the user to check for a new firmware version and download it.
<b>Connection</b>	
Connection type	<p>The setting for selecting the camera's connection type to the Ajax Cloud service via Ethernet.</p> <p>Available connection types:</p> <p>DHCP;</p> <p>Static.</p>
Memory card	<p>Selection of the maximum archive depth. It can be set in the range of 1 to 360 days or can be unlimited.</p> <p>Allows the user to format the memory card.</p>
<b>Service</b>	

Time zone	<p>Time zone selection.</p> <p>Set by the user and is displayed when viewing video from IP cameras.</p>
<b>Server connection</b>	
Delay of cloud connection loss alarm, sec	<p>The delay helps to reduce the risk of a false event due to the lost connection with the</p>

	<p>Server.</p> <p>The delay can be set in the range of 30 to 600 seconds.</p>
NVR-cloud polling interval, sec	<p>The frequency of polling the Ajax Cloud server is set in the range of 30 to 300 seconds.</p> <p>The shorter the interval, the faster the cloud connection loss will be detected.</p>
Report a problem	<p>Allows the user to describe a problem and send a report.</p>
User guide	<p>Opens the camera user manual.</p>

Delete device	Unpair the TurretCam from the space.
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### Notifications from camera detectors

Settings	Meaning
Notify if detected	<p>The user can select the type of object or motion, and when it's recognised, a notification is received:</p> <p><b>Human Pet Vehicle</b></p> <p><b>Any motion (by frame analysis)</b></p> <p>Note that the corresponding types of object or motion should be enabled in the <b>Detection</b> settings.</p>
Duration of object detection for notification	<p>Selecting how long an object should remain in the camera's field of view so the system sends a notification about the detected object. The available values are <b>Notify instantly</b> or <b>2, 3, 4, or 5 seconds</b>.</p> <p>The default time is <b>2 seconds</b>.</p>

Interval in reporting similar events	<p>Selecting the time interval in reporting similar events: from <b>30 seconds</b> to <b>8 hours</b>.</p> <p>The default interval is <b>3 minutes</b>.</p> <p>Selected time applies for each detection type separately and helps to avoid repeated informing of the same triggering reason.</p>
Notification terms	<p>Selection of the mode when the camera sends notifications:</p> <p><b>When armed Always</b></p>

## Video stream settings

Settings for mainstream and substream parameters.

Settings	Value
<b>Mainstream</b>	

Video codec	<p>Selecting the video compression standard:</p> <p>H.264;</p> <p>H.265.</p>
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Resolution	<p>Selecting the mainstream resolution:</p> <p>1024 × 576;</p> <p>1920 × 1080;</p> <p>2304 × 1296;</p> <p>2560 × 1440;</p> <p>2592 × 1944;</p> <p>2880 × 1620;</p> <p>2944 × 1656;</p> <p>3072 × 1728;</p> <p>3840 × 2160.</p>
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Frame rate	Selecting the frame rate: from 3 to 25 with an increment of 1 frame/s.
Bit rate type	Selecting the bit rate type:  <b>Variable (VBR); Constant (CBR).</b>
Bit rate	Setting the bit rate in kbit/s.
GOP length	Selecting the GOP length: from 1 to 250 with an increment of 1 frame.
VBR quality / CBR quality	Selecting the compression quality: from 0 to 100 with an increment of 1.
<b>Substream</b>	
Video codec	Selecting the video compression standard:  H.264;
	H.265.

Resolution	<p>Selecting the substream resolution:</p> <p>720 × 480;</p> <p>720 × 576;</p> <p>1024 × 576.</p>
Frame rate	Selecting the frame rate: from 3 to 25 with an increment of 1 frame/s.
Bit rate type	<p>Selecting the bit rate type:</p> <p><b>Variable (VBR); Constant (CBR).</b></p>
Bit rate	Setting the bit rate in kbit/s.
GOP length	Selecting the GOP length: from 1 to 250 with an increment of 1 frame.
VBR quality / CBR quality	Selecting the compression quality: from 0 to 100 with an increment of 1.

## Image settings

Settings for camera image quality.

Settings	Value
Brightness	Adjusting the image brightness.
Color saturation	Adjusting the image color saturation.
Sharpness	Adjusting the image sharpness.
Contrast	Adjusting the image contrast.

Image rotation	<p>Selecting whether to rotate the image:</p> <p><b>Default view</b> — the image is not rotated;</p> <p><b>180°</b> — The image is rotated by 180°. This parameter is recommended for devices that have an inverted or upside-down image due to installation specifics.</p>
Wide dynamic range (WDR)	<p>Enabling or disabling the WDR.</p> <p>When WDR is enabled, it helps to enhance the camera images, with too dark or too bright areas.</p>

Lighting stabilization	<p>Adjusting the exposure:</p> <p><b>1–2.9</b> — adjusting WDR levels;</p> <p><b>3–5</b> — Activating and adjusting HDR levels.</p> <p>This setting is available if <b>Wide Dynamic Range (WDR)</b> is enabled.</p>
Day/Night mode (IR-cut filter)	<p>Selecting the camera vision mode depending on the light conditions:</p> <p><b>Day</b> — IR backlight is always off;</p> <p><b>Night</b> — IR backlight is always on;</p> <p><b>Auto</b>—IR backlight automatically switches according to the <b>Lighting threshold for mode switching</b> settings.</p>
Lighting threshold for mode switching	<p>Selecting the lighting threshold for switching between the day and night mode:</p> <p><b>Early, Medium, Late.</b></p>

	<p>This setting is available if <b>Day/Night mode (IR-cut filter)</b></p> <p>is set to <b>Auto</b>.</p>
Infrared illumination (IR)	<p>Adjusting the intensity of the IR backlight:</p> <p><b>Auto; Custom; Off.</b></p> <p>The setting is used for capturing clear images at night or</p> <p>In low light, and ensures visibility using IR LEDs when conventional lighting is ineffective.</p>
IR intensity	<p>Adjusting the IR backlight intensity.</p> <p>This setting is available if <b>Infrared illumination (IR)</b> is set to <b>Custom</b>.</p>

Set the exposure based on	<p>Selecting the frame area on which the exposure is based:</p> <p><b>Entire frame; Frame's centre; Frame's top; Frame's right; Frame's bottom; Frame's left.</b></p>
Exposure mode	<p>Selecting the exposure mode:</p> <p><b>Auto;</b></p> <p><b>Manual setup.</b></p>
Image preferences	<p>Adjusting the shutter speed for less motion blur or for less noise in the image.</p> <p>This setting is available if <b>Exposure mode</b> is set to <b>Auto</b>.</p>

Shutter speed	<p>Selecting the shutter speed to ensure correct exposure for the image.</p> <p>This setting is available if the <b>Exposure mode</b> is set to <b>Manual setup</b>.</p>
Exposure compensation	<p>Ability to override automatic exposure settings to manually control the image brightness.</p>
Noise reduction	<p>Enabling or disabling the noise reduction.</p>
Parameter value	<p>Adjusting the noise reduction level.</p> <p>This setting is available if <b>Noise reduction</b> is enabled.</p>



Anti-flicker (Power frequency)	<p>Selecting the power grid frequency to reduce the image flickering. This setting is used if the camera is capturing the video in low-light conditions, and lamps are flickering on the camera image with the power grid frequency.</p> <p>Available parameters:</p> <p><b>50 Hz;</b></p> <p><b>60 Hz;</b></p> <p><b>Disabled</b> — anti-flicker is off.</p>
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### Indication

The green LED indicator is placed on the cable connector.

Event	Indication	Note
The camera has power.	Lights up green.	

### Malfunction

When the camera has a malfunction, such as a loss of internet connection, you can see it in the Devices tab in the Ajax app. The malfunction counter is displayed to the left of the camera icon (a white number on a red background).

All malfunctions can be seen in the camera States. Fields with malfunctions will be

highlighted in red.

## Maintenance

Regularly check the functioning of the camera. If you notice any image degradation, loss of clarity, or darkening, check the camera for dirt. Clean the device's enclosure to remove dust, cobwebs, and other contaminants as they emerge. Use soft, dry wipes suitable for cleaning electronic equipment.

Avoid using substances that contain alcohol, acetone, petrol, and other aggressive solvents when cleaning the camera. Wipe the lens gently: scratches can result in poor-quality images and camera failure.

## Technical specifications

[Technical specifications for TurretCam \(5 Mp/2.8 mm\)](#)

[Technical specifications for TurretCam \(5 Mp/4 mm\)](#)

[Technical specifications for TurretCam \(8 MP/2.8 mm\)](#)

[Technical specifications for TurretCam \(8 Mp/4 mm\)](#)

[Compliance with standards](#)

## Warranty

- Warranty for the Limited Liability Company "Ajax Systems Manufacturing" products is valid for 2 years after the date of purchase.
- If you encounter any issues with the device's functionality, we recommend contacting Ajax Technical Support first. In most cases, technical issues can be resolved remotely.
  - [Warranty obligations](#)
  - [User Agreement](#)

## Contact Technical Support:

- [support@ajax.systems](mailto:support@ajax.systems)
- [Telegram](#)

## Frequently Asked Questions

How can I verify the authenticity of downloaded video recordings?

To ensure the integrity of downloaded videos, use the Ajax media player software that verifies the Ajax digital signature present in video recordings exported from TurretCam with firmware 2.309 and later.


Can I use TurretCam for outdoor installations?

Yes, TurretCam has an IP65 protection class, making it suitable for outdoor use. Its robust metal enclosure protects against sabotage.

What memory card specifications should I consider for TurretCam?

The device supports microSD cards with a capacity ranging from 32 GB to 256 GB. Ensure that the memory card is Class 30 or faster for optimal performance.

Documents / Resources

	<a href="#">AJAX SYSTEMS TurretCam Wired Security IP Camera [pdf]</a> User Manual 5 Mp-2.8 mm, 8 Mp-2.8 mm, 5 Mp-4 mm, 8 Mp-4 mm, TurretCam Wired Security IP Camera, Wired Security IP Camera, Security IP Camera, IP Camera
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References

- [User Manual](#)



Systems

5 Mp-2.8 mm, 5 Mp-4 mm, 8 Mp-2.8 mm, 8 Mp-4 mm, Ajax Systems, IP Camera, Security IP Camera, TurretCam Wired Security IP Camera, Wired Security IP Camera

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