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Meraki MV21-HW

Cisco Meraki MV21 Cloud Managed Indoor Camera User Manual

Model: MV21-HW | Brand: Meraki

INTRODUCTION

Cisco Meraki security cameras are designed for exceptionally simple deployment and configuration. Their integration into the Cisco Meraki dashboard, ease of deployment, and use of cloud-augmented edge storage, eliminate the cost and complexity typically associated with traditional security camera solutions. The MV21 camera provides zero-touch deployment, allowing administrators to add devices to the Cisco Meraki dashboard using only serial numbers, and begin configuration before the hardware even arrives on site. Cameras can be operational within minutes of connecting to the network. The Cisco Meraki dashboard facilitates easy video streaming and the creation of live video walls for monitoring key areas across multiple locations.

PRODUCT OVERVIEW



Figure 1: The Cisco Meraki MV21 Cloud Managed Indoor Camera, a white dome-shaped camera designed for indoor surveillance.

Key Features

- 720p video recording with H.264 encoding for clear video quality.
- Writes to high endurance 128GB Solid State storage, ensuring reliable local storage.
- Features a 3-10mm vari-focal lens with IR Illumination up to 98ft (30m) for versatile viewing and night vision.
- Meraki dashboard operation provides granular access control for viewing live and historical footage.
- Secure encrypted control architecture ensures data security and privacy.

PACKAGE CONTENTS

Verify that all items are present in the package before proceeding with installation.

- Cisco Meraki MV21 Camera Unit
- Mounting Plate
- Mounting Hardware (screws, anchors)
- Quick Start Guide / Documentation
- Power Adapter (may be sold separately depending on region/kit)

SETUP

Before You Begin

- Ensure you have an active Meraki dashboard account and network.
- Verify network connectivity (Ethernet with PoE or separate power adapter).
- Have necessary tools for mounting (drill, screwdriver, etc.).

Installation Steps

1. **Register the Device:** Log in to your Meraki dashboard. Navigate to the 'Cameras' section and add the MV21 camera using its serial number.
2. **Choose Mounting Location:** Select an indoor location that provides the desired field of view and has access to network cabling (PoE) or a power outlet.
3. **Mount the Camera:**
 - Attach the mounting plate to the ceiling or wall using the provided screws and anchors.
 - Connect the Ethernet cable to the camera's port. If not using PoE, connect the power adapter.
 - Secure the camera unit to the mounting plate, ensuring it clicks into place.
4. **Power On:** Once connected, the camera will power on and attempt to connect to the Meraki cloud. The LED indicator will show its status.
5. **Configure in Dashboard:** Access the Meraki dashboard to fine-tune camera settings, adjust lens focus (if applicable), set up motion detection zones, and configure recording schedules.

OPERATING INSTRUCTIONS

Accessing the Camera

The MV21 camera is managed entirely through the Cisco Meraki cloud dashboard. Access the dashboard via a web browser

at dashboard.meraki.com using your Meraki credentials.

Live View

From the Meraki dashboard, navigate to the 'Cameras' section. Select your MV21 camera to view its live feed. You can also create custom video walls to monitor multiple cameras simultaneously.

Recording and Playback

The MV21 utilizes cloud-augmented edge storage, meaning video is stored locally on the camera's 128GB SSD and indexed in the cloud. To view historical footage, use the timeline scrubber in the dashboard. Events and motion detections are highlighted for easy navigation.

Configuration

Within the dashboard, you can configure various settings including:

- **Video Quality:** Adjust resolution and frame rate.
- **Motion Detection:** Define motion detection zones and sensitivity.
- **Alerts:** Set up email or SMS notifications for specific events.
- **Privacy Settings:** Configure privacy regions to obscure sensitive areas.
- **Firmware Updates:** Schedule and manage automatic firmware updates.

MAINTENANCE

- **Cleaning:** Gently wipe the camera lens and body with a soft, dry cloth. Avoid abrasive cleaners or solvents.
- **Firmware:** Ensure the camera's firmware is kept up-to-date through the Meraki dashboard to benefit from the latest features and security enhancements.
- **Network Connectivity:** Periodically check network connection stability to ensure continuous operation and cloud synchronization.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Camera not powering on.	No power (PoE or adapter).	Verify Ethernet cable is connected to a PoE-enabled switch or ensure power adapter is securely plugged in.
Camera not appearing in dashboard.	Network connectivity issue; not registered.	Check network connection. Ensure the camera's serial number is correctly added to your Meraki dashboard network.
Poor video quality.	Low bandwidth; lens obstruction; incorrect settings.	Check network bandwidth. Clean the camera lens. Adjust video quality settings in the dashboard.
No historical footage.	Recording disabled; storage issue.	Verify recording settings in the dashboard. Contact Meraki support if local storage issues are suspected.

SPECIFICATIONS

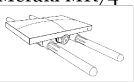




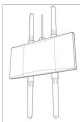
Feature	Detail
Model Number	MV21-HW
Video Capture Resolution	720p
Storage	128GB Solid State (High Endurance)
Lens Type	3-10mm Vari-focal
IR Illumination	Up to 98ft (30m)
Mounting Type	Wall Mount
Connectivity	Wi-Fi, Ethernet (PoE)
Indoor/Outdoor Usage	Indoor
Dimensions (L x W x H)	9.4 x 8.9 x 6.5 inches
Item Weight	3.34 pounds
Manufacturer	Cisco Systems, Inc
Date First Available	October 4, 2016

WARRANTY INFORMATION

For detailed warranty information regarding your Cisco Meraki MV21 camera, please refer to the official Cisco Meraki website or the warranty documentation included with your purchase. Warranty terms typically cover manufacturing defects for a specified period from the date of purchase.

SUPPORT

For technical assistance, product inquiries, or further support, please visit the official Cisco Meraki support portal. You can find extensive documentation, FAQs, and contact options for their support team at meraki.cisco.com/support.

<div data-bbox="140 120 284 232"><p>Meraki MR74</p><p>Hardware Installation Guide</p></div> <div data-bbox="140 309 284 331"><p>Trademarks</p><p>© 2015 Cisco Meraki, Meraki, Meraki MR74 and Meraki Cloud Controller</p></div>	<div data-bbox="339 259 818 291">Meraki MR74 Hardware Installation Guide</div> <div data-bbox="339 300 1401 371"><p>Comprehensive guide for installing the Meraki MR74 enterprise-class outdoor 802.11abgn/ac wireless access point. Covers setup, configuration, mounting, and regulatory information.</p></div>
<div data-bbox="118 573 309 685"><p>Meraki 初期設定ガイド (MR18)</p><p>インストールと初期設定</p></div>	<div data-bbox="339 595 496 627">Meraki MR18</div> <div data-bbox="339 636 566 667"><p>Cisco Meraki MR18</p></div> <div data-bbox="908 636 1059 667"><p>Meraki Cloud</p></div>
<div data-bbox="140 761 309 954"><p>Meraki MR57-HW</p><p>Hardware Installation Guide</p></div>	<div data-bbox="339 790 869 822">Meraki MR57-HW Hardware Installation Guide</div> <div data-bbox="339 831 1457 943"><p>This guide provides detailed instructions for the installation of the Meraki MR57-HW indoor access point, covering unboxing, mounting, power options, and security features. Learn how to configure your network and troubleshoot common issues for optimal performance.</p></div>
<div data-bbox="140 1075 284 1267"><p>Meraki CW9166I-MR, CW9164I-MR</p><p>Hardware Installation Guide</p></div>	<div data-bbox="339 1171 1160 1202">Meraki CW9166I-MR, CW9164I-MR Hardware Installation Guide Cisco</div> <div data-bbox="339 1211 1453 1283"><p>Comprehensive hardware installation guide for Meraki CW9166I-MR and CW9164I-MR enterprise wireless access points by Cisco. Covers setup, mounting, power, and regulatory information.</p></div>
<div data-bbox="118 1464 300 1671"><p>VusionGroup Electronic Shelf Labels (ESL) Integration with MRs</p></div>	<div data-bbox="339 1503 1104 1534">VusionGroup ESL Integration with Meraki MR Access Points Guide</div> <div data-bbox="339 1543 1465 1655"><p>A comprehensive guide detailing the integration of VusionGroup Electronic Shelf Labels (ESL) with Cisco Meraki's MR access points. Covers setup, supported hardware, configuration, and troubleshooting for retail environments.</p></div>
<div data-bbox="140 1776 258 1968"><p>Meraki MR86-HW</p><p>Hardware Installation Guide</p></div>	<div data-bbox="339 1823 869 1854">Meraki MR86-HW Hardware Installation Guide</div> <div data-bbox="339 1863 1473 1935"><p>This guide provides detailed instructions for the installation of the Meraki MR86-HW outdoor access point, covering pre-installation preparation, mounting, powering, securing, and verification steps.</p></div>

