

## VIVOTEK CC9381-HV

# VIVOTEK CC9381-HV 5MP Dome Camera User Manual

Model: CC9381-HV

## 1. INTRODUCTION

This manual provides essential instructions for the installation, operation, maintenance, and troubleshooting of your VIVOTEK CC9381-HV 5MP Dome Camera. Please read this manual thoroughly before using the product to ensure proper setup and functionality. The CC9381-HV is a high-performance surveillance camera designed for reliable monitoring with a 180-degree field of view and advanced imaging capabilities.

## 2. SAFETY INFORMATION

Observe the following safety precautions to prevent damage to the product and ensure user safety:

- Ensure the power source matches the camera's requirements (AC/DC, 220V).
- Do not expose the camera to extreme temperatures outside its operating range (Upper Temperature Rating: 50 Degrees Celsius).
- Avoid direct exposure to water or moisture unless the product's IP rating specifically allows it (International Protection Rating: IP21).
- Do not attempt to disassemble or modify the camera. Refer all servicing to qualified personnel.
- Mount the camera securely using appropriate hardware to prevent it from falling.

## 3. PACKAGE CONTENTS

Verify that all items are present in the package. If any items are missing or damaged, contact your vendor immediately.

- VIVOTEK CC9381-HV Dome Camera
- Mounting Bracket and Hardware
- Installation Guide
- Accessory Kit (e.g., screws, anchors)

## 4. SETUP

### 4.1 Physical Installation

The VIVOTEK CC9381-HV camera is designed for bracket mounting. Choose a suitable location that provides the desired field of view and is within reach of power and network connections. The camera dimensions are approximately 8.5 x 7 x 3.5 inches.

1. Mark the drilling points on the mounting surface using the provided template or bracket.
2. Drill pilot holes and insert wall anchors if necessary.
3. Secure the mounting bracket to the surface using the provided screws.
4. Attach the camera to the mounting bracket, ensuring it is firmly locked in place.



Figure 1: VIVOTEK CC9381-HV Dome Camera. This image shows the compact dome design of the surveillance camera, suitable for various indoor and outdoor installations.

### 4.2 Power Connection

Connect the camera to a suitable AC/DC power source. Ensure the voltage (220V) and wattage (3600W) requirements are met to prevent damage.

### 4.3 Network Connection

The CC9381-HV supports both wired and Wi-Fi connectivity. For wired connection, connect an Ethernet cable from your network router or switch to the camera's network port. For Wi-Fi setup, refer to the camera's web interface for wireless configuration after initial wired setup.

## 5. OPERATING INSTRUCTIONS

### 5.1 Initial Access and Configuration

After connecting power and network, access the camera's web interface using its IP address. You may need to use a VIVOTEK utility to discover the camera's IP address on your network. Follow the on-screen prompts to set up a strong password and configure basic network settings.

### 5.2 Live View and Recording

The camera provides a 180-degree field of view with a maximum webcam image resolution of 5 MP and a frame rate of 30 fps. You can view live footage and configure recording settings through the web interface or compatible VIVOTEK software.

- **Video Capture Format:** Supports MJPEG and MP4 formats.
- **Low Light Technology:** Features Night Color technology for enhanced visibility in low-light conditions.
- **Alert Type:** Configurable for Motion Only alerts.

### 5.3 Remote Control

The camera supports remote control, allowing you to manage settings and view footage from a distance using compatible software or mobile applications. The controller type is Iris.

## 6. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your camera.

- **Cleaning:** Gently wipe the camera lens and housing with a soft, dry cloth. Do not use harsh chemicals or abrasive cleaners.
- **Firmware Updates:** Periodically check the VIVOTEK website for firmware updates to ensure your camera has the latest features and security enhancements.
- **Environmental Check:** Ensure the camera's environment remains within specified temperature and humidity ranges.

## 7. TROUBLESHOOTING

If you encounter issues with your VIVOTEK CC9381-HV camera, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No power indicator	Power cable disconnected; faulty power adapter	Check power connections; test with a known good power adapter.

Problem	Possible Cause	Solution
Cannot access camera via network	Incorrect IP address; network cable issue; Wi-Fi not configured	Verify IP address; check network cable; ensure Wi-Fi settings are correct.
Poor image quality	Dirty lens; insufficient lighting; incorrect settings	Clean the lens; ensure adequate lighting or enable Night Color; adjust image settings.
Motion detection not working	Motion detection disabled; incorrect sensitivity settings	Enable motion detection in settings; adjust sensitivity levels.

If the problem persists, contact VIVOTEK technical support for further assistance.

## 8. SPECIFICATIONS

Detailed technical specifications for the VIVOTEK CC9381-HV Dome Camera:

Feature	Specification
Model Number	CC9381-HV
Maximum Webcam Image Resolution	5 MP
Video Capture Resolution	720p (Effective Video Resolution: 1920)
Frame Rate	30 fps
Field Of View	180 Degrees
Low Light Technology	Night Color
Connectivity Technology	Wired, Wi-Fi
Connectivity Protocol	Wi-Fi
Power Source	Ac/dc
Voltage	220
Wattage	3600
Mounting Type	Bracket Mount
Product Dimensions	8.5 x 7 x 3.5 inches
Item Weight	2.42 pounds (1.1 Kilograms)
Upper Temperature Rating	50 Degrees Celsius
International Protection Rating	IP21
Video Capture Format	MJPEG, MP4
Alert Type	Motion Only

Feature	Specification
Control Method	Remote
Controller Type	Iris
Photo Sensor Technology	CMOS
Flash Memory Installed Size	128 GB
Optical Zoom	3 x
Recommended Uses	Security, Surveillance

## 9. WARRANTY AND SUPPORT

VIVOTEK products are covered by a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official VIVOTEK website. For technical support, product registration, or service inquiries, please contact VIVOTEK customer service or your authorized dealer. **VIVOTEK Official Website:** [www.vivotek.com](http://www.vivotek.com)