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Ubiquiti Networks G5

Ubiquiti Networks G5 Bullet Camera User Manual

Model: G5

1. PRODUCT OVERVIEW

The Ubiquiti Networks G5 Bullet Camera is a next-generation indoor/outdoor Power over Ethernet (PoE) camera designed for surveillance applications. It delivers 2K HD video resolution and features a robust, weatherproof design suitable for various environments.

Key Features:

- **2K HD Video:** Captures high-definition footage at 30 frames per second (FPS) with a 5MP CMOS sensor.
- **Wide View Angle:** Offers an 84.4° view angle for comprehensive coverage.
- **Weatherproof Design:** IPX4-rated enclosure ensures durability in outdoor conditions.
- **Flexible Adjustment:** Features a three-axes adjustment mechanism for versatile mounting and positioning.
- **Enhanced Night Vision:** Improved low-light performance and IR night vision capabilities up to 10 meters (30 feet).



Image 1.1: Front view of the Ubiquiti G5 Bullet Camera, showcasing its compact design and lens.

2. WHAT'S IN THE BOX

Upon opening your Ubiquiti G5 Bullet Camera package, you should find the following components:

- Ubiquiti G5 Bullet Camera
- Installation Kit (includes mounting hardware)
- Quick Start Guide / Manual (this document)

3. SETUP AND INSTALLATION

This section guides you through the physical installation and initial setup of your G5 Bullet Camera.

3.1 System Requirements

- A UniFi Network Video Recorder (NVR) or UniFi Dream Machine (UDM) is required for full functionality and management of the camera. The camera cannot be fully configured or managed as a standalone device without a UniFi Protect host.
- Power over Ethernet (PoE) switch or injector.
- Ethernet cabling.
- Compatible device for management (Smartphone or Tablet with UniFi Protect app, or a computer with web browser access to your UniFi Protect host).

3.2 Mounting the Camera

The G5 Bullet Camera supports surface, ceiling, and wall mounting. Use the included installation kit for secure attachment.

1. **Choose a Location:** Select a suitable indoor or outdoor location, considering the desired field of view and proximity to an Ethernet cable run.
2. **Prepare the Surface:** Mark the drilling points using the mounting template (if provided in the kit). Drill pilot holes as necessary.

3. **Secure the Mount:** Attach the camera's base securely to the chosen surface using the screws and anchors from the installation kit.
4. **Connect Ethernet:** Connect an Ethernet cable from your PoE source to the camera's RJ45 port. Ensure the RJ45 connector is properly installed *before* feeding the cable through any waterproofing components to avoid issues.
5. **Adjust Camera Angle:** Utilize the flexible three-axes adjustment to position the camera for optimal coverage. Tighten the adjustment screws to lock the camera in place.



Image 3.1: Side view of the Ubiquiti G5 Bullet Camera, illustrating the mounting bracket and adjustable design.

- Access live video feeds through the UniFi Protect app or web interface on your smartphone, tablet, or computer.
- The camera records video in 2K HD resolution at 30 FPS.
- Recordings are stored on your UniFi Protect host (NVR/UDM) and can be reviewed at any time.

4.2 Night Vision

The camera features improved low-light performance and infrared (IR) night vision, allowing it to capture clear images in dark conditions up to 10 meters (30 feet). The Night Color technology enhances visibility in low-light environments.



Image 4.1: Close-up of the Ubiquiti G5 Bullet Camera lens, highlighting its optical components.

4.3 Motion Detection and Alerts

Configure motion detection zones and sensitivity settings within the UniFi Protect interface to receive alerts for activity in specific areas. Notifications can be sent to your connected devices.

5. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your G5 Bullet Camera.

- **Cleaning:** Periodically wipe the camera lens and body with a soft, dry, lint-free cloth. Avoid abrasive cleaners or solvents.
- **Firmware Updates:** Ensure your UniFi Protect host and cameras are running the latest firmware. Updates are managed through the UniFi Protect interface and often include performance improvements and security patches.
- **Cable Inspection:** Annually inspect the Ethernet cable and connections for any signs of wear, damage, or corrosion, especially for outdoor installations.
- **Mounting Security:** Periodically check that the camera's mounting hardware remains secure and that the camera's position has not shifted.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your G5 Bullet Camera.

6.1 Camera Not Connecting/Offline

- **Check PoE:** Ensure the Ethernet cable is securely connected to both the camera and a functioning PoE port on your switch or injector. Verify the PoE source is active.
- **UniFi Protect Host:** Confirm that your UniFi Protect NVR or UDM is powered on and running correctly.
- **Network Connectivity:** Verify network connectivity between the camera and the UniFi Protect host. Check for any network configuration issues or firewall blocks.
- **Reset Camera:** If the issue persists, locate the reset button on the camera (refer to Image 3.2) and press it briefly to restart. For a factory reset, press and hold the button for approximately 10 seconds until the LED indicator changes.

6.2 Poor Video Quality

- **Clean Lens:** Ensure the camera lens is clean and free from dust, smudges, or obstructions.
- **Lighting Conditions:** Verify that the environment has adequate lighting. For low-light conditions, ensure IR night vision is enabled and functioning.
- **Network Bandwidth:** Insufficient network bandwidth can lead to choppy or low-quality video. Check your network's performance.
- **Camera Settings:** Review image quality settings within UniFi Protect. Higher quality settings require more bandwidth and storage.

6.3 UniFi Protect App Issues

- **Restart App:** Close and reopen the UniFi Protect application.
- **Device Network:** Ensure your smartphone or tablet has a stable internet connection and can reach your UniFi Protect host.
- **App Updates:** Check for and install any available updates for the UniFi Protect app.

7. SPECIFICATIONS

Feature	Specification
Model Number	G5
Video Capture Resolution	2K (5MP Effective Still Resolution)
Frame Rate	30 frames per second
Field Of View	99.8 Degrees (84.4° view angle)
Night Vision Range	30 Feet (10 meters)
Low Light Technology	Night Color
Connectivity Technology	Ethernet (PoE)
International Protection Rating	IPX4 (Weatherproof)
Mounting Type	Surface, Ceiling, Wall Mount
Compatible Devices	Smartphone, Tablet (via UniFi Protect app)
Power Consumption	4 watts
Dimensions (L x W x H)	19.69 x 19.69 x 11.02 inches
Item Weight	8 ounces
Optical Zoom	5x
UPC	810084690185

8. WARRANTY AND SUPPORT

8.1 Warranty Information

Ubiquiti Networks products typically come with a limited warranty. The specific terms and duration of your warranty may vary based on your region and point of purchase. Please refer to the warranty card included with your product or visit the official Ubiquiti Networks website for detailed warranty information.

Important Note: If you purchased your Ubiquiti product from an unauthorized reseller, your warranty coverage may be affected. For warranty claims, it is generally recommended to contact your original point of purchase. If purchased from an authorized Ubiquiti distributor, contact Ubiquiti Networks support directly.

8.2 Technical Support

For technical assistance, product inquiries, or troubleshooting beyond the scope of this manual, please contact Ubiquiti Networks support through their official website. They offer resources such as knowledge bases, community forums, and direct support channels.

Before contacting support, ensure you have your product's model number (G5) and any relevant purchase information readily available.