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Alarm.com VC728PF

Alarm.com ADC-VC728PF Pro Series 4MP Bullet PoE Camera User Manual

Model: ADC-VC728PF

1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of your Alarm.com ADC-VC728PF Pro Series 4MP Bullet PoE Camera. This camera is designed for both indoor and outdoor surveillance, offering advanced features such as a motorized varifocal lens, 4MP video resolution, and intelligent analytics for enhanced security monitoring.

Please read this manual thoroughly before attempting to install or operate the device to ensure proper functionality and safety.

2. Package Contents

Verify that all items are present in your package:

- Alarm.com ADC-VC728PF Camera
- Mounting Hardware
- Weather Resistant RJ45 Cap
- Installation Guide
- Torx Wrench

3. Product Overview

The Alarm.com ADC-VC728PF is a robust Power over Ethernet (PoE) bullet camera featuring a 4MP sensor and a motorized varifocal lens. This design allows for flexible installation and remote adjustment of the camera's field of view without compromising image quality. It supports 24/7 recording to an optional onboard microSD card or a Commercial-Grade Stream Video Recorder (CSVR126), and integrates advanced analytics for object detection and business activity tracking.

Front view of the Alarm.com ADC-VC728PF Pro Series 4MP Bullet PoE Camera, showing the lens, LED indicator, and the adjustable mounting base.

Key Features:

- **4MP WDR and HDR Video:** Delivers high-resolution video with Wide Dynamic Range and High Dynamic Range capabilities (4MP recording supported on Commercial SVR).
- **Motorized Varifocal Lens:** Allows remote adjustment of the camera's field of view (3.2-9.8mm).
- **Power over Ethernet (PoE):** Simplifies installation by providing power and data over a single Ethernet cable.
- **SD Card Local Storage:** Supports optional onboard microSD card for 24/7 continuous recording.
- **IR Night Vision:** Provides clear video surveillance in low-light or no-light conditions.
- **Perimeter Guard:** Supports LED and Audio Alert features (requires firmware version 0.6.3.601+).
- **Business Activity Analytics:** Enables intelligent object detection and tracking for commercial applications.
- **Indoor/Outdoor Usage:** Designed for versatile deployment in various environments.

4. Setup and Installation

Follow these steps for proper installation of your camera.

4.1 Mounting the Camera

1. **Select a Location:** Choose a suitable indoor or outdoor location for wall mounting. Ensure the area provides a clear field of view and is within reach of your network infrastructure.
2. **Prepare the Surface:** Use the included mounting hardware to secure the camera base to the chosen surface. Drill pilot holes if necessary.
3. **Attach the Camera:** Securely attach the camera to the mounting base. The adjustable ball joint allows for flexible positioning.

4.2 Wiring and Connectivity

1. **Connect Ethernet Cable:** Connect a standard Ethernet cable from your PoE-enabled network switch or injector to the camera's RJ45 port.
2. **Apply Weather Resistant Cap:** For outdoor installations, use the included weather-resistant RJ45 cap to protect the Ethernet connection from environmental elements.
3. **Power On:** Once connected to a PoE source, the camera will power on automatically. The status LED on the camera will indicate its operational status.
4. **Network Configuration:** Access the Alarm.com platform or your network management interface to discover and configure the camera. Refer to the Alarm.com documentation for specific network setup procedures.

5. Operation

After successful installation and network configuration, you can begin operating your ADC-VC728PF camera.

5.1 Varifocal Lens Adjustment

- The motorized varifocal lens can be adjusted remotely through the Alarm.com app or web interface.
- Navigate to the camera settings to widen or narrow the field of view to optimize surveillance coverage.

5.2 SD Card Recording

- If an optional microSD card is installed, the camera supports 24/7 continuous recording.
- Access recorded footage via the Alarm.com platform. Ensure the microSD card is properly formatted as per Alarm.com guidelines.

5.3 Intelligent Analytics

- Configure object detection and business activity tracking settings within the Alarm.com platform.
- Utilize the Perimeter Guard feature for LED and audio alerts, if supported by your camera's firmware version.

6. Maintenance

Regular maintenance ensures optimal performance and longevity of your camera.

- **Cleaning:** Periodically clean the camera lens and housing with a soft, damp cloth. Avoid abrasive cleaners.
- **Firmware Updates:** Ensure your camera's firmware is up to date. Firmware updates are typically managed through the Alarm.com platform and provide performance enhancements and new features.
- **Cable Inspection:** Regularly inspect all cables and connections for wear or damage, especially in outdoor environments.

7. Troubleshooting

Refer to the table below for common issues and their solutions.

Issue	Possible Cause	Solution
No Power / Camera Not Turning On	No PoE connection; Faulty Ethernet cable; PoE switch issue.	Verify Ethernet cable connection; Ensure PoE source is active; Try a different cable or PoE port.
No Video Feed	Network connectivity issue; Incorrect camera configuration; Firewall blocking.	Check network connection; Verify camera settings in Alarm.com; Ensure network allows camera traffic.
Poor Image Quality	Dirty lens; Incorrect focus (varifocal); Low light conditions; Network bandwidth.	Clean the lens; Adjust varifocal lens remotely; Ensure adequate lighting or check IR functionality; Verify network bandwidth.

Issue	Possible Cause	Solution
SD Card Recording Not Working	SD card not installed; SD card full or corrupted; Incorrect recording settings.	Install a compatible microSD card; Format or replace SD card; Check recording settings in Alarm.com.

8. Specifications

Detailed technical specifications for the Alarm.com ADC-VC728PF camera.

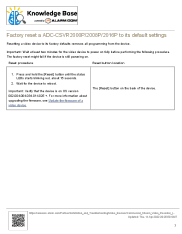
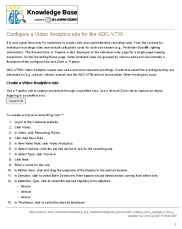
Feature	Specification
Model Name	Alarm.com VC728PF
Effective Still Resolution	4 MP
Video Capture Resolution	1080p, 1920p
Lens Type	Motorized Varifocal (3.2-9.8mm)
Connectivity Technology	Wired (Ethernet)
Power Source	PoE (Power over Ethernet)
Indoor/Outdoor Usage	Indoor, Outdoor
Mounting Type	Wall Mount
Form Factor	Bullet
Dimensions (L x W x H)	6.8 x 3 x 3 inches
Item Weight	1.86 pounds
UPC	850010773322
Special Features	PoE, 4MP, WDR, HDR, IR Night Vision, Business Activity Analytics, Perimeter Guard

9. Warranty and Support

For warranty information, technical support, or service inquiries, please contact Alarm.com directly or refer to their official website. Keep your purchase receipt for warranty validation.

- **Online Support:** Visit the official Alarm.com support portal for FAQs, troubleshooting guides, and software downloads.
- **Contact Customer Service:** Refer to your Alarm.com service provider for direct customer support.

Related Documents - VC728PF

	[Alarm.com Stream Video Recorder (ADC-SVR100) FAQs] Frequently asked questions about the Alarm.com Stream Video Recorder (ADC-SVR100), covering camera compatibility, network requirements, internet connectivity, video playback, storage, and hard drive configuration.
	[Alarm.com 4MP Outdoor Camera Floodlight Installation Guide (ADC-V729/V729AC/VC729P)] Comprehensive installation guide for Alarm.com's 4MP Outdoor Camera Floodlight models ADC-V729, ADC-V729AC, and ADC-VC729P. Covers pre-installation requirements, mounting procedures, wiring, power connection, device enrollment, troubleshooting, and compliance notices.
	[4MP Outdoor Camera Floodlight Installation Guide (ADC-V729/V729AC/VC729P)] This installation guide provides detailed instructions for setting up the Alarm.com 4MP Outdoor Camera Floodlight models ADC-V729, ADC-V729AC, and ADC-VC729P. It covers pre-installation checklists, wiring, mounting, powering, and connecting the cameras, along with troubleshooting tips and regulatory notices.
	[Factory Reset Guide for Alarm.com ADC-CSVR2000P/2008P/2016P Video Recorders] Learn how to perform a factory reset on Alarm.com Commercial Stream Video Recorders (ADC-CSVR2000P, ADC-CSVR2008P, ADC-CSVR2016P) to restore default settings. Includes step-by-step instructions and important considerations.
	[Configure Video Analytics Rules for Alarm.com ADC-V730 Camera] Step-by-step guide on how to configure Video Analytics rules, including Tripwire and Ground Zone, for the Alarm.com ADC-V730 camera to enhance recording relevance and reduce noise.
	[Factory Reset Guide for Alarm.com ADC-VC736 Bullet Camera] A step-by-step guide on how to perform a factory reset on the Alarm.com ADC-VC736 bullet camera to restore its default settings. Includes important notes and a visual description of the reset procedure.