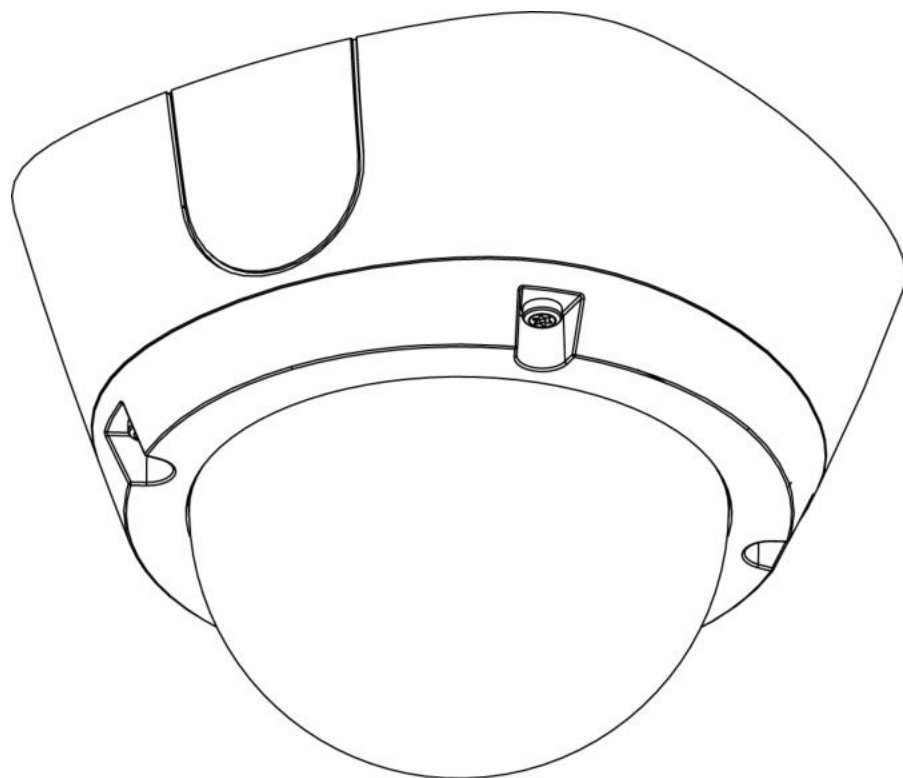




Installation Guide

Avigilon H5A Dome Camera Models:

H5A-D1

H5A-DC1

H5A-DO1

H5A-DP1

H5A-D1-IR

H5A-DC1-IR

H5A-DO1-IR

H5A-DP1-IR

H5A-D2

H5A-DC2

H5A-DO2

H5A-DP2

Legal Notices

© 2023, Avigilon Corporation. All rights reserved. AVIGILON, the AVIGILON logo, AVIGILON CONTROL CENTER, and ACC are trademarks of Avigilon Corporation. Other names or logos mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this document or at all is not a disclaimer of ownership of the related trademark.

Disclaimer

This document has been compiled and published using product descriptions and specifications available at the time of publication. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies: (1) guarantees the completeness or accuracy of the information contained in this document; or (2) is responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any losses or damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation
avigilon.com

PDF-H5ADO-A

Revision: 7 - EN

20230609

Important Safety Information

This manual provides installation and operation information and precautions for the use of this device. Incorrect installation could cause an unexpected fault. Before installing this equipment read this manual carefully. Please provide this manual to the owner of the equipment for future reference.



This Warning symbol indicates the presence of dangerous voltage within and outside the product enclosure that may result in a risk of electric shock, serious injury or death to persons if proper precautions are not followed.



This Caution symbol alerts the user to the presence of hazards that may cause minor or moderate injury to persons, damage to property or damage to the product itself if proper precautions are not followed.



WARNING — Failure to observe the following instructions may result in severe injury or death.

- Installation must be performed by qualified personnel only, and must conform to all local codes.
- This product is intended to be supplied by a UL Listed Power Unit marked “Class 2” or “LPS” or “Limited Power Source” with output rated 12 VDC or 24 VAC, 13 W min. or Power over Ethernet (PoE), rated 48 VDC, 13 W min.
- H5A-D and H5A-DC models are for indoor use only:
 - Do not use near water or expose to dripping or splashing.
 - Do not place objects filled with liquids above the device.
 - Do not expose to rain or moisture.
- Any external power supply connected to this product may only be connected to another Avigilon product of the same model series. External power connections must be properly insulated.
- Do not connect directly to mains power for any reason.



CAUTION — Failure to observe the following instructions may result in injury to persons or damage to the device.

- Do not expose the camera directly to high levels of x-ray, laser, or UV radiation. Direct exposure may cause permanent damage to the image sensor.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other sources of heat.
- Do not subject the device cables to excessive stress, heavy loads or pinching.
- Do not open or disassemble the device. There are no user serviceable parts.
- Refer all device servicing to qualified personnel. Servicing may be required when the device has been damaged (such as from a liquid spill or fallen objects), has been exposed to rain or moisture, does not operate normally, or has been dropped.
- Do not use strong or abrasive detergents when cleaning the device body.
- Use only accessories recommended by Avigilon.

Regulatory Notices

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

The following H5A Dome camera models comply with EN 60529 IP66 and IP67 rating: H5A-DO1, H5A-DO1-IR, H5A-DO2, H5A-DP1, H5A-DP1-IR, H5A-DP2.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications made to this equipment not expressly approved by Avigilon Corporation or parties authorized by Avigilon Corporation could void the user's authority to operate this equipment.

To meet the requirements of the EN 50121-4 Railway Applications Standard, use an external power supply or POE injector that is also compliant with EN 50121-4. Please contact Avigilon for assistance regarding supporting equipment.

To meet the requirements of the EN 50130-4 Alarm Systems Applications standard, use an external uninterruptible power (UPS) supply. The UPS must have a backup run time of greater than 5 seconds (>5S) for the power level as specified on the product datasheet.

For Korea

이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

Disposal and Recycling Information

When this product has reached the end of its useful life, please dispose of it according to your local

environmental laws and guidelines.

Risk of fire, explosion, and burns. Do not disassemble, crush, heat above 100 °C (212 °F), or incinerate.

European Union:



This symbol means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

Table of Contents

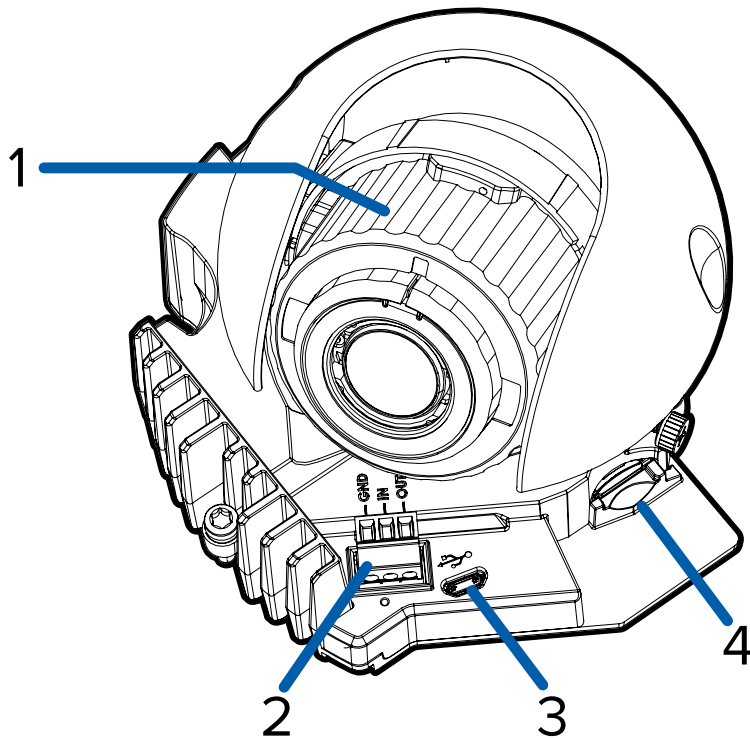
Overview	1
Rear View	1
Front View	2
IR View	3
H5A-D Indoor Dome — Surface Mount	4
Cover View	4
Bottom View	5
Wall Plate View	6
Base View	7
H5A-DC Indoor Dome — In-Ceiling Mount	8
Cover View	8
Clamp View	9
Top View	10
H5A-DO Outdoor Dome — Surface Mount	11
Cover View	11
Top View	12
Wall Plate View	13
H5A-DP Outdoor Dome — Pendant Mount	14
Cover View	14
Top View	15
Bottom View	16
Pendant Wall Mount Bracket View	17
Pendant Wall Mount View	18
Pendant NPT Mount View	19
Preparing the Installation	20
Pre-Deployment In-Box Configuration	20
Removing the Dome Cover	20
Removing the Configuration Cable	21
Mounting and Aiming Video Analytics Cameras	21
Inserting Cables through the Sealing Grommet	21
Indoor Surface Mount Installation	23
Required Tools and Materials	23
Camera Package Contents	23
Installation Steps	23
Mounting the Dome Camera Using the Bottom Cable Entry Hole	23

Mounting the Dome Camera Using the Side Cable Entry Hole	24
Mounting the Dome Camera to an Electrical Box	24
Connecting Cables	25
Installing the Dome Cover	26
In-Ceiling Mount Installation	28
Required Tools and Materials	28
Camera Package Contents	28
Installation Steps	28
Mounting the Dome Camera Using the Ceiling Clamps	28
Mounting the Dome Camera using the Camera Mounting Holes	30
Connecting Cables	31
Installing the Dome Cover	32
Outdoor Surface Mount Installation	33
Required Tools and Materials	33
Camera Package Contents	33
Installation Steps	33
Mounting the Dome Camera Using the Bottom Cable Entry Hole	33
Mounting the Dome Camera Using the Side Cable Entry Hole	34
Mounting the Dome Camera to an Electrical Box	37
Connecting Cables	38
Installing the Dome Cover	38
Pendant Mount Installation	40
Required Tools and Materials	40
Package Contents	40
Installation Steps	40
Mounting the Dome Camera to the Pendant Wall Mount	41
(Optional) Mounting the Dome Camera to the Pendant NPT Mount	45
Connecting Cables	48
Installing the Dome Cover	48
Connecting to the Camera	50
Initializing a Camera Username and Password	50
(Optional) Using the USB Wi-Fi Adapter	50
Assigning an IP Address	51
Accessing the Live Video Stream	52
Aiming the Dome Camera	52
(Optional) Configuring microSD Card Storage	52

Zooming and Focusing the Dome Camera	53
Configuring the Camera	53
For More Information	53
Cable Connections	54
Connecting External Power	54
Non-Seamless Failover	54
Connecting to External Devices	54
Connecting to Microphones, Speakers, and Video Monitors	56
Connection Status LED Indicator	57
Troubleshooting Network Connections and LED Behavior	57
Resetting to Factory Default Settings	59
Setting the IP Address Using the ARP/Ping Method	60
Cleaning	61
Dome Bubble	61
Body	61
Limited Warranty and Technical Support	62

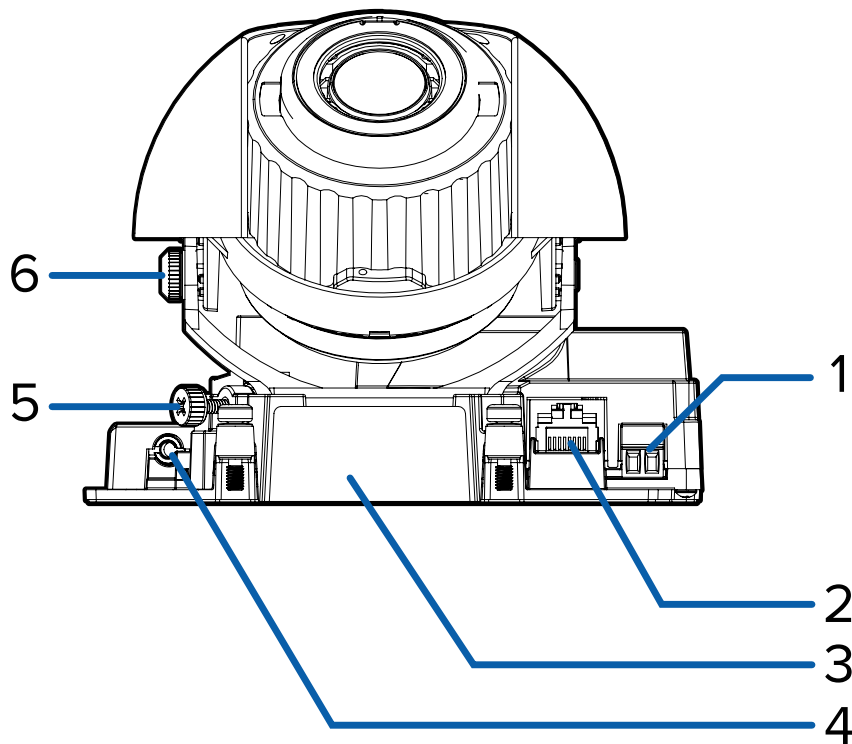
Overview

Rear View



1. **Azimuth control**
Provides control of the image angle.
2. **I/O connector block**
Provides connections to external input/output devices.
3. **Micro USB port**
Accepts a micro USB to USB adapter. Only required when using the Avigilon USB Wi-Fi Adapter.
4. **microSD card slot**
Accepts a microSD card for onboard storage. For more information, see *(Optional) Configuring microSD Card Storage* on page 52.

Front View



1. **Power connector block**

Accepts a terminal block with either an AC or DC power connection. DC input can be either polarity. Only required when Power over Ethernet is not available.

2. **Ethernet port**

Accepts an Ethernet connection to a network. Server communication and image data transmission occurs over this connection. Also receives power when it is connected to a network that provides Power over Ethernet.

3. **Serial number tag**

Device information, product serial number and part number label.

4. **Audio/video connector**

Accepts a mini-jack connector (3.5 mm).

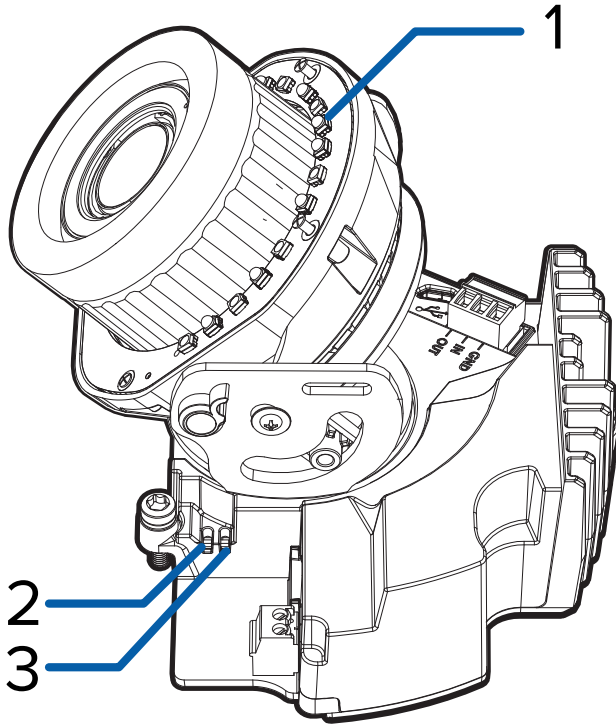
5. **Pan lock thumb screw**

Provides a locking mechanism for the image pan adjustment.

6. **Tilt lock thumb screw**

Provides a locking mechanism for the image tilt adjustment.

IR View



1. **IR Illuminator Ring**

Provides scene illumination in the IR spectrum. The IR illuminator ring is not included with all models.

2. **Link LED indicator**

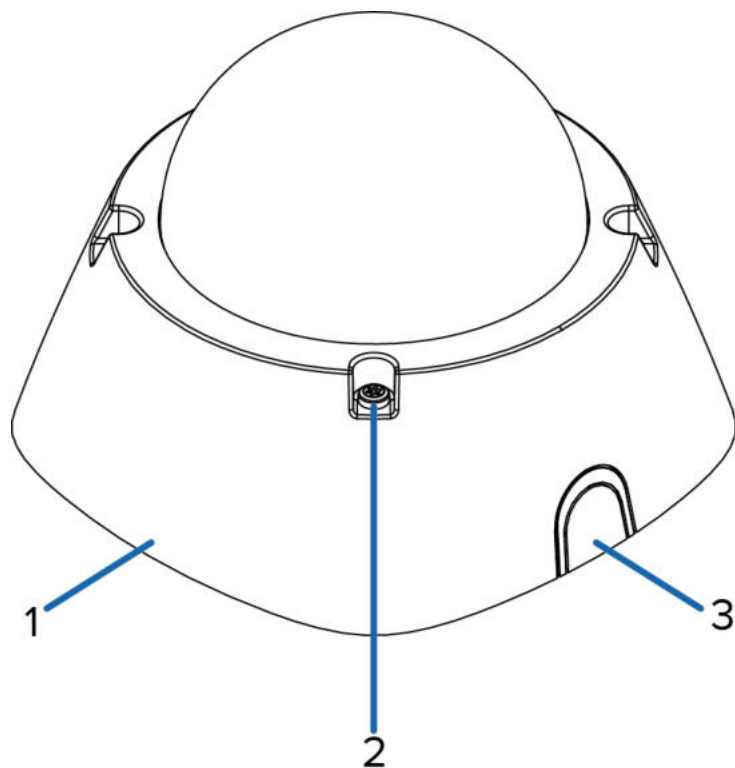
Amber LED indicates if there is an active connection in the Ethernet port.

3. **Connection status LED indicator**

Green LED provides information about device operation. For more information, see *Connection Status LED Indicator* on page 57.

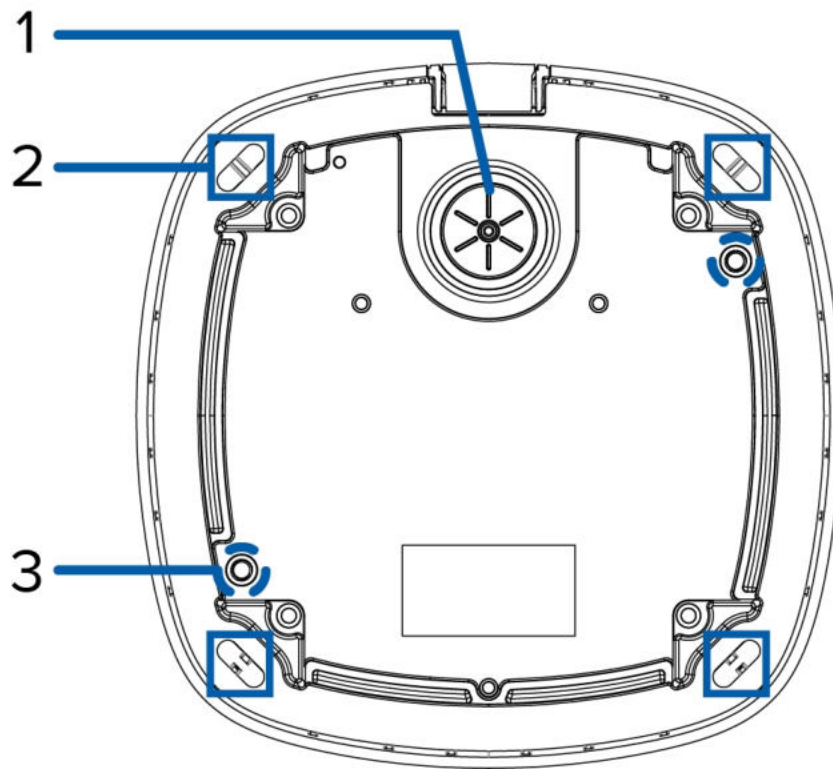
H5A-D Indoor Dome — Surface Mount

Cover View



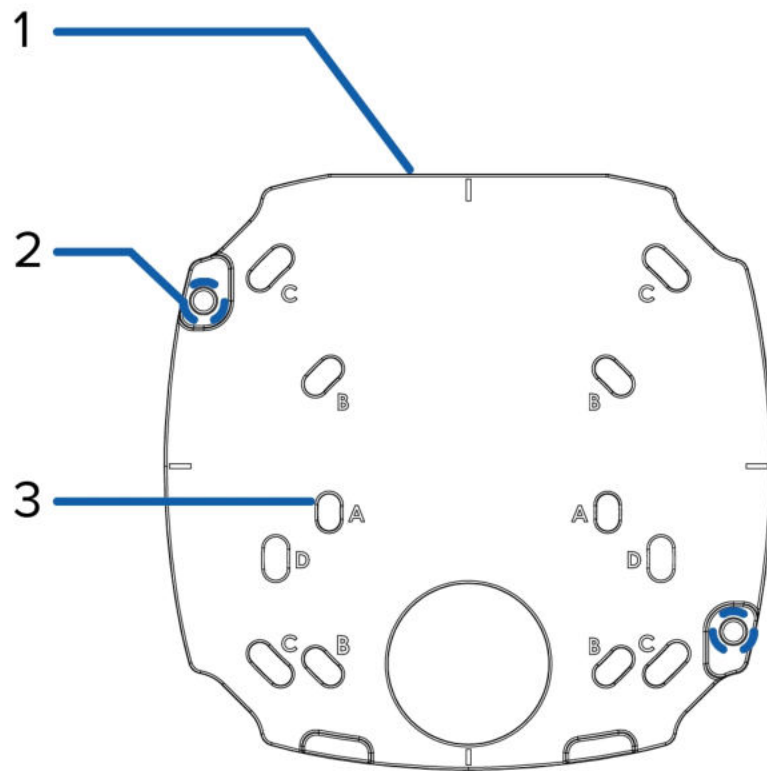
1. **Dome cover**
Vandal resistant dome cover.
2. **Tamper resistant screws**
Star-shaped captive screws to fix the dome cover to the base.
3. **Sidewall plug**
Covers the side cable entry hole.

Bottom View



1. **Cable entry hole**
An entry hole for the cables required for camera operation.
2. **Mounting holes**
Mounting points for the camera.
3. **Wall plate mounting screws**
Screws to attach the camera to the wall plate.

Wall Plate View



1. **Leveling edge**

Flat edge for aligning the wall plate to an electrical box.

2. **Wall plate mounting points**

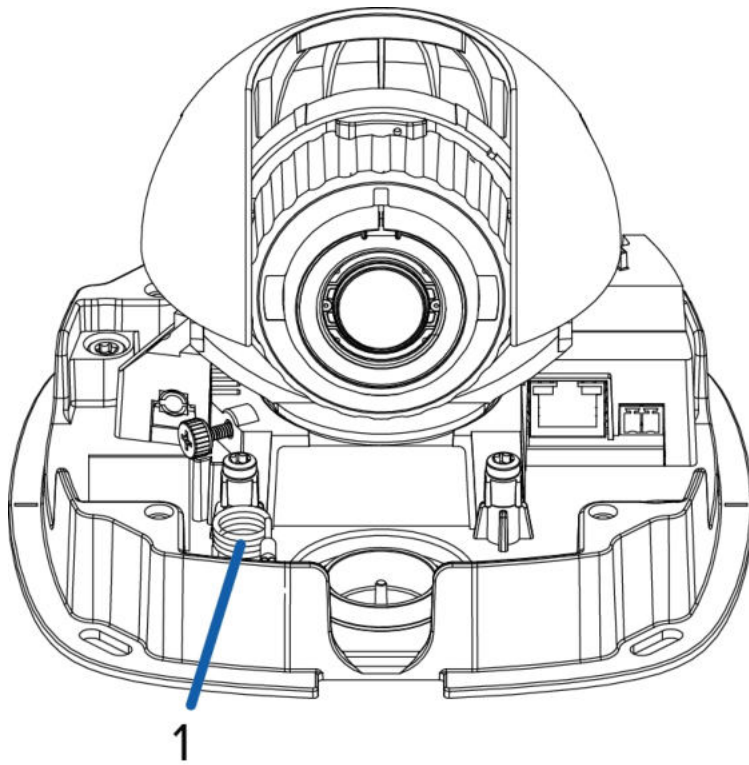
Points for mounting the camera to the wall plate

3. **Electrical box mounting holes**

Holes for mounting the wall plate to an electrical box. The wall plate supports four configurations:

- A. UK standard single gang box
- B. Octagon gang box
- C. 4" gang box
- D. US standard single gang box

Base View

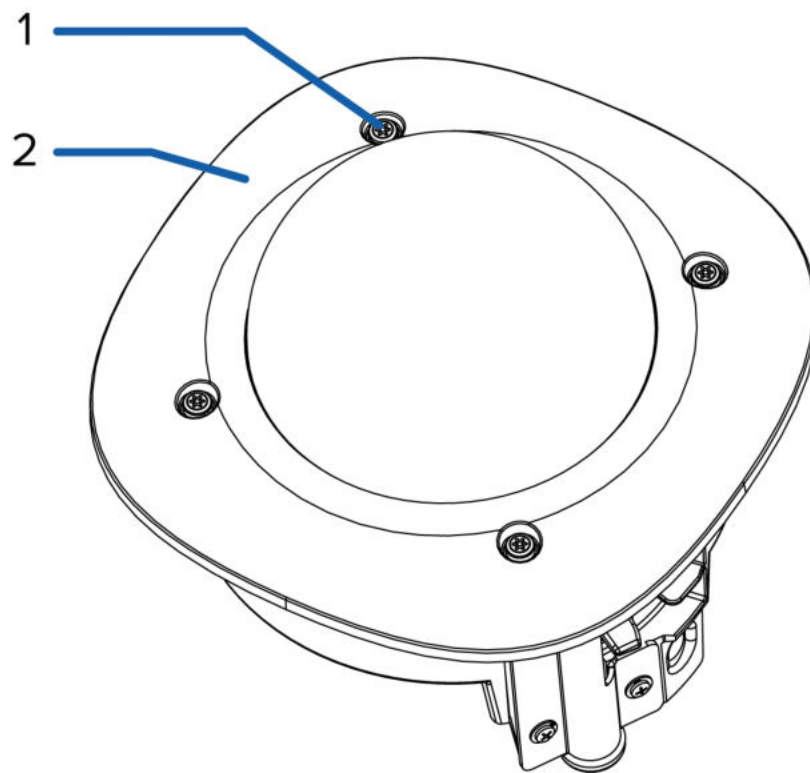


1. Lanyard

Connects to a lanyard hook on the cover.

H5A-DC Indoor Dome — In-Ceiling Mount

Cover View



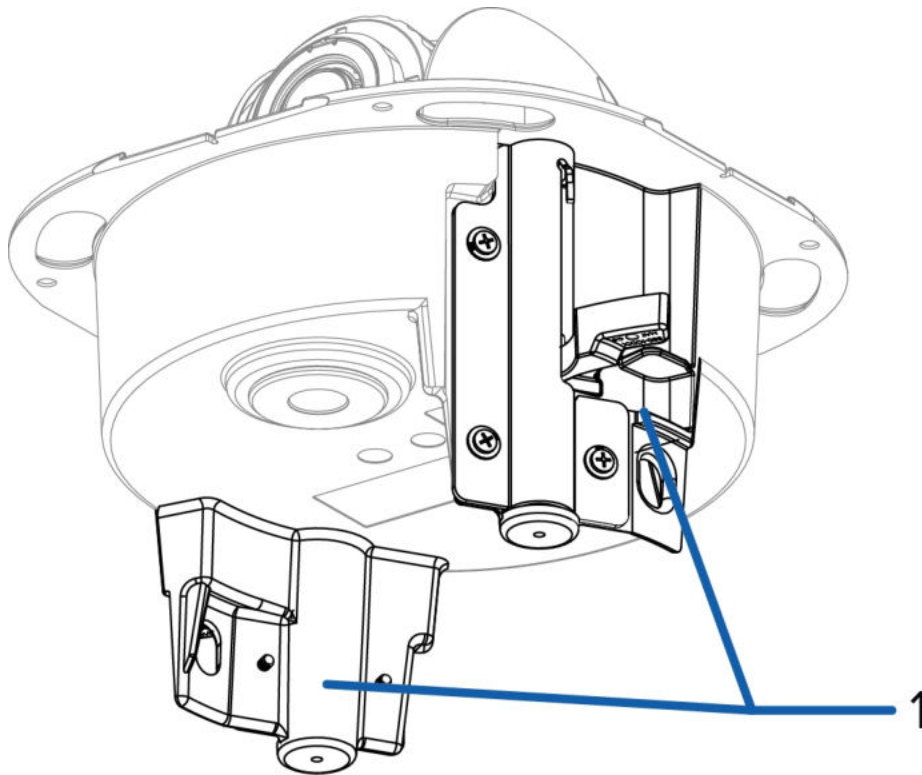
1. **Tamper resistant screws**

Star-shaped captive screws to fix the dome cover to the base.

2. **Dome cover**

Vandal resistant dome cover.

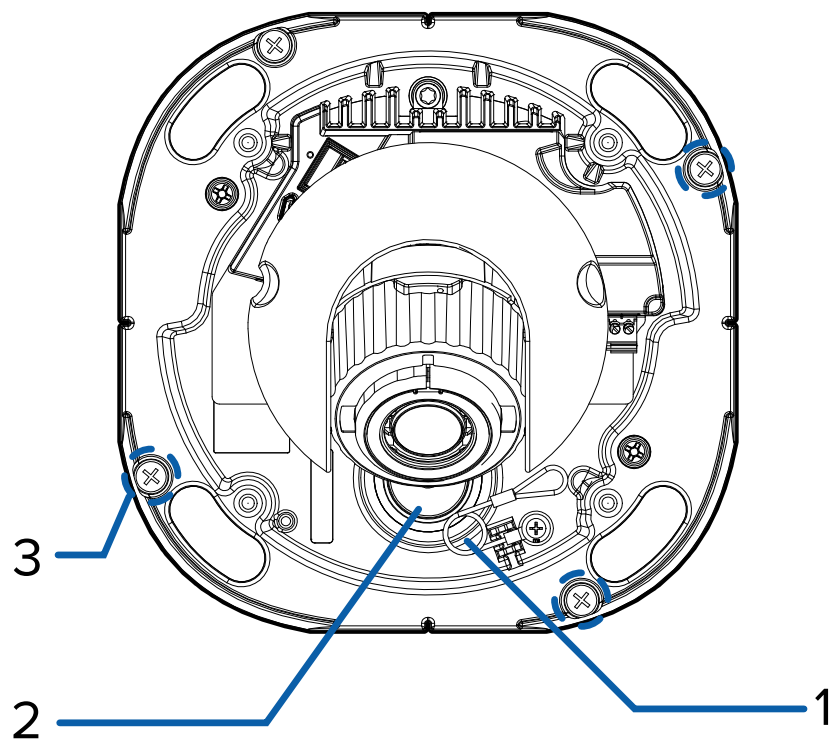
Clamp View



1. Clamps

Spring loaded locking mechanisms that secure the camera to the mounting surface.

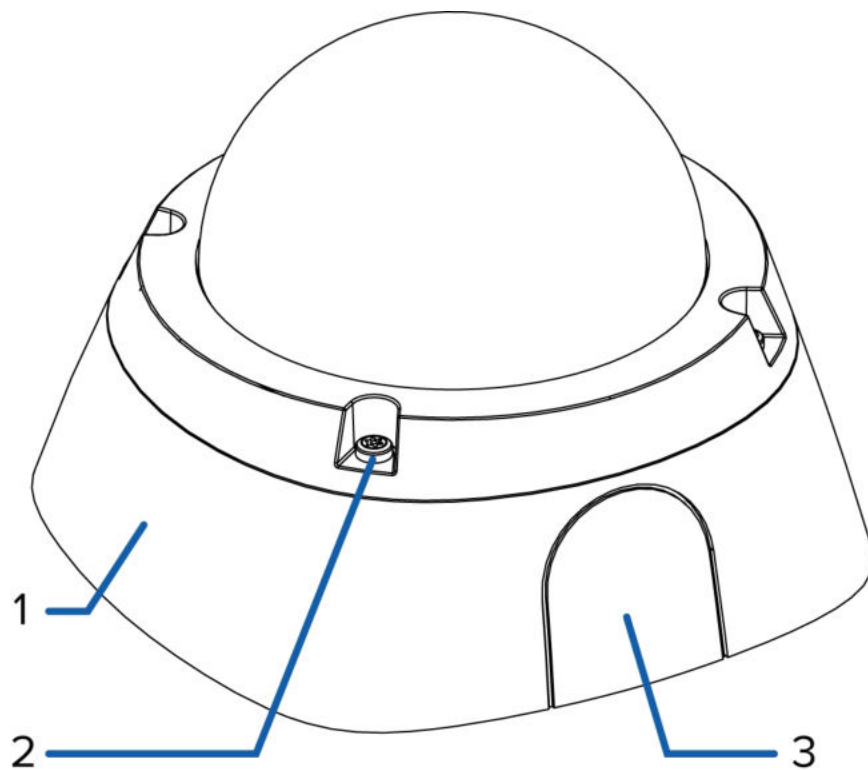
Top View



1. **Lanyard**
Connects to a lanyard hook on the cover.
2. **Cable entry hole**
An entry hole for the cables required for camera operation.
3. **Mounting holes**
Holes for mounting the camera to a mounting surface.

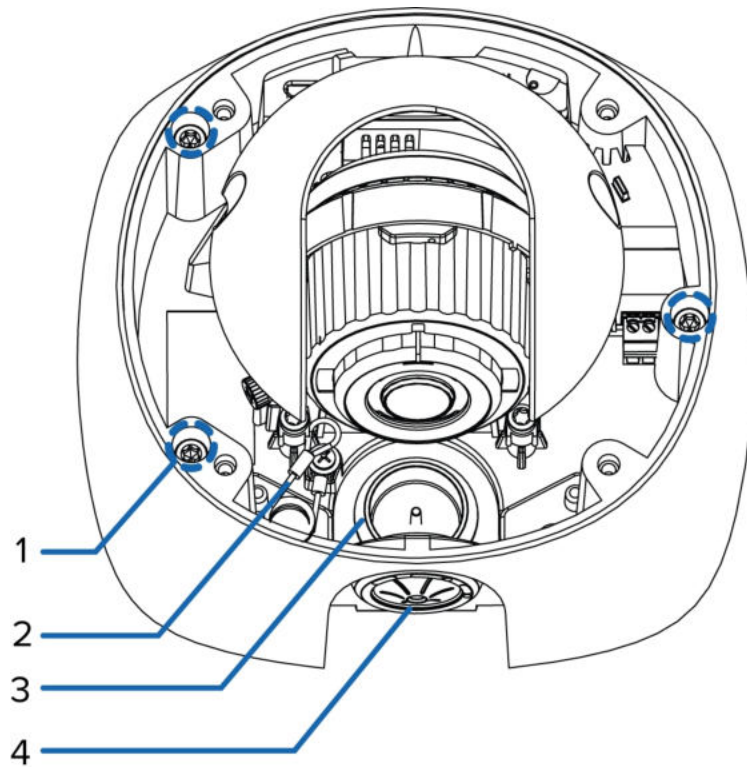
H5A-DO Outdoor Dome — Surface Mount

Cover View



1. **Dome cover**
Vandal resistant dome cover.
2. **Tamper resistant screws**
Star-shaped captive screws to fix the dome cover to the base.
3. **Side cable entry cover**
Covers the side cable entry hole.

Top View



1. **Wall plate mounting screws**

Screws for mounting the camera to the wall plate.

2. **Lanyard**

Connects to a lanyard hook on the cover.

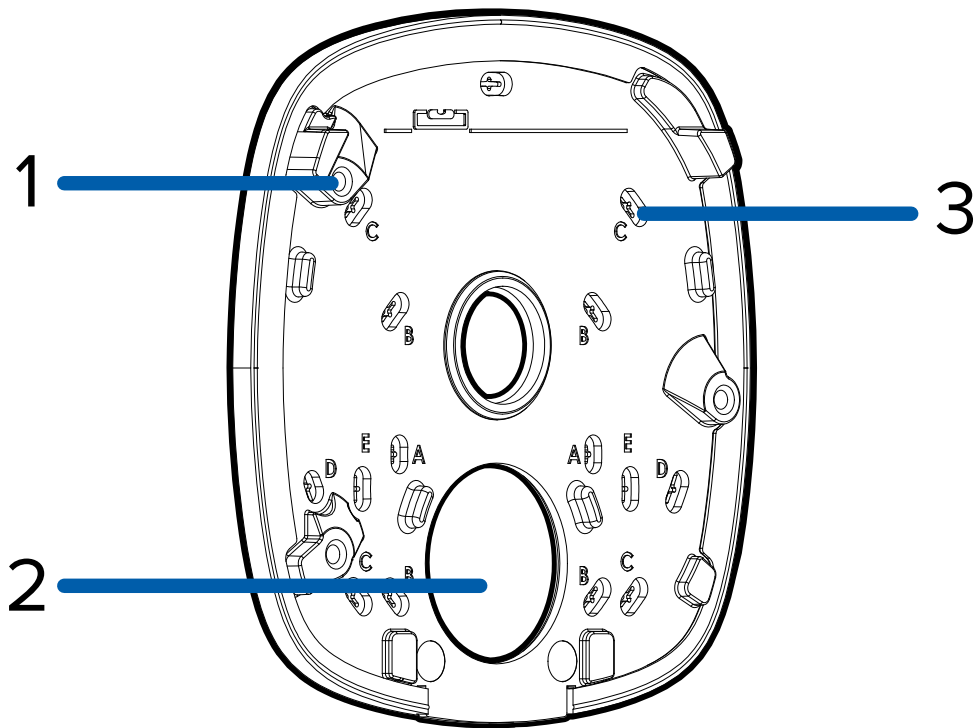
3. **Bottom cable entry hole**

A bottom entry hole for the cables required for camera operation.

4. **Side cable entry hole**

A side entry hole for the cables required for camera operation.

Wall Plate View



1. **Camera mounts**

Points for mounting the camera body to the wall plate.

2. **Cable entry hole**

An entry hole for the cables required for camera operation.

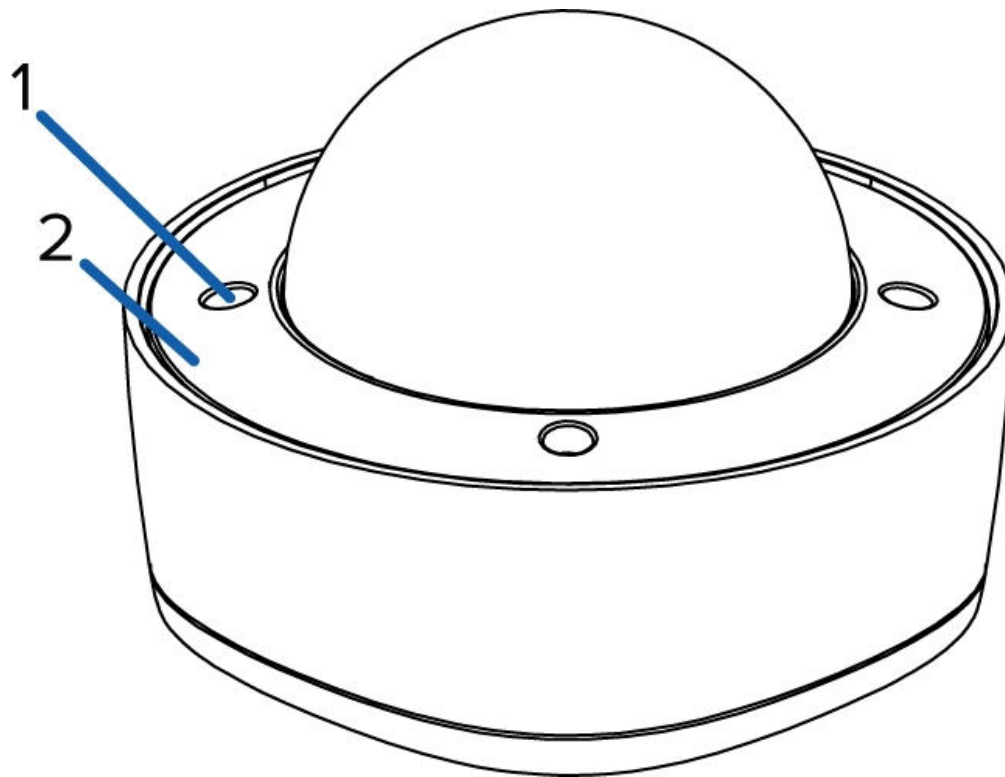
3. **Mounting holes**

Holes for mounting the wall plate to the following:

- A. UK standard single gang box
- B. Octagon gang box
- C. 4" gang box
- D. Mounting surface
- E. US standard single gang box

H5A-DP Outdoor Dome — Pendant Mount

Cover View



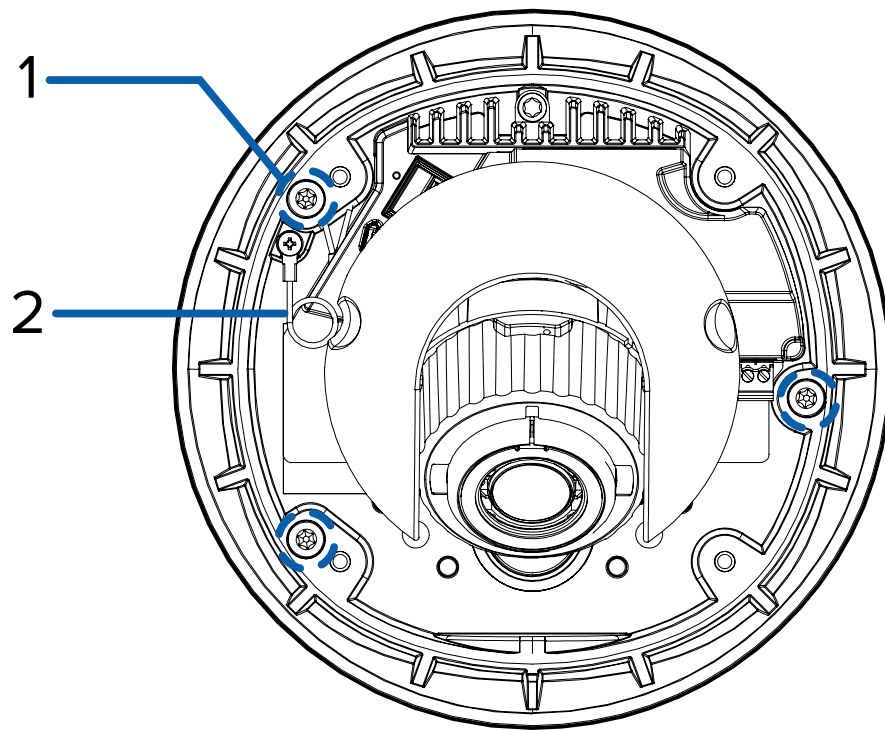
1. **Tamper resistant screws**

Star-shaped captive screws to fix the dome cover to the base.

2. **Dome cover**

Vandal resistant dome cover.

Top View



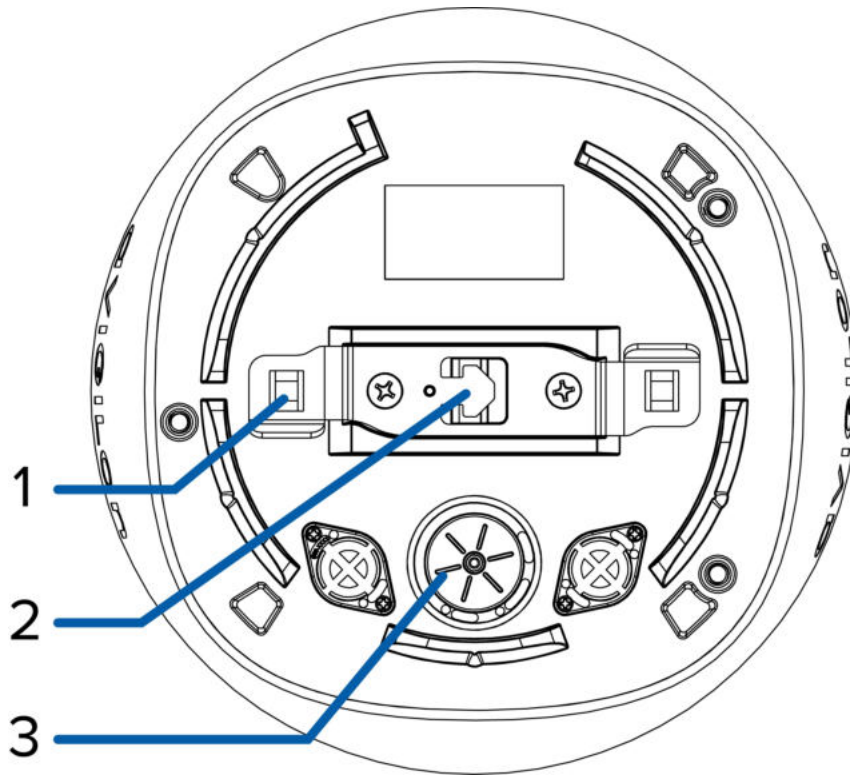
1. **Camera mounting screws**

Screws for securing the camera to the pendant wall mount or the pendant NPT mount.

2. **Lanyard**

Connects to a lanyard hook on the cover.

Bottom View



1. **Camera alignment latch**

A latch for locking the camera into the pendant wall mount or the pendant NPT mount.

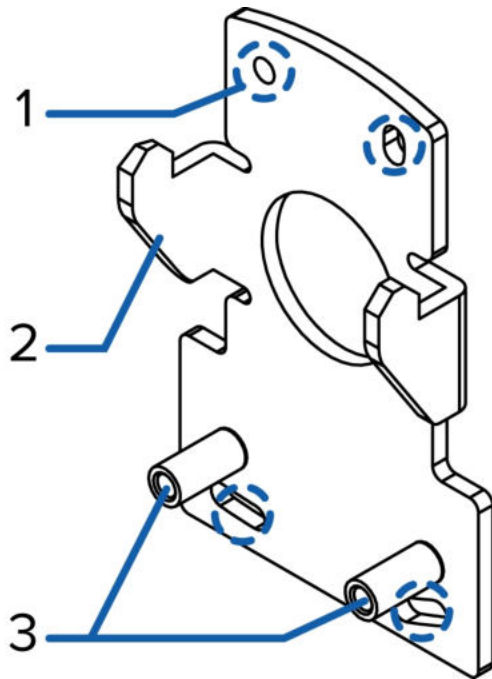
2. **Camera lanyard hook**

A hook for suspending the camera from the lanyard provided in the pendant wall mount or the pendant NPT mount.

3. **Cable entry hole**

An entry hole for the cables required for camera operation.

Pendant Wall Mount Bracket View



1. **Bracket mounting holes**

Points for mounting the pendant wall mount bracket to a mounting surface.

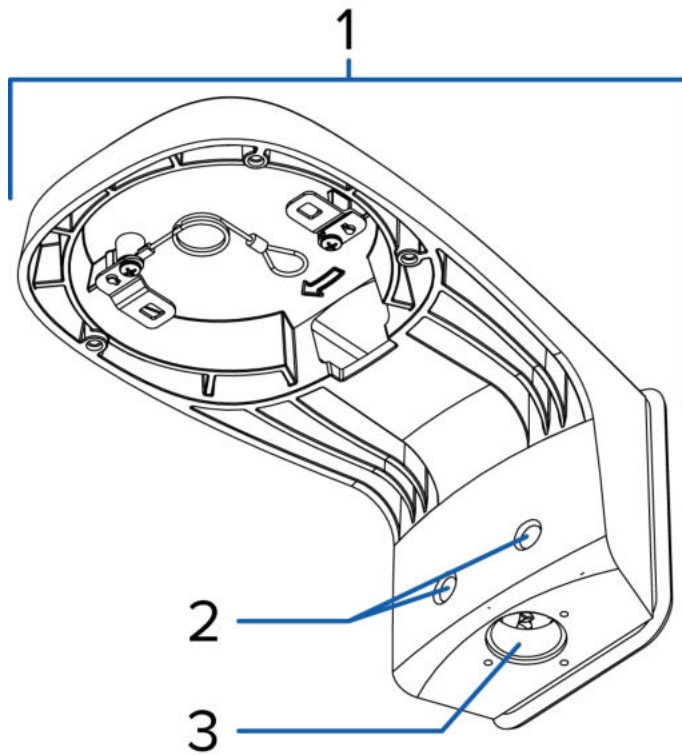
2. **Mounting tabs**

Tabs for placing the pendant wall mount onto the bracket.

3. **Mounting points**

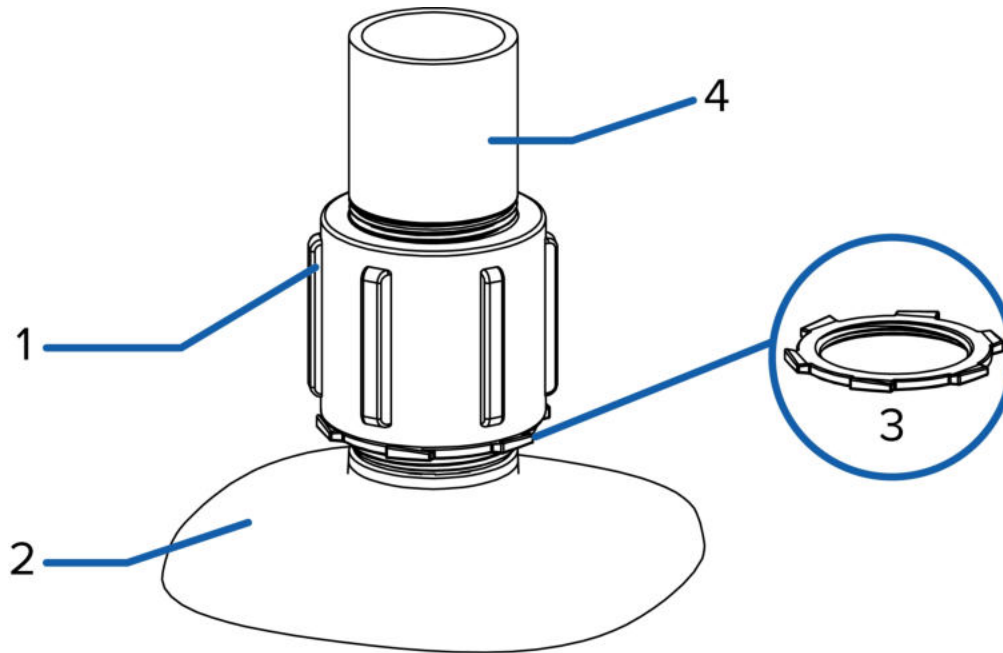
Points for securing the pendant wall mount to the mounting bracket.

Pendant Wall Mount View



1. **Pendant wall mount**
Dome camera mount for walls and other mounting surfaces.
2. **Pendant wall mount screws**
Screws for securing the pendant wall mount to the mounting bracket.
3. **NPT pipe entry hole**
A 3/4" NPT threaded hole for NPT pipe conduits.

Pendant NPT Mount View



Note: The NPT pipe and NPT-female to NPT-female adapter are not supplied by Avigilon and should be sourced separately.

1. **1-1/2" NPT-female to NPT-female adapter**
An adapter for attaching the pendant NPT mount to an NPT pipe.
2. **Pendant NPT mount**
Dome camera mount for NPT pipes.
3. **Lock nut**
Lock nut for securing the pendant NPT mount on the NPT-female to NPT-female adapter.
4. **NPT pipe**
NPT pipe used for a pendant mount with the NPT adapter.

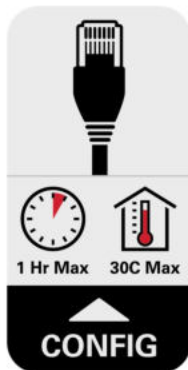
Preparing the Installation

Pre-Deployment In-Box Configuration

The camera comes equipped with an RJ45 configuration cable pre-installed for users that want to configure camera settings before installing the camera. The RJ45 connector on the configuration cable is accessible through the small flap on the side of the camera box for easy configuration before unpacking the camera.

Note: The maximum recommended duration of in-box configuration is 1 hour. The maximum recommended ambient temperature is 30° C (86° F).

1. Locate and open the flap on the side of the camera packaging. Look for the *Config* label.



2. Connect a network cable to the RJ45 plug on the configuration cable. The network cable must provide PoE. IEEE 802.3af Class 3, to power the camera during configuration.
3. Connect to the camera using an ACC Client, the Camera Configuration Tool, or the camera's web browser interface to configure the camera's settings. For more information about connecting to the camera, see *Assigning an IP Address* on page 51, and *Accessing the Live Video Stream* on page 52.
4. Once you have finished making configuration changes, unplug the network cable.



CAUTION — Be careful when handling the camera after configuring it inside the packaging. The camera may be hot when handling it or removing from the packaging immediately after in-box configuration.

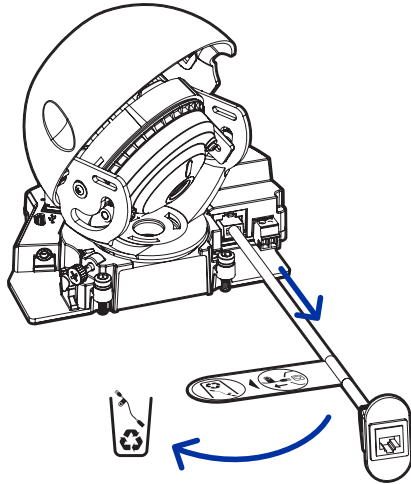
Removing the Dome Cover

Remove the dome cover by loosening the screws that fix the cover to the base. Use a T20 Pin-In star-shaped driver to loosen the screws.

Note: Be careful not to scratch or touch the dome bubble. The resulting marks or fingerprints may affect the overall image quality. Keep the protective covers on the outside of the dome bubble until the installation is complete.

Removing the Configuration Cable

Remove the configuration cable by pushing down on the connector's tab and pulling it out of the port.



Mounting and Aiming Video Analytics Cameras

When installing an Avigilon video analytics camera, follow the listed mounting and aiming recommendations to maximize the camera's analytics capabilities:

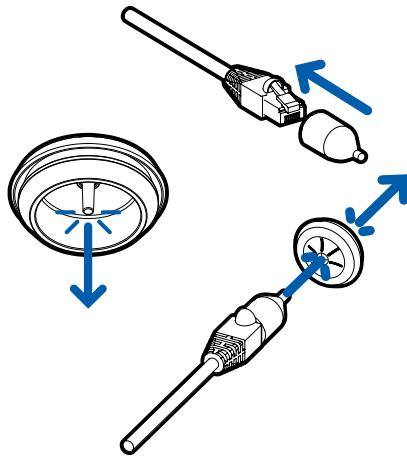
- The camera should be installed above 2.74 m (9 feet).
- The camera should tilt downwards no more than 45 degrees.
- The camera image should be level with the horizon line.
- The camera should be mounted to a stable surface to minimize the physical movement of the camera after installation.

For more details, see *Designing a Site for Video Analytics*. The document is available on the Avigilon website.

Inserting Cables through the Sealing Grommet

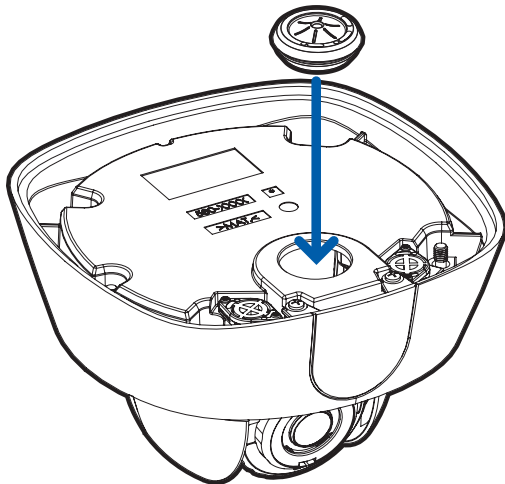
Unless specified otherwise, you must pull the required cables through the sealing grommet included with the camera when using a cable entry hole. If installing an indoor camera, this step may not be required.

1. Locate the included cable entry grommet.
2. Pull the tab on the grommet to open a hole for the Ethernet cable.
3. Push an Ethernet cable through the grommet by one of the following methods:
 - a. If the Ethernet cable is uncrimped, push the cable through the grommet.
 - b. If the Ethernet cable is already crimped, place the grommet piercing cap on the Ethernet connector then push the cable through the grommet.



Ensure that the orientation of the cable and grommet matches the one shown in the image.

4. Push any other required cables through the grommet.
5. Install the grommet and cables into the base of the camera.



Note: If you will pull multiple cables through the sealing grommet, apply silicone sealant to seal any gaps in the grommet.

Indoor Surface Mount Installation

Required Tools and Materials

- Small slotted screwdriver with 5/64" or 2 mm blade width — for connecting power when not using Power over Ethernet.
- No. 2 Phillips screwdriver — for attaching camera to an electrical box or wall

Camera Package Contents

Ensure the package contains the following:

- Avigilon H5A Indoor Dome Camera
- Mounting template sticker
- Cable entry grommet
- RJ-45 grommet piercing Cap
- 4 screws and anchors for solid walls
- Wall plate
- T20 Pin-In star-shaped driver

Installation Steps

Complete the following sections to install the device.



CAUTION — This camera is designed for indoor use only.

Mounting the Dome Camera Using the Bottom Cable Entry Hole

Perform the following steps if the required cables will be coming out of the mounting surface. Use this procedure on surfaces that can easily be cut, such as drywall, and when the cables should be kept out of sight.

1. Use the mounting template to drill four mounting holes and one cable entry hole into the mounting surface.
2. Pull the cables through the cable entry hole in the ceiling or wall.
3. (Optional) Mount the wall plate onto the back of the camera using the wall plate mounting screws.
4. Insert the sealing grommet and the required cables into the cable entry hole on the bottom of the camera. For more information on using the sealing grommet, see *Inserting Cables through the Sealing Grommet* on page 21.
5. Drive four screws into the mounting holes to fasten the camera to the ceiling or wall.

Mounting the Dome Camera Using the Side Cable Entry Hole

Perform the following steps if you will be mounting to a surface with the required cables coming out of an external conduit. Use this procedure if the mounting surface cannot be easily cut or when cables must be brought along the outside of the mounting surface.

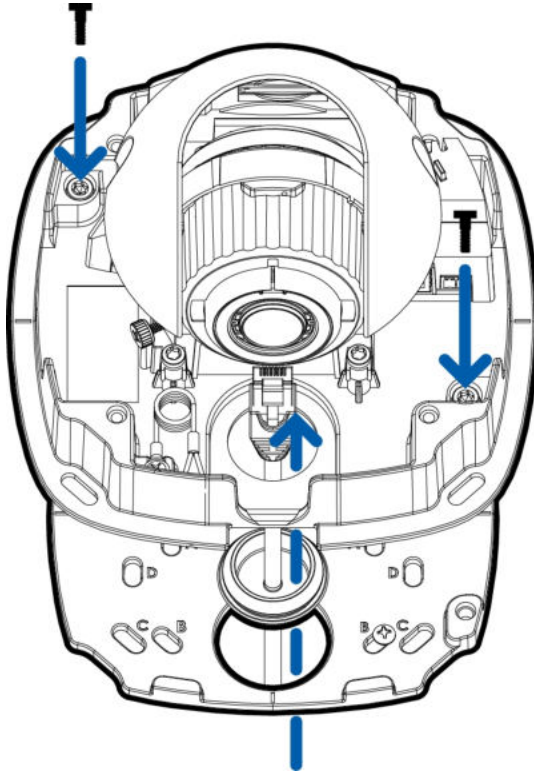
1. Use the mounting template to drill four mounting holes and to cut the conduit to the correct length.
2. Pull the required cables through the conduit.
3. (Optional) Mount the wall plate on the rear of the camera using the wall plate mounting screws.
4. Drive four screws into the mounting holes to fasten the dome camera to the ceiling or wall.
5. Remove the sidewall plug to expose the side cable entry hole. Depending on the size of the conduit, use one of the following methods:
 - a. If using a ½" or 20 mm conduit, remove the sidewall plug from the housing, and use pliers to remove the center knockout piece. Insert the remaining plug back into the housing.
 - b. For larger conduits, remove the sidewall plug entirely.

Mounting the Dome Camera to an Electrical Box

Perform the following steps if the required electrical components and cables will be contained in an electrical gang box inside the mounting surface.

1. Mount the wall plate to the electrical box. Use the hole configuration that matches the box:
 - A — UK standard single gang box
 - B — Octagon gang box
 - C — 4" gang box
 - D — US standard single gang box
2. Use the leveling edge to make sure that the camera is level with the box.

3. Insert the sealing grommet with the required cables pulled through into the cable entry hole on the bottom of the camera. For more information on using the sealing grommet, see *Inserting Cables through the Sealing Grommet* on page 21.



4. Mount the camera onto the wall plate using the wall plate mounting screws.

Connecting Cables

Refer to the diagrams in *Overview* on page 1 for the location of the different connectors.

1. If external input or output devices are part of the installation (for example: door contacts, relays, etc.), connect the devices to the I/O connector block.
2. If an external microphone needs to be connected to the camera, connect the device to the camera A/V connector.

For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.

3. (2.0 megapixel models only) If an external video monitor needs to be connected to the camera, connect the device to the camera A/V connector.

For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.

4. Connect a network cable to the Ethernet port (RJ-45 connector).

The Link LED indicator will turn on once a network link has been established.

5. Connect power using one of the following methods:

- Power over Ethernet (PoE) Class 3 — If PoE is available, the LEDs will turn on.
 - External Power — Connect an external 12 V DC or 24 V AC power source to the power connector block.
6. Check that the Connection Status LED indicator indicates the correct state. For more information, see *Connection Status LED Indicator* on page 57.

Installing the Dome Cover

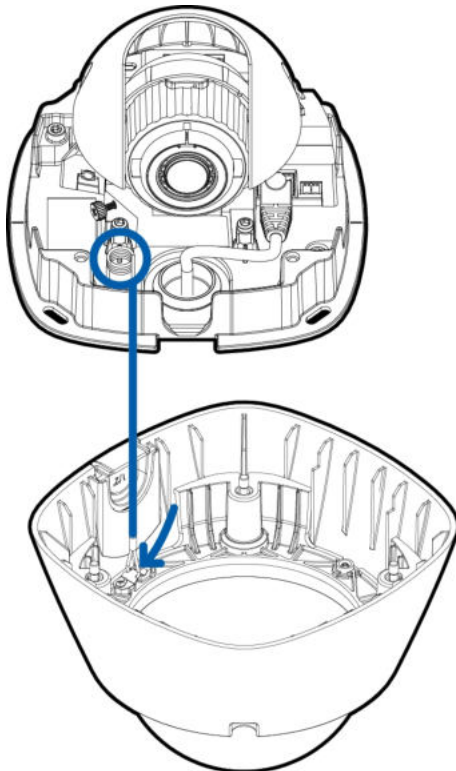
Note:

Before installing the dome cover, we recommend that you first connect to the camera and adjust the aim, zoom, and focus so that the camera covers the required field of view. For more information, see:

- *Connecting to the Camera* on page 50
- *Aiming the Dome Camera* on page 52
- *Zooming and Focusing the Dome Camera* on page 53

Be careful not to touch or scratch the dome bubble. Any marks or fingerprints on the dome bubble will cause unwanted reflections in the -IR model.

1. Attach the lanyard to the dome cover.



2. Remove the protective cover on the inside of the dome bubble.
3. Attach the dome cover to the base by tightening the screws with the star-shaped driver.
4. Remove the protective cover on the outside of the dome bubble.

In-Ceiling Mount Installation

Required Tools and Materials

- Small slotted screwdriver with 5/64" or 2 mm blade width — for connecting power when not using Power over Ethernet.
- No. 2 Phillips screwdriver — for attaching the camera to a mounting surface and positioning the clamps.

Camera Package Contents

Ensure the package contains the following:

- Avigilon H5A Indoor Dome Camera
- Mounting template sticker
- Cable entry grommet
- RJ-45 grommet piercing cap
- 4 screws and anchors for solid walls
- T20 Pin-In star-shaped driver

Installation Steps

Complete the following sections to install the device.

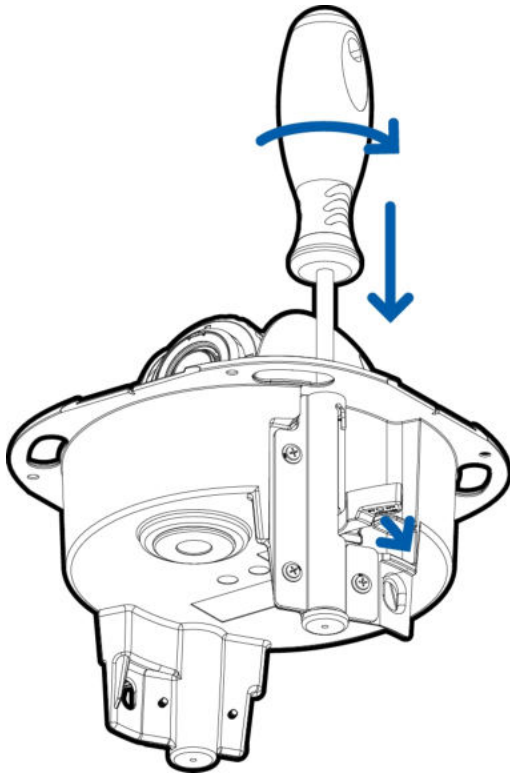


CAUTION — This camera is designed for indoor use only.

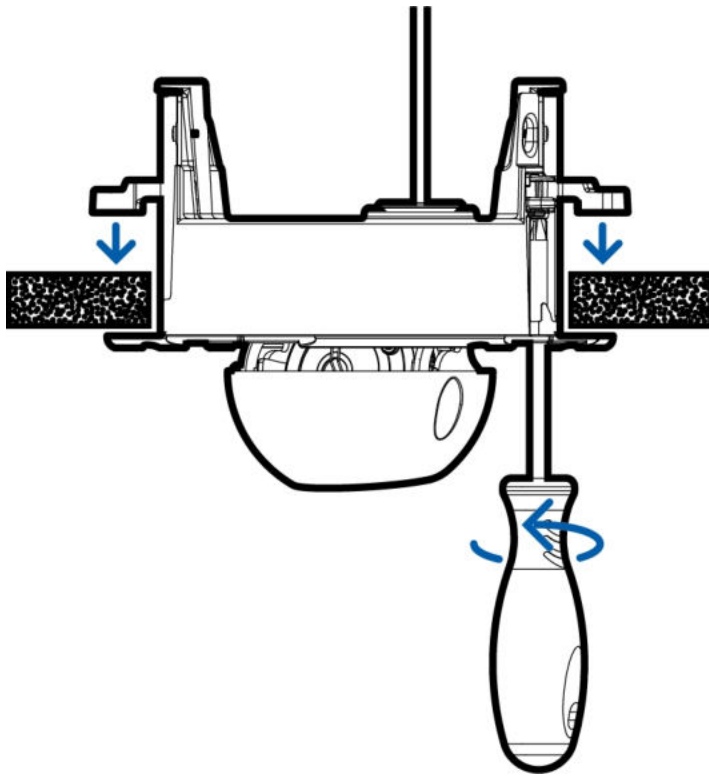
Mounting the Dome Camera Using the Ceiling Clamps

Perform the following steps if you will be mounting the camera into a ceiling.

1. Use the mounting template to cut an entry hole for the camera and cables into the ceiling.
2. Use a No. 2 Phillips screwdriver to push each of the clamps into the camera. Push the clamp down until the spring is fully compressed, then rotate the clamp counter clockwise into the ready position.



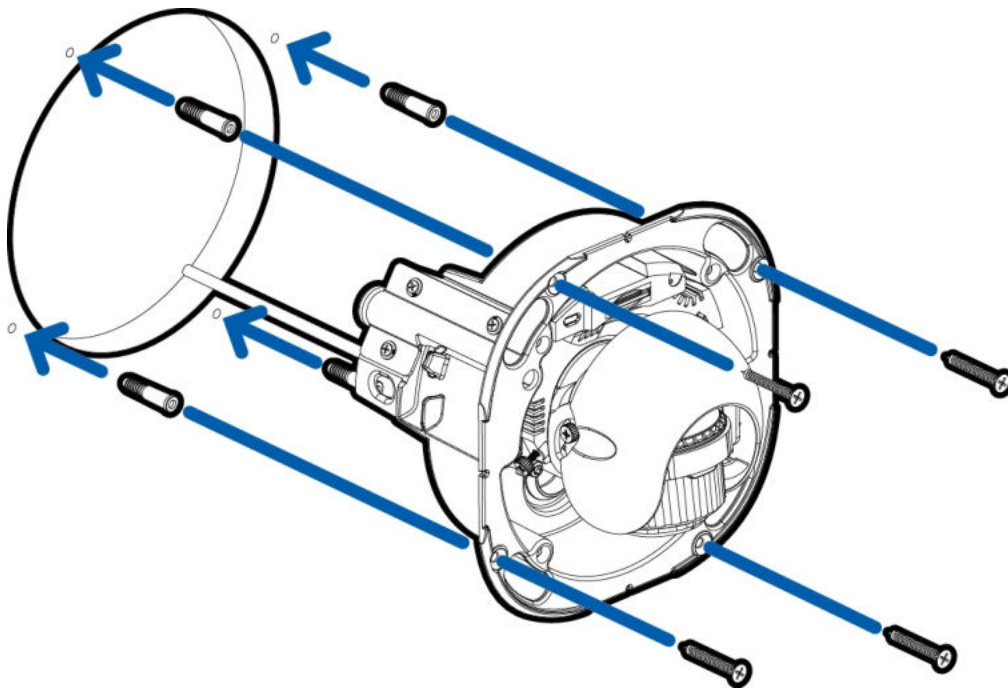
3. Insert the sealing grommet with all the required cables pulled through into the cable entry hole on the bottom of the camera. For more information on using the sealing grommet, see *Inserting Cables through the Sealing Grommet* on page 21.
4. Insert the dome camera into the entry hole in the ceiling.
5. Rotate the clamps clockwise and release to secure the camera to the ceiling.



Mounting the Dome Camera using the Camera Mounting Holes

Perform the following procedure if you will be mounting the camera to a surface where the clamps cannot be used to secure the camera.

1. Use the mounting template to drill four mounting holes and an entry hole for the camera.
2. Insert the sealing grommet with all the required cables pulled through into the cable entry hole on the bottom of the camera. For more information on using the sealing grommet, see *Inserting Cables through the Sealing Grommet* on page 21.
3. Drive four screws through the mounting holes to fasten the camera to the wall.



Connecting Cables

Refer to the diagrams in *Overview* on page 1 for the location of the different connectors.

1. If external input or output devices are part of the installation (for example: door contacts, relays, etc.), connect the devices to the I/O connector block.
2. If an external microphone needs to be connected to the camera, connect the device to the camera A/V connector.
For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.
3. (2.0 megapixel models only) If an external video monitor needs to be connected to the camera, connect the device to the camera A/V connector.
For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.
4. Connect a network cable to the Ethernet port (RJ-45 connector).
The Link LED indicator will turn on once a network link has been established.
5. Connect power using one of the following methods:
 - Power over Ethernet (PoE) Class 3 — If PoE is available, the LEDs will turn on.
 - External Power — Connect an external 12 V DC or 24 V AC power source to the power connector block.
6. Check that the Connection Status LED indicator indicates the correct state. For more information, see *Connection Status LED Indicator* on page 57.

Installing the Dome Cover

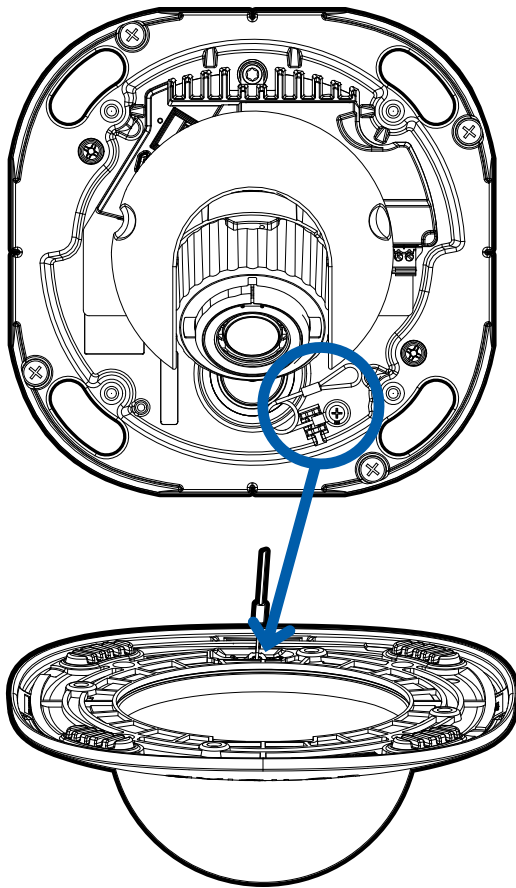
Note:

Before installing the dome cover, we recommend that you first connect to the camera and adjust the aim, zoom, and focus so that the camera covers the required field of view. For more information, see:

- *Connecting to the Camera* on page 50
- *Aiming the Dome Camera* on page 52
- *Zooming and Focusing the Dome Camera* on page 53

Be careful not to touch or scratch the dome bubble when installing the dome cover.

1. Attach the lanyard to the dome cover.



2. Remove the protective cover on the inside of the dome bubble.
3. Attach the dome cover to the base by tightening the screws with the star-shaped driver.
4. Remove the protective cover on the dome bubble.

Outdoor Surface Mount Installation

Required Tools and Materials

- Small slotted screwdriver with 5/64" or 2 mm blade width — for connecting power when not using Power over Ethernet.
- No. 2 Phillips screwdriver — for attaching camera to an electrical box or mounting surface
- Silicone sealant

Camera Package Contents

Ensure the package contains the following:

- Avigilon H5A Outdoor Dome Camera
- Mounting template sticker
- RJ-45 grommet piercing cap
- Pipe grommet
- 4 screws and anchors for solid walls
- Wall plate
- T20 Pin-In star-shaped driver

Installation Steps

Complete the following sections to install the device.

Mounting the Dome Camera Using the Bottom Cable Entry Hole

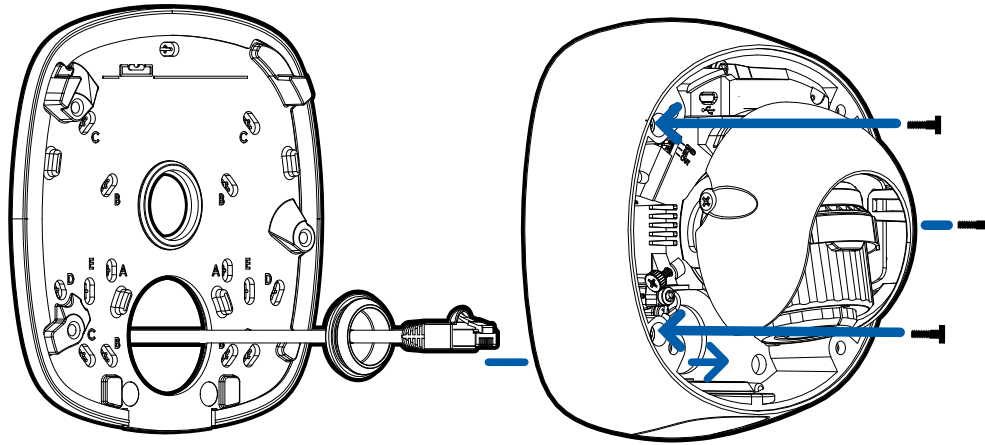
Perform the following steps if the required cables will be coming out of the mounting surface. Use this procedure on surfaces that can easily be cut, such as aluminum, and when the cables should be kept out of sight.

1. Use the mounting template to drill 3 mounting holes and one cable entry hole into the mounting surface.
2. Pull the cables through the cable entry hole in the mounting surface.
3. If a flush mount with the surface is preferred, remove the wall plate gasket.
4. Drive 3 screws to fasten the wall plate to the ceiling or wall.

Note: It is recommended that silicone sealant be applied around the edges of the wall plate

gasket to prevent moisture from entering the mounting surface.

5. Insert the sealing grommet with the required cables pulled through into the cable entry hole on the bottom of the camera. For more information, see *Inserting Cables through the Sealing Grommet* on page 21.
6. Mount the camera body to the wall plate with the wall plate mounting screws.



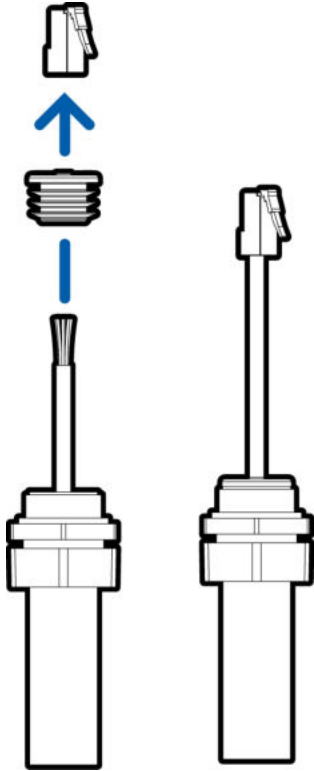
Mounting the Dome Camera Using the Side Cable Entry Hole

Perform the following steps if you will be mounting to a surface with the required cables coming out of an external conduit pipe. Use this procedure if the mounting surface cannot be easily cut, or when cables must be brought along the outside of the mounting surface.

1. Use the mounting template to drill three mounting holes and position the conduit pipe correctly.
2. Pull the required cables through the conduit.
3. Pull the required cables through the provided pipe grommet.

Note: The pipe grommet only accepts uncrimped Ethernet cables.

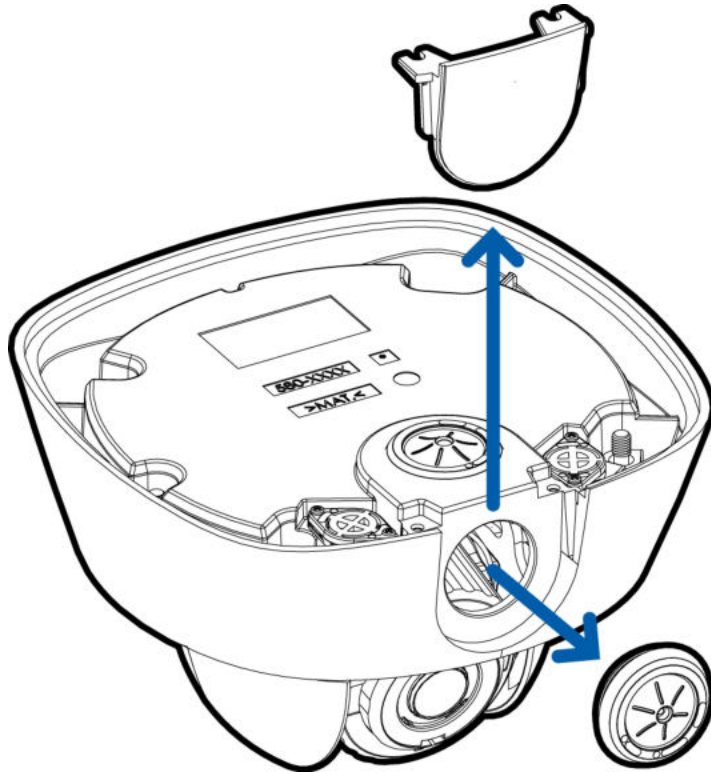
4. Insert the pipe grommet into the conduit pipe



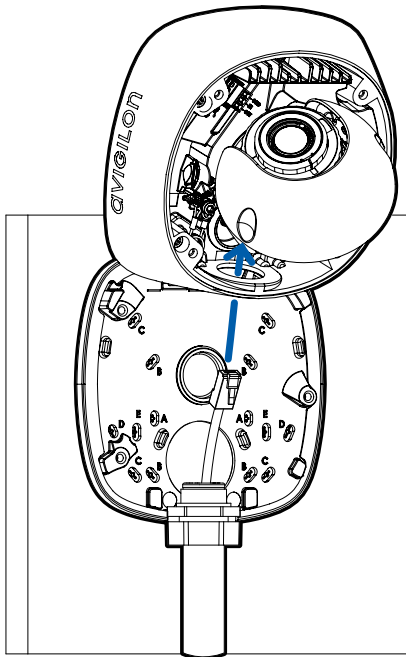
5. If a flush mount is preferred, remove the wall plate gasket.
6. Drive three screws into the mounting holes to fasten the wall plate to the mounting surface.

Note: It is recommended that silicone sealant be applied around the edges of the wall plate gasket to prevent moisture from entering the mounting surface.

7. Unscrew the side cable entry cover to expose the side cable entry hole.

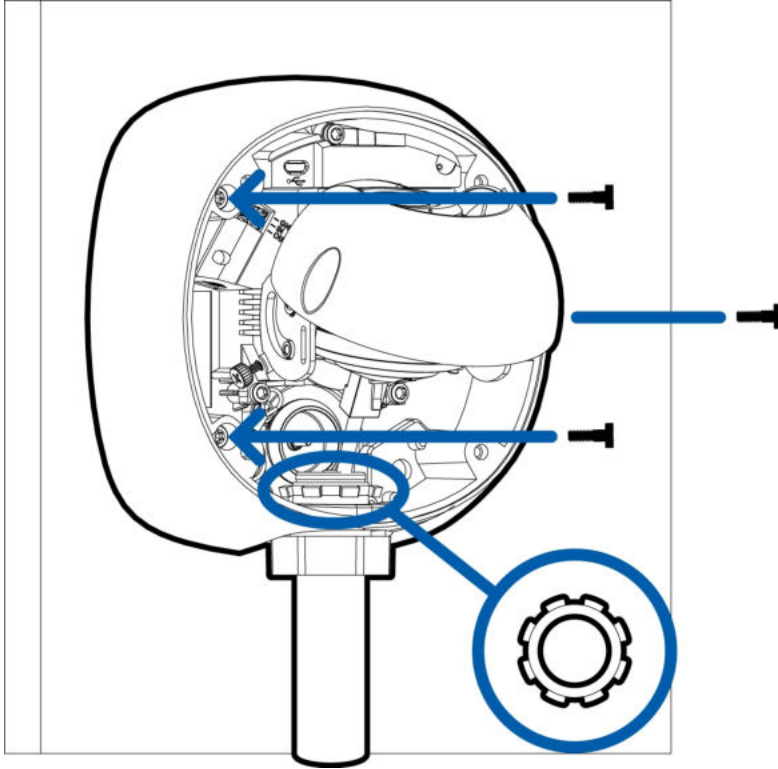


8. Remove the sealing grommet from the side cable entry hole.
9. Remove the conduit's locking ring and insert the conduit into the side cable entry hole.



10. Fasten the camera body to the wall plate using the wall plate mounting screws.

11. Replace the locking ring to secure the conduit pipe.



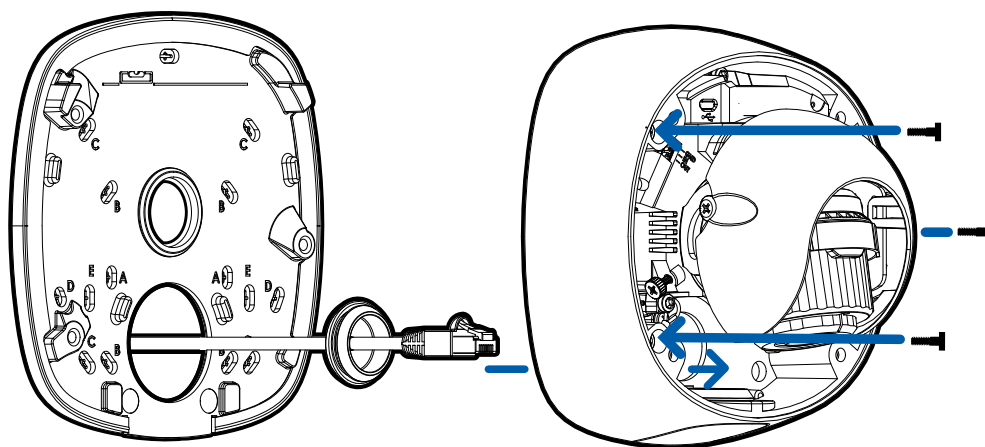
Mounting the Dome Camera to an Electrical Box

Perform the following steps if the required electrical components and cables will be contained in an electrical gang box inside the mounting surface.

1. If a flush mount is preferred, remove the wall plate gasket.
2. Mount the wall plate to the electrical box. Use the hole configuration that matches the box:
 - A — UK standard single gang box
 - B — Octagon gang box
 - C — 4" gang box
 - E — US standard single gang box

Note: It is recommended that silicone sealant be applied around the edges of the wall plate gasket to prevent moisture from entering the mounting surface or electrical box.

3. Pull the required cables through the cable entry hole on the wall plate.
4. Insert the sealing grommet with the required cables pulled through into the cable entry hole on the bottom of the camera. For more information on using the sealing grommet, see *Inserting Cables through the Sealing Grommet* on page 21.
5. Mount the camera to the wall plate using the wall plate mounting screws.



Connecting Cables

Refer to the diagrams in *Overview* on page 1 for the location of the different connectors.

1. If external input or output devices are part of the installation (for example: door contacts, relays, etc.), connect the devices to the I/O connector block.
2. If an external microphone needs to be connected to the camera, connect the device to the camera A/V connector.
For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.
3. (2.0 megapixel models only) If an external video monitor needs to be connected to the camera, connect the device to the camera A/V connector.
For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.
4. Connect a network cable to the Ethernet port (RJ-45 connector).
The Link LED indicator will turn on once a network link has been established.
5. Connect power using one of the following methods:
 - Power over Ethernet (PoE) Class 3 — If PoE is available, the LEDs will turn on.
 - External Power — Connect an external 12 V DC or 24 V AC power source to the power connector block.
6. Check that the Connection Status LED indicator indicates the correct state. For more information, see *Connection Status LED Indicator* on page 57.

Installing the Dome Cover

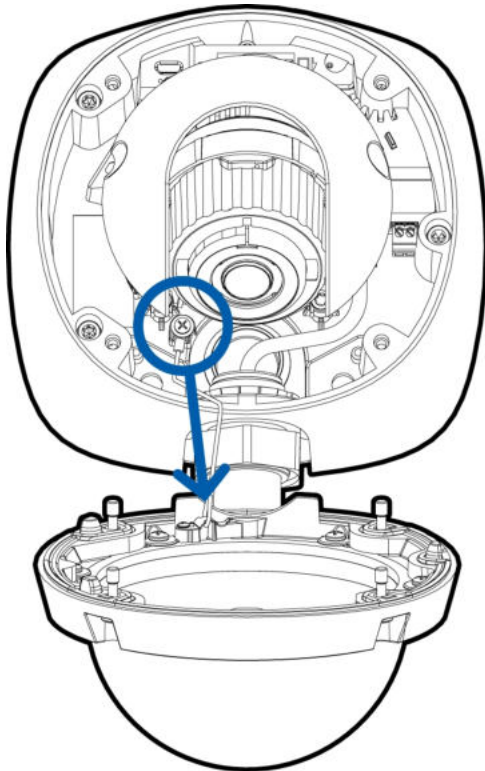
Note:

Before installing the dome cover, we recommend that you first connect to the camera and adjust the aim, zoom, and focus so that the camera covers the required field of view. For more information, see:

- *Connecting to the Camera* on page 50
- *Aiming the Dome Camera* on page 52
- *Zooming and Focusing the Dome Camera* on page 53

Be careful not to touch or scratch the dome bubble. Any marks or fingerprints on the dome bubble will cause unwanted reflections in the -IR model.

1. Attach the lanyard to the dome cover.



2. Remove the plastic cover on the inside of the dome bubble.
3. Attach the dome cover to the base by tightening the screws with the star-shaped key.
4. Remove the plastic cover on the dome bubble.

Pendant Mount Installation

Required Tools and Materials

- Small slotted screwdriver with 5/64" or 2 mm blade width — for connecting power when not using Power over Ethernet.
- Pendant wall mount (H4-MT-WALL1) or Pendant NPT Mount (H4A-MT-NPTA1)
 - (Pendant wall mount only) No. 2 Phillips screwdriver — for attaching the pendant wall mount bracket to a mounting surface
 - (Pendant NPT mount only) 1-1/2" NPT-female to NPT-female pipe adapter — for attaching the pendant NPT mount to a pipe
- Silicone sealant

Package Contents

Ensure the package contains the following:

Note: The pendant wall mount and pendant NPT mount are sold separately.

- Avigilon H5A Pendant Dome Camera
- T20 Pin-In star-shaped driver

Pendant Wall Mount:

- Mounting template sticker
- Mounting bracket
- Thread seal tape
- RJ-45 grommet piercing cap
- Four screws and anchors for solid walls

Pendant NPT mount:

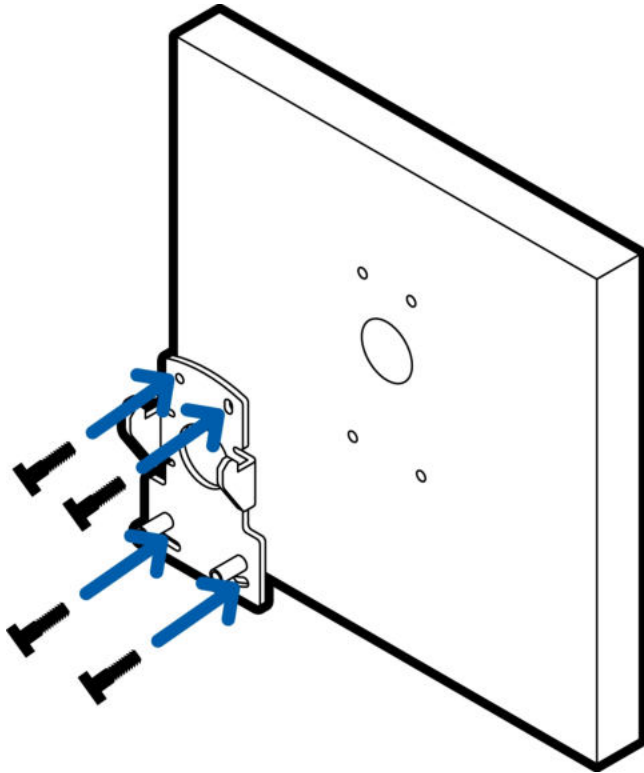
- Lock nut
- Thread seal tape
- RJ-45 grommet piercing cap

Installation Steps

Complete the following sections to install the device.

Mounting the Dome Camera to the Pendant Wall Mount

1. Determine where the cables will enter the pendant wall mount. The cables can either enter through the rear of the mount from a cable entry hole in the mounting surface, or through the 3/4" NPT pipe entry hole on the bottom of the mount from a pipe conduit.
2. Use the provided mounting template to drill four mounting holes into the mounting surface.
 - a. If the cables will enter through the rear of the mount, also drill the cable entry hole in the mounting surface.
3. Pull the required cables through the preferred hole:
 - If the cables will enter through the rear of the mount, pull them through the cable entry hole in the mounting surface.
 - If the cables will enter through the pipe entry hole in the bottom of the mount, pull the cables through the pipe conduit.
4. Fasten the pendant wall mount bracket to the mounting surface.



5. Pull the required cables through the wall mount.

6. Insert the bracket mounting tabs into the pendant wall mount.

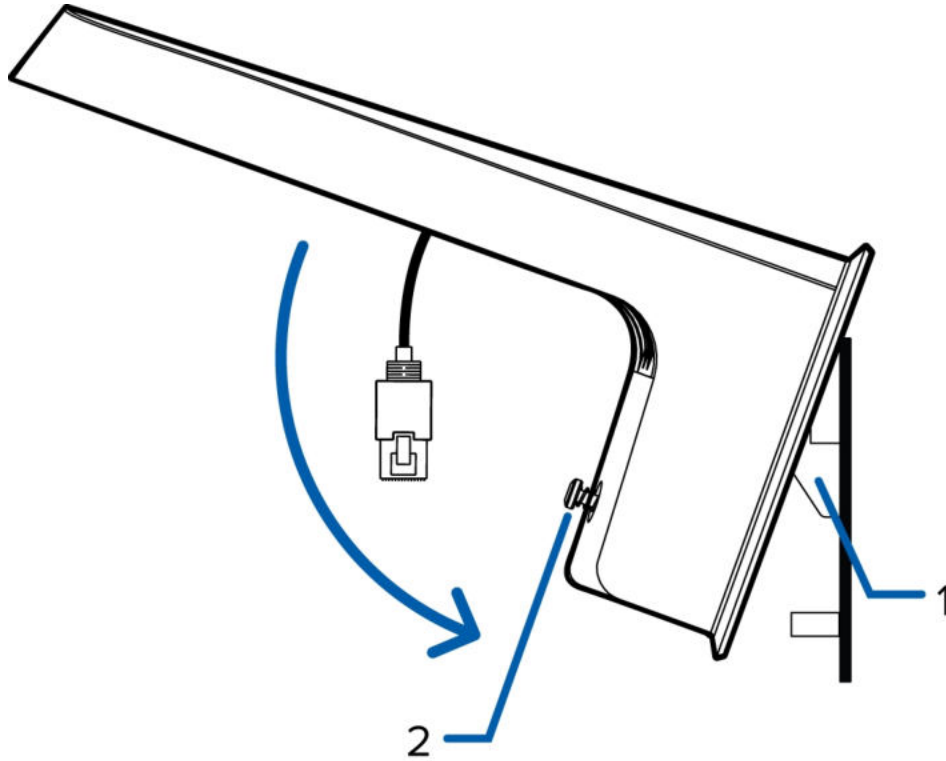
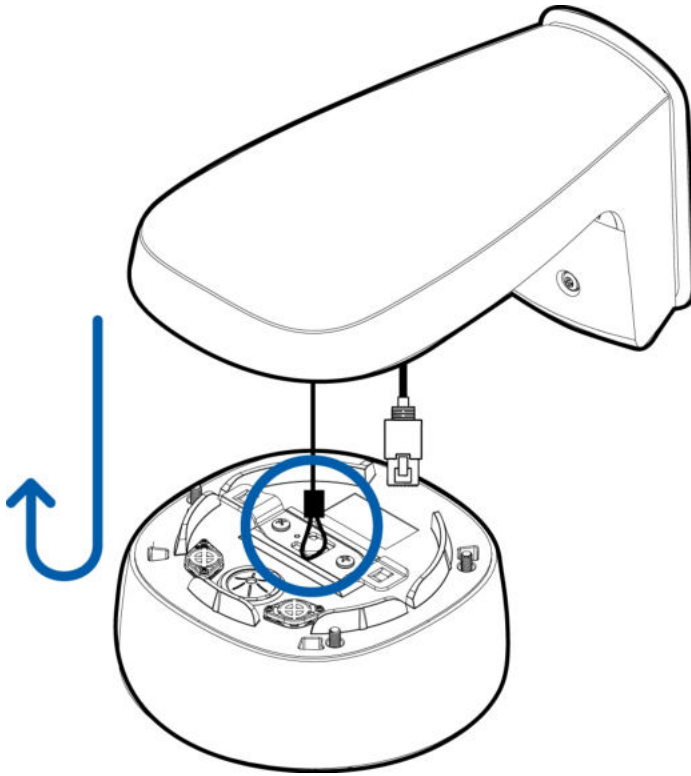


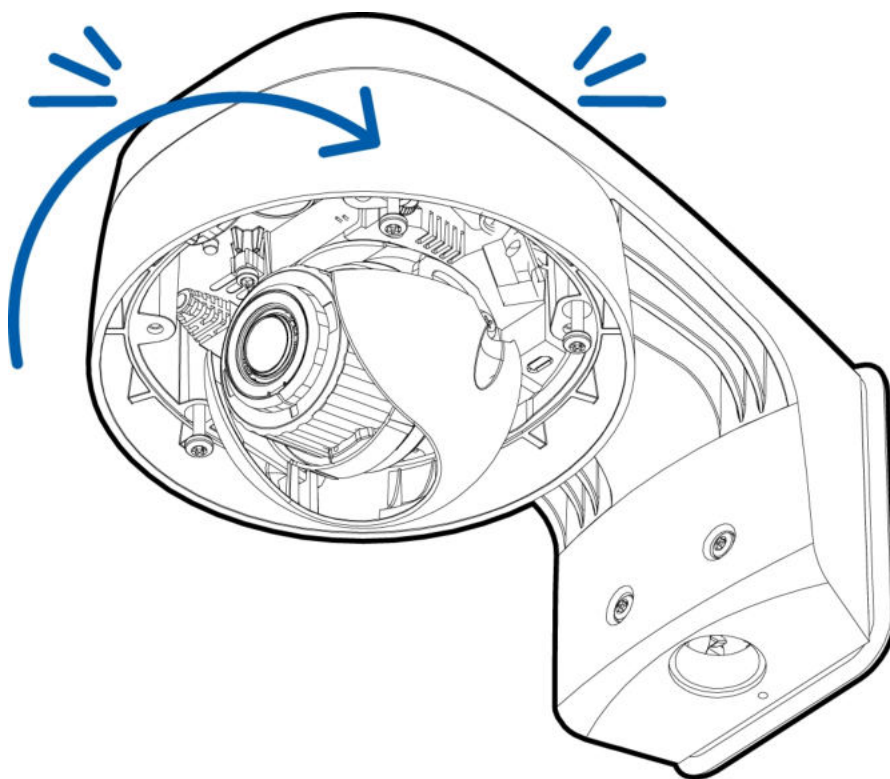
Figure 1: 1 — mounting tabs on the bracket, 2 — pendant wall mount screws

7. Tighten the wall mount screws to secure the wall mount to the bracket.
 - If the cables are entering through the pipe entry hole, apply thread seal tape to the pipe conduit and screw it into the pipe entry hole.

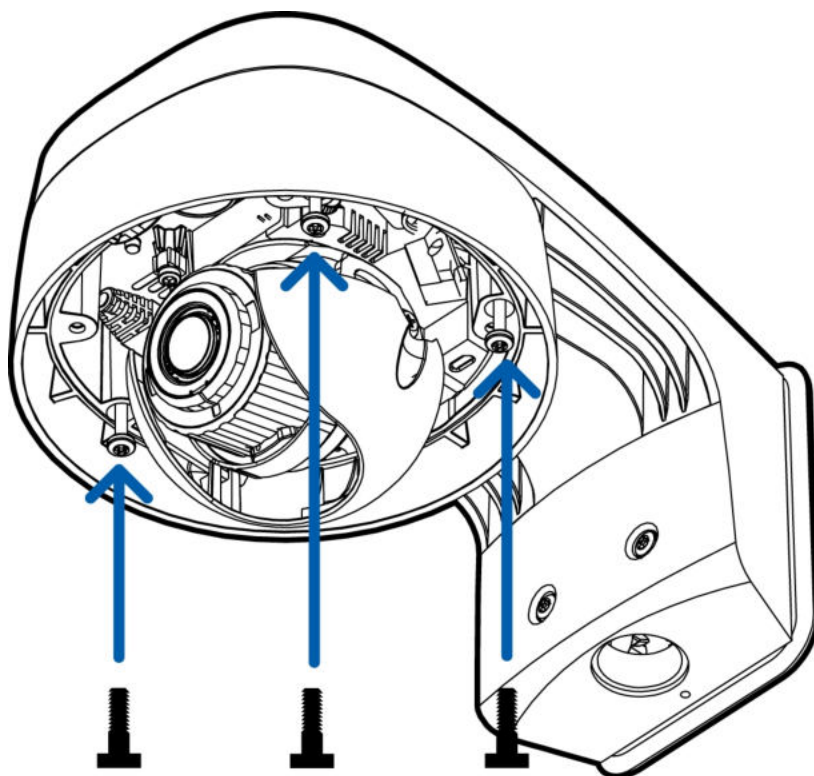
8. Connect the lanyard in the mount to the camera lanyard hook on the bottom of the camera. Allow the camera to hang.



9. Install the sealing grommet with all the required cables. For more information, see *Inserting Cables through the Sealing Grommet* on page 21.
10. Insert the camera into the mount:
 - a. Raise the camera body up to the wall mount, keep the camera turned slightly to the left to allow the camera to insert fully.
 - b. Once the camera is fully inserted, turn it to the right until it clicks into place.



11. Secure the camera body to the mount using the camera mounting screws.

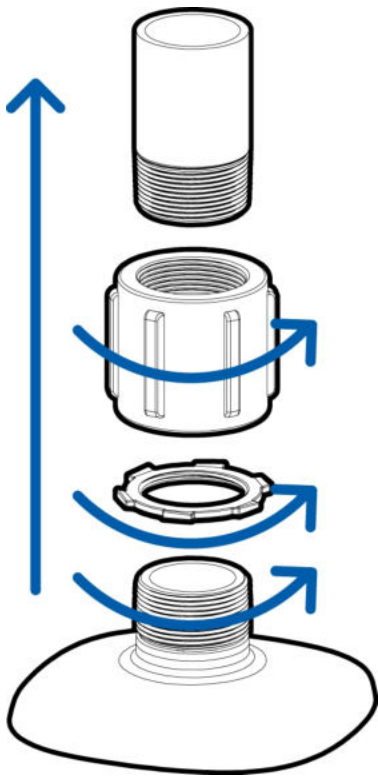


(Optional) Mounting the Dome Camera to the Pendant NPT Mount

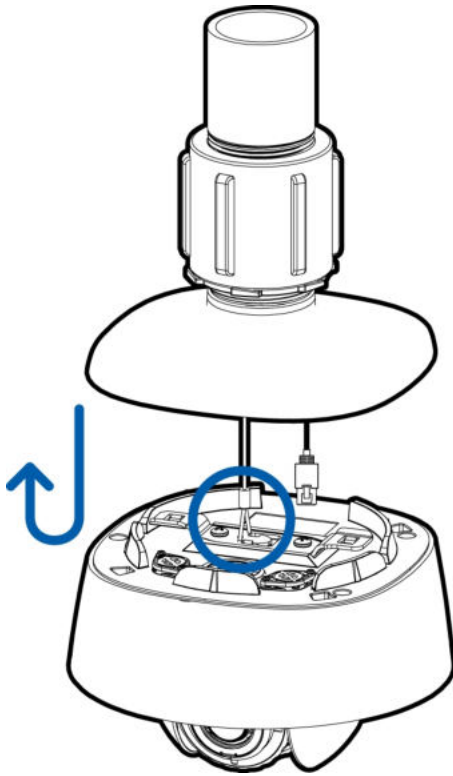
Tip: It is recommended that the pendant NPT mount is mounted to a 1-1/2" conduit pipe.

Note: The NPT pipe and NPT-female to NPT-female adapter are not supplied by Avigilon and should be sourced separately.

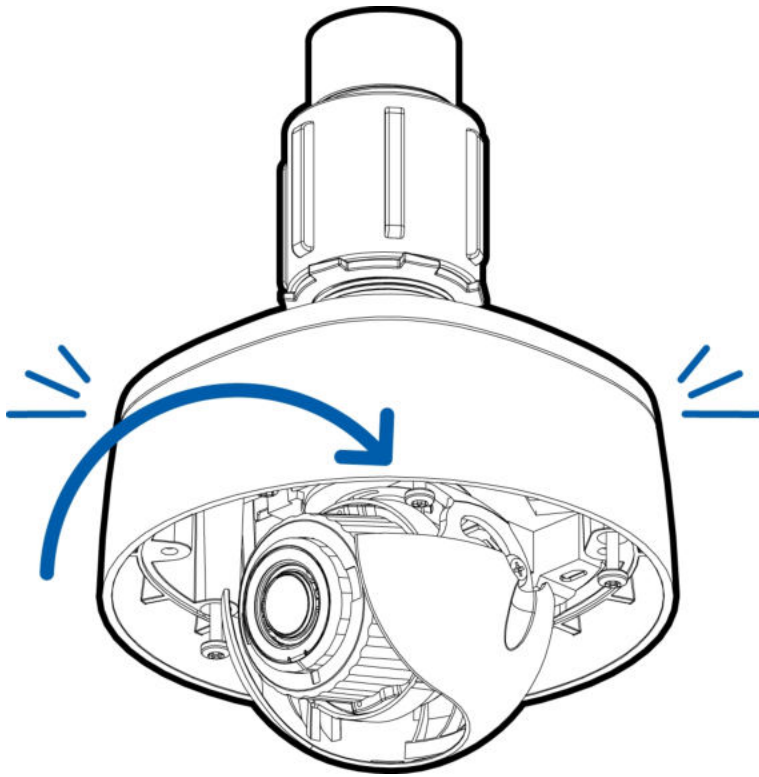
1. Pull the required cables through the NPT conduit pipe.
2. Apply thread seal tape to the pipe and screw on the 1-1/2" NPT female to NPT female pipe adapter.
3. Screw the lock nut onto the pendant NPT mount.
4. Apply thread seal tape to the pendant NPT mount and screw it into the pipe adapter.



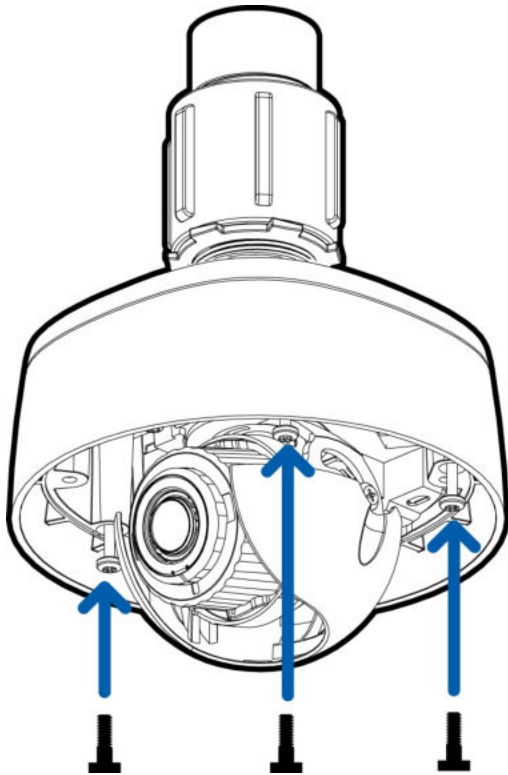
5. Connect the lanyard in the mount to the camera lanyard hook on the bottom of the camera. Allow the camera to hang.



6. Install the sealing grommet with all the required cables. For more information, see *Inserting Cables through the Sealing Grommet* on page 21.
7. Insert the camera into the mount:
 - a. Raise the camera body up to the mount, keep the camera turned slightly to the left to allow the camera to insert fully.
 - b. Once the camera is fully inserted, turn it to the right until it clicks into place.



8. Secure the camera body to the mount using the camera mounting screws.



Connecting Cables

Refer to the diagrams in *Overview* on page 1 for the location of the different connectors.

1. If external input or output devices are part of the installation (for example: door contacts, relays, etc.), connect the devices to the I/O connector block.
2. If an external microphone needs to be connected to the camera, connect the device to the camera A/V connector.
For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.
3. (2.0 megapixel models only) If an external video monitor needs to be connected to the camera, connect the device to the camera A/V connector.
For more information, see *Connecting to Microphones, Speakers, and Video Monitors* on page 56.
4. Connect a network cable to the Ethernet port (RJ-45 connector).
The Link LED indicator will turn on once a network link has been established.
5. Connect power using one of the following methods:
 - Power over Ethernet (PoE) Class 3 — If PoE is available, the LEDs will turn on.
 - External Power — Connect an external 12 V DC or 24 V AC power source to the power connector block.
6. Check that the Connection Status LED indicator indicates the correct state. For more information, see *Connection Status LED Indicator* on page 57.

Installing the Dome Cover

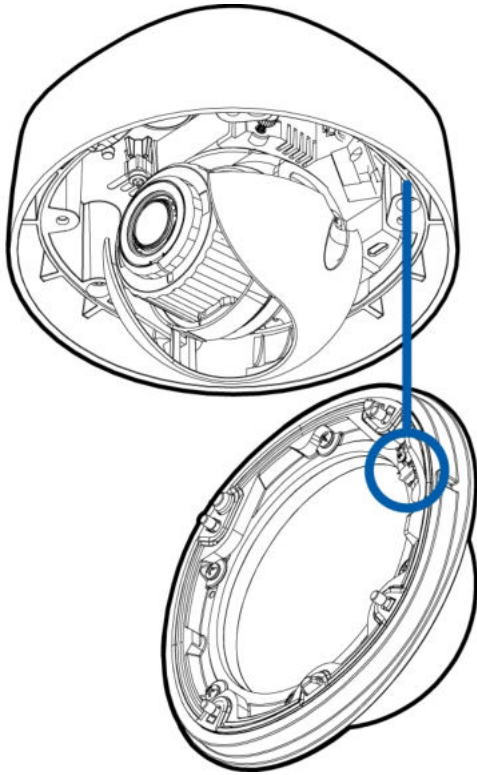
Note:

Before installing the dome cover, we recommend that you first connect to the camera and adjust the aim, zoom, and focus so that the camera covers the required field of view. For more information, see:

- *Connecting to the Camera* on page 50
- *Aiming the Dome Camera* on page 52
- *Zooming and Focusing the Dome Camera* on page 53

Be careful not to touch or scratch the dome bubble. Any marks or fingerprints on the dome bubble will cause unwanted reflections in the -IR model.

1. Attach the lanyard to the dome cover.



2. Remove the plastic cover on the inside of the dome bubble.
3. Attach the dome cover to the base by tightening the screws with the star-shaped driver.
4. Remove the plastic cover on the dome bubble.

Connecting to the Camera

Initializing a Camera Username and Password

Cameras manufactured after January 1, 2020, do not have a default username or password and will be in a factory default state.

Important: You must create a user with *administrator* privileges before the camera is operational.

The first user can be created using any of the following methods:

- Camera's Web Interface: enter the camera's IP address in a web browser to access the web interface. If the camera is in the factory default state you will be redirected to the Add a new user page to create the first user. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.
- Camera Configuration Tool: cameras discovered in the factory default state will be identified by . Select the **Admin Users** tab to create the first user. For more information, see the *Avigilon Camera Configuration Tool User Guide*.
- USB Wi-Fi Adapter: when connecting a camera in the factory default state, you will be redirected to the Create Administrator User page to create the first user. For more information, see *Motorola Solutions USB Wi-Fi Adapter System User Guide*.
- Avigilon Control Center software version 7.4 or later, or version 6.14.12 or later: when connecting a camera in the factory default state, the client software will ask you to create a new user. For more information, see the *Avigilon Control Center Client User Guide*.
- Avigilon Cloud Services (ACS) v3.0 or later: when adding a camera you will be asked to create a new user for cameras in the factory default state. For more information, see the *Avigilon Cloud Services User Guide*.

Tip: If you are connecting your Avigilon camera to a 3rd party VMS, you will need to set up the first user through the camera's Web Interface, USB Wifi Adapter, or Camera Configuration Tool before you connect to the 3rd party VMS.

(Optional) Using the USB Wi-Fi Adapter

If you have a USB Wi-Fi Adapter (H4-AC-WIFI), attach it to the camera's micro USB port to access the camera's mobile web interface.

After you connect to the Wi-Fi signal broadcast by the adapter, you can access the mobile web interface from any mobile device using the following address:

http://camera.lan

For more information about configuring the camera from the mobile web interface see *Avigilon USB Wi-Fi Adapter System User Guide*.

Note: The camera will reserve the 10.11.22.32/28 subnet for internal use while the USB Wi-Fi Adapter is plugged in.

Assigning an IP Address

The device automatically obtains an IP address when it is connected to a network.

Note: If the device cannot obtain an IP address from a DHCP server, it will use Zero Configuration Networking (Zeroconf) to choose an IP address. When set using Zeroconf, the IP address is in the 169.254.0.0/16 subnet.

The IP address settings can be changed using one of the following methods:

- The mobile web interface using the USB Wifi Adapter. For more information, see *(Optional) Using the USB Wi-Fi Adapter* on the previous page.
- Device's web browser interface: `http://<camera IP address>/.`
- Network Video Management software application (for example, the Avigilon Control Center™ software).
- ARP/Ping method. For more information, see *Setting the IP Address Using the ARP/Ping Method* on page 60.

Note:

Depending on the manufacture date of your camera, you will have one of the two options below to log in for the first time:

- Cameras manufactured after January 1, 2020: these cameras do not have a default username or password and will be in a factory default state. **You must create a user with administrator privileges before the camera is operational.** For more information, see *Initializing a Camera Username and Password* on the previous page.
- Cameras manufactured before January 1, 2020: login to the camera using the default username of `administrator` with no password. It is recommended that you change the password after your first login.

Accessing the Live Video Stream

Live video stream can be viewed using one of the following methods:

- The mobile web interface using the USB Wifi Adapter. For more information, see *(Optional) Using the USB Wi-Fi Adapter* on page 50.
- Web browser interface: `http://< camera IP address>/.`
- Network Video Management software application (for example, the Avigilon Control Center software).

Note:

Depending on the manufacture date of your camera, you will have one of the two options below to log in for the first time:

- Cameras manufactured after January 1, 2020: these cameras do not have a default username or password and will be in a factory default state. **You must create a user with *administrator* privileges before the camera is operational.** For more information, see *Initializing a Camera Username and Password* on page 50.
- Cameras manufactured before January 1, 2020: login to the camera using the default username of `administrator` with no password. It is recommended that you change the password after your first login.

Aiming the Dome Camera

Reference the camera's live stream as you aim the camera.

1. Loosen the pan and tilt lock screws on the camera.
2. Turn the lens to the correct direction by panning and tilting the lens.
3. Tighten the pan and tilt lock screws to secure the dome camera's position.
4. Rotate the azimuth control ring to set the image to the correct angle.
5. In the camera web browser interface or the Avigilon Control Center software, adjust the camera's Image and Display settings. You can set the zoom position, focus, and change the image rotation.

(Optional) Configuring microSD Card Storage

To use the camera's SD card storage feature, you must insert a microSD card into the card slot.

It is recommended that the microSD card have a write speed of class 10 or better. If the microSD card does not meet the recommended write speed, the recording performance may suffer and result in the loss of frames or footage.

1. Insert a microSD card into the camera.



CAUTION — Do not force the microSD card into the camera or you may damage the card and the camera.

2. Access the camera's web interface to enable the onboard storage feature. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.

Zooming and Focusing the Dome Camera

Ensure this procedure is performed after the dome cover is installed, so you can accommodate for the focus shift caused by the dome bubble.

- In the camera web browser interface or the Avigilon Control Center software, use the camera's Image and Display settings to zoom and focus the camera.
 - a. Use the zoom buttons to zoom the camera in or out.
 - b. Click **Auto Focus** to focus the lens.
 - c. Use the focus near and far buttons to manually adjust the focus.

Configuring the Camera

Once installed, use one of the following methods to configure the camera:

- If you have the USB Wifi Adapter, you can access the mobile web interface to configure the camera. For more information, see *Avigilon USB Wi-Fi Adapter System User Guide*.
- If you have installed multiple cameras, you can use the Camera Configuration Tool to configure common settings. For more information, see the *Camera Configuration Tool User Guide*.
- If the camera is connected to the Avigilon Control Center system, you can use the client software to configure the camera. For more information, see the *Avigilon Control Center Client User Guide*.
- If the camera is connected to a third-party network management system, you can configure the camera's specialty features in the camera's web browser interface. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.

For More Information

Additional information about setting up and using the device is available in the following guides:

- *Avigilon Control Center Client User Guide*
- *Web Interface User Guide — Avigilon High Definition H4 and H5 IP Cameras*
- *Web Interface User Guide — Avigilon High Definition H4 and H5 IP Cameras*
- *Avigilon USB Wi-Fi Adapter System User Guide*
- *Avigilon Camera Configuration Tool User Guide*
- *Designing a Site with Avigilon Video Analytics*

These guides are available on help.avigilon.com and on the Avigilon website: avigilon.com/support.

Cable Connections

Connecting External Power

If PoE is not available, the camera needs to be powered through the removable power connector block. Refer to the diagrams in this guide for the location of the power connector block.

The power consumption information is listed in the product specifications.

To connect power to the power connector block, complete the following steps:

1. Remove the power connector block from the camera.
2. Remove the insulation from ¼" (6 mm) of the power wires. Do not nick or damage the wires.
3. Insert the two power wires into the two terminals on the power connector block. The connection can be made with either polarity.
Use a small slotted (5/64" or 2 mm blade width) screwdriver to loosen and tighten the terminals.
4. Attach the power connector block back into the camera.



WARNING — This product is intended to be supplied by a UL Listed Power Unit marked “Class 2” or “LPS” or “Limited Power Source” with output rated 12 VDC or 24 VAC, 13 W min. or PoE rated 48 VDC, 13 W min.

Non-Seamless Failover

- If the camera has power available from both an external Aux power supply and a PoE PSE (Power Sourcing Equipment) device, the camera will draw power from Aux.
- When the camera is using Aux power, PoE power negotiation is inhibited.
- If the camera loses Aux power, the camera will power-off while waiting to transition to PoE power.
- If the external Aux power re-energizes, the camera might reboot while transitioning back to using Aux power. The camera might not reboot if the external Aux power supply reacts quickly enough to the increase in load.
- Ensure that sufficient power is manually reserved on the PSE, as the camera will not request PoE power until the camera loses Aux power.

Connecting to External Devices

External devices are connected to the camera through the I/O terminal block. The pinout for the I/O terminal block is shown in the following diagram:

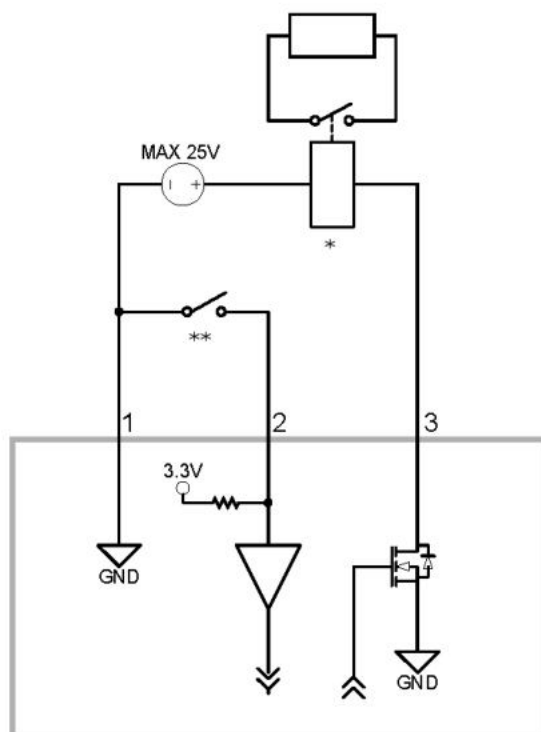
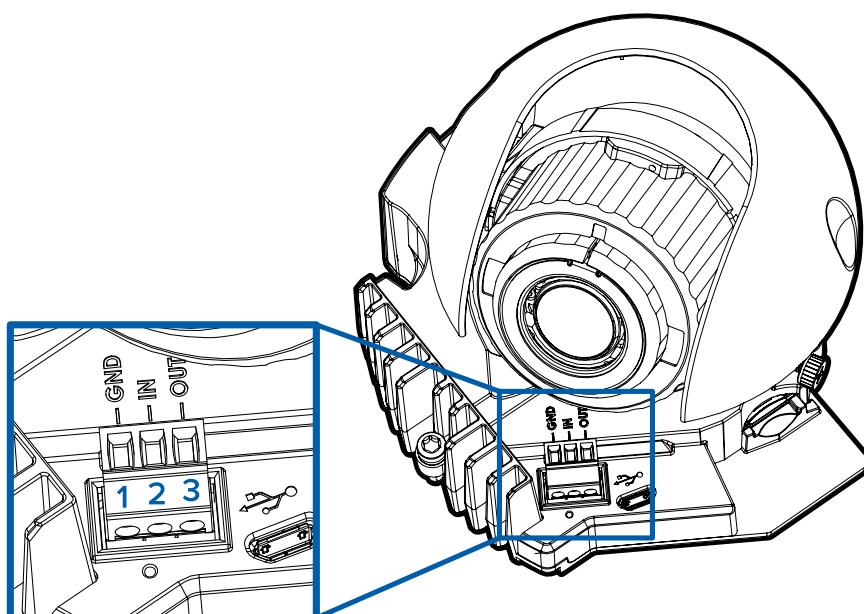


Figure 2: Example application.

1. Ground
2. Input — To activate, connect the Input to the Ground pin. To deactivate, leave disconnected or apply between 3-15 V.
3. Output — When active, Output is internally connected with the Ground pin. Circuit is open when inactive. Maximum load is 25 VDC, 120 mA.

- * — Relay
- ** — Switch

Connecting to Microphones, Speakers, and Video Monitors

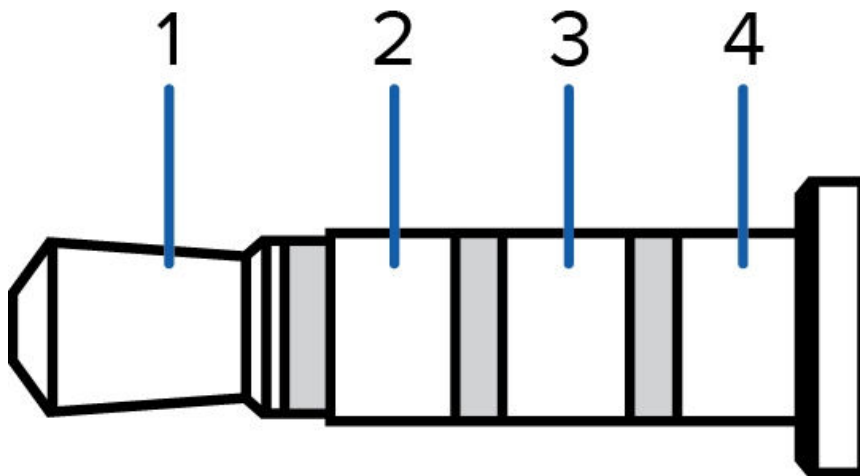
The camera can be connected to an external microphone, speaker and video monitor through the mini-jack (3.5 mm) audio/video connector (Avigilon part number CM-AC-AVIO1).

Only the 2.0 megapixel models can be connected to an external video monitor through the A/V connector.

Note: The camera only supports line level mono audio input and an NTSC or PAL video output.

The video output signal is determined by the camera flicker control setting. When the camera flicker control is set to 60 Hz, the video output signal is NTSC. When the flicker control is set to 50 Hz, the video output signal is PAL. Use the Camera Installation Tool to configure the camera's flicker control in the Image and Display setup.

The pinout for the connector is shown in the following diagram:



The wiring for the connector pinout is shown in the following table:

Ring	Purpose	Wire
1	Audio IN	Red
2	Composite Video OUT	Black
3	GND	Yellow
4	Audio OUT	Green

Connection Status LED Indicator

Once connected to the network, the green Connection Status LED indicator will display the progress in connecting to the Network Video Management software.

The following table describes what the LED indicator shows:

Connection State	Connection Status LED Indicator	Description
Obtaining IP Address	One short flash every second	Attempting to obtain an IP address.
Discoverable	Two short flashes every second	Obtained an IP address but not connected to the Network Video Management software.
Upgrading Firmware	Two short flashes and one long flash every second	Updating the firmware.
Connected	On	Connected to the Network Video Management software or an ACC™ Server. The default connected setting can be changed to Off using the camera's web user interface. For more information see the <i>Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide</i> .

Troubleshooting Network Connections and LED Behavior

Note: For any of the below LED behaviors, ensure that the camera is getting power and is using a good network cable before trying another solution.

LED Behavior	Suggested Solution
Green LED is off and amber is on	Perform a factory reset of the camera using the physical firmware revert button. Resetting through the camera's web interface will not produce the desired result.
Both LEDs are off and the camera is not connected or streaming video	Check the General setup page in the camera's web interface to ensure the LEDs are not disabled. If the LEDs are not disabled, perform a factory reset of the camera using the physical firmware revert button. Resetting through the camera's web interface will not produce the desired result.

LED Behavior	Suggested Solution
Both LEDs are blinking several times at the same time, then pause and repeat the blinking	Perform a factory reset of the camera using the physical firmware revert button. Resetting through the camera's web interface will not produce the desired result.
A different LED blinking pattern than those described above	Perform a factory reset of the camera using the physical firmware revert button. Resetting through the camera's web interface will not produce the desired result.

Resetting to Factory Default Settings

If the device no longer functions as expected, you can choose to reset the device to its factory default settings.

Use the firmware revert button to reset the device. The firmware revert button is shown in the following diagram:

For models that feature an SD card slot, resetting the camera will not affect video that has been recorded to the SD card.

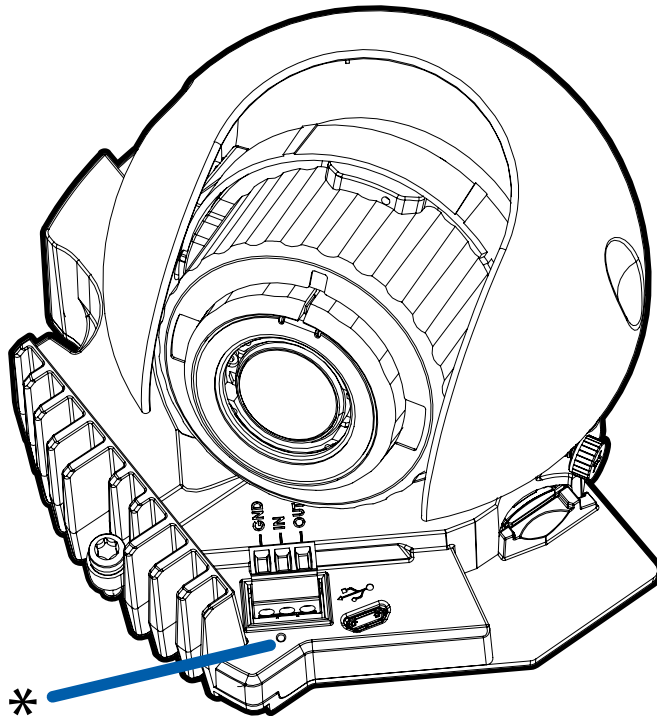


Figure 3: The firmware revert button on the dome camera.

1. Ensure the device is powered on.
2. Using a straightened paperclip or similar tool, gently press and hold the firmware revert button.
3. Release the button after three seconds.



CAUTION — Do not apply excessive force. Inserting the tool too far may damage the camera.

Setting the IP Address Using the ARP/Ping Method

Complete the following steps to configure the camera to use a specific IP address:

Note: The ARP/Ping Method will not work if the **Disable setting static IP address through ARP/Ping method** checkbox is selected in the camera's web browser interface. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.

1. Locate and make note of the MAC Address (MAC) listed on the Serial Number Tag for reference.
2. Open a Command Prompt window and enter the following commands:
 - a. `arp -s <New Camera IP Address> <Camera MAC Address>`
For example: `arp -s 192.168.1.10 00-18-85-12-45-78`
 - b. `ping -l 123 -t <New Camera IP Address>`
For example: `ping -l 123 -t 192.168.1.10`
3. Reboot the camera.
4. Close the Command Prompt window when you see the following message:
Reply from <New Camera IP Address>: ...

Cleaning

Dome Bubble

If the video image becomes blurry or smudged in areas, it may be because the dome bubble requires cleaning.

To clean the dome bubble:

- Use hand soap or a non-abrasive detergent to wash off dirt or fingerprints.
- Use a microfiber cloth or non-abrasive fabric to dry the dome bubble.

Important: Failure to use the recommended cleaning materials may result in a damaged or scratched dome bubble. A damaged dome bubble may negatively impact image quality and cause unwanted IR light reflecting into the lens.

Body

- Use a dry or lightly dampened cloth to clean the camera body.
- Do not use strong or abrasive detergents.

Limited Warranty and Technical Support

Avigilon warranty terms for this product are provided at [avigilon.com/warranty](https://www.avigilon.com/warranty).

Warranty service and technical support can be obtained by contacting Avigilon Technical Support:
[avigilon.com/contact](https://www.avigilon.com/contact).