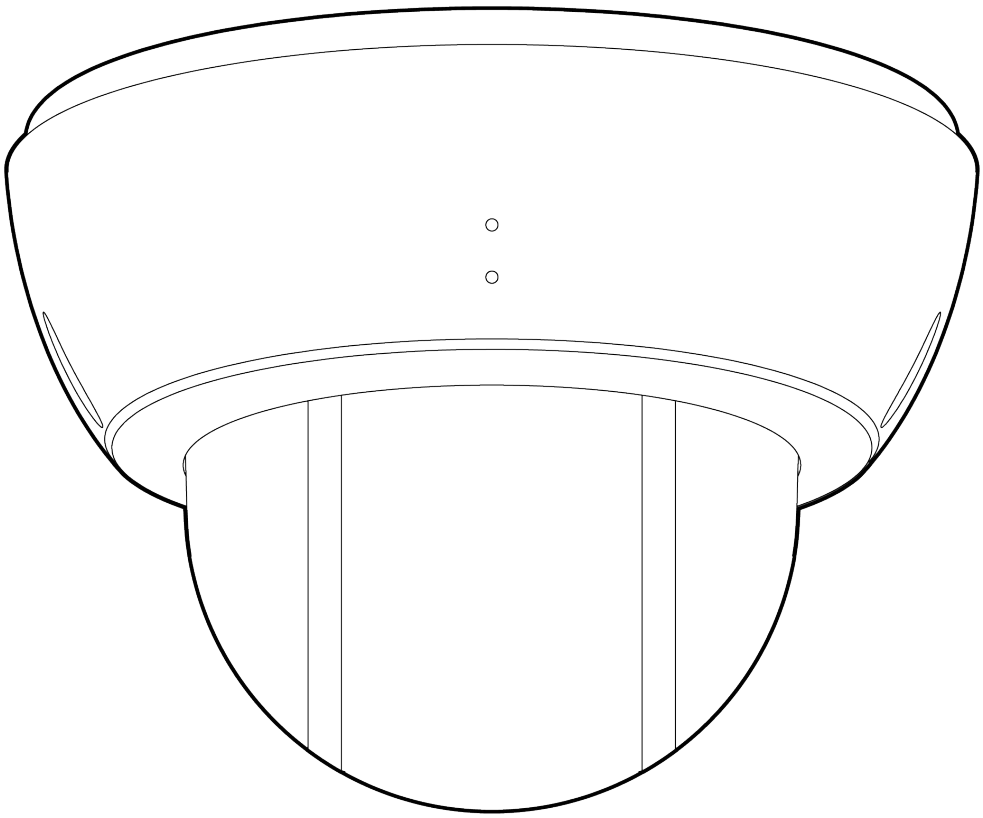
Install Guide

CD63 Indoor Dome Camera



Document

Document Details

Version

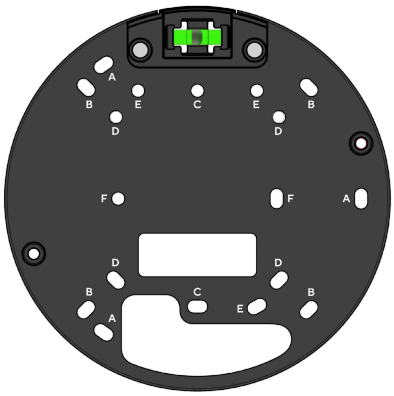
V1.1 20241104
(V1.0 published 20241029*)*

Product Models

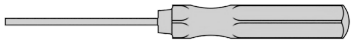
This install guide pertains to models CD63-HW.

What's in the box

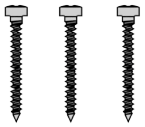
Indoor Dome Camera



Mount plate
(Attached to camera)



T10 Torx Security Screwdriver

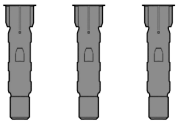


Wall Mount Screws (3 pcs)
Length: 25mm **Diameter:** 4mm
Drive: #2 Phillips

Machine Screws (2 pcs)
Length: 50mm **Drive:** #2 Phillips

Washers (2 pcs)

Wing Nuts (2 pcs)



Wall Anchors (3 pcs)

What you'll need

- A working Internet connection
- 802.3af Power over Ethernet (PoE) switch, or a PoE injector. For operation below -20° C, use 802.3at PoE.
- A smartphone or laptop
- A #2 Phillips screwdriver or power drill with a #2 Phillips driver bit
- 1/4 inch (6.5mm) drill bit for wall anchors
- 1/8 inch (3mm) drill bit for pilot holes
- A Cat5 or Cat6 Ethernet cable with a 0.2-0.3 inch outside diameter (5-7.5mm)

Connect

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to: verkada.com/start

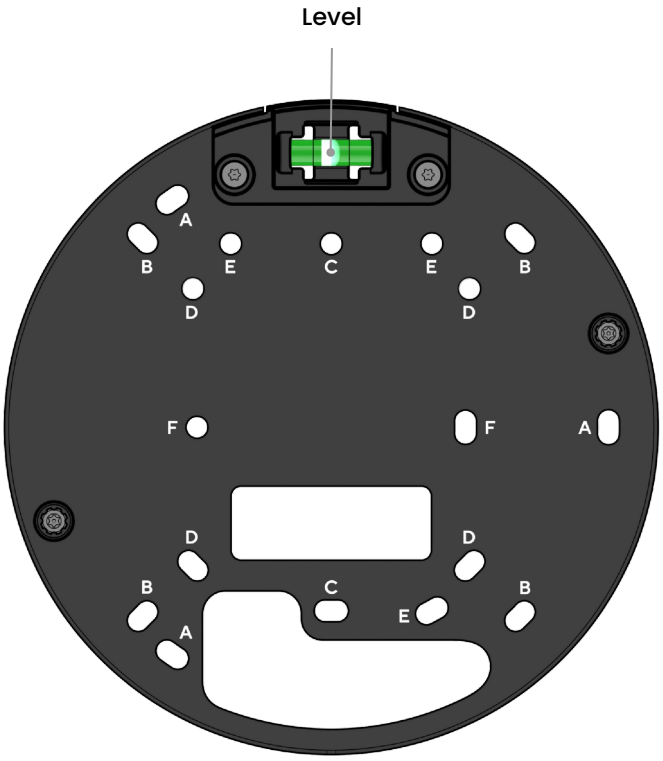
Overview

QR Code
Scan after connecting to power to register camera in Command.

Microphone Switch
Disable or enable the camera microphone

Status & Debug LEDs

Mount Plate



- **A** Wall Mount
- **B** 4” Square Junction Box
- **C** Single Gang Junction Box
- **D** 3.5” Round Junction Box
- **E** Double Gang Junction Box
- **F** European Junction box

Microphone Switch

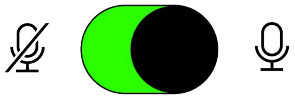
The microphone switch allows you to physically disconnect the microphone in the camera unit, guaranteeing that no audio will be recorded.

Camera Audio is enabled by default.

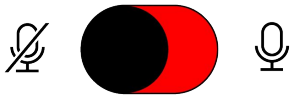
To disable Camera Audio, move the switch into the left position.

Alternatively, Camera Audio can be disabled in your Command account.

Microphone Enabled



Microphone Disabled

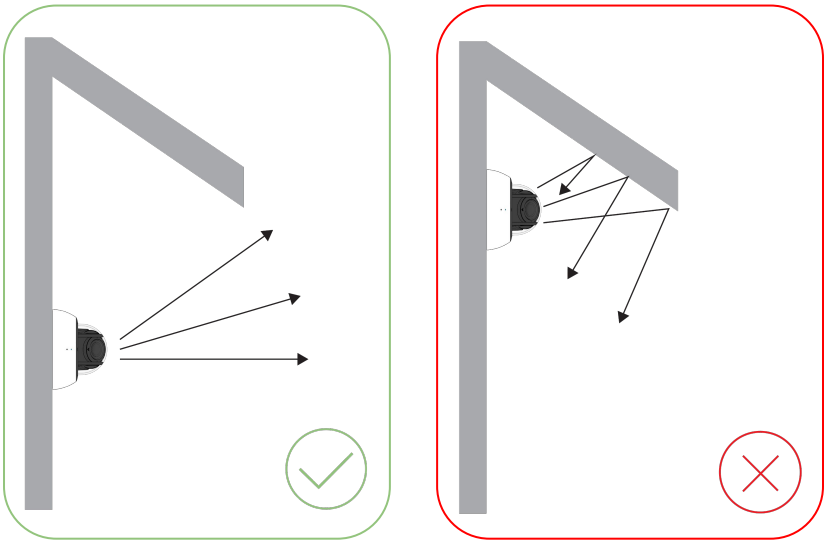


Microphone Switch

Placement

Mount the camera on the wall or ceiling. Try to keep the camera 8 to 10 feet above the ground.

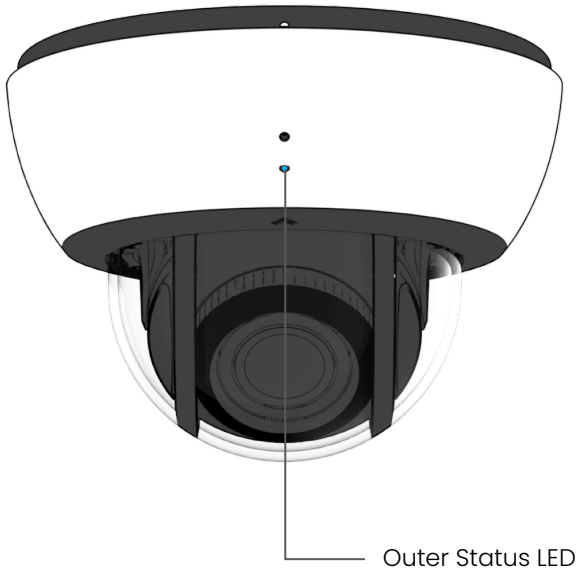
For best night vision, avoid overhangs or obstructions, which may reflect the camera's IR illumination and reduce the image clarity in night mode.



Exterior LED Behavior

General operation

- **Solid Blue**
  Camera is running, connected, and recording data.
- **Solid Orange**
  Camera is on and booting up.
- **Flashing Orange**
  Camera is updating firmware.
- **Flashing Red**
  Specific error, see “Network errors” below.
- **Solid Red**
  Contact support.



Network errors

When the camera top cover is on, an error will be communicated through the outer Status LED, which will flash a specific number of times depending on the error state.

Example of **5 Red** flashes on Outer Status LED

1 Red - No IP Address
Camera has not received an IP address.

2 Red - Duplicate IP
Camera has detected duplicate IP addresses on the LAN.

3 Red - No Gateway
Camera is not able reach the configured Gateway.

4 Red - No Switch
Camera is connected with PoE, but unable to connect to the Switch.

5 Red - DNS error
Camera is not able to resolve Verkada hostnames.

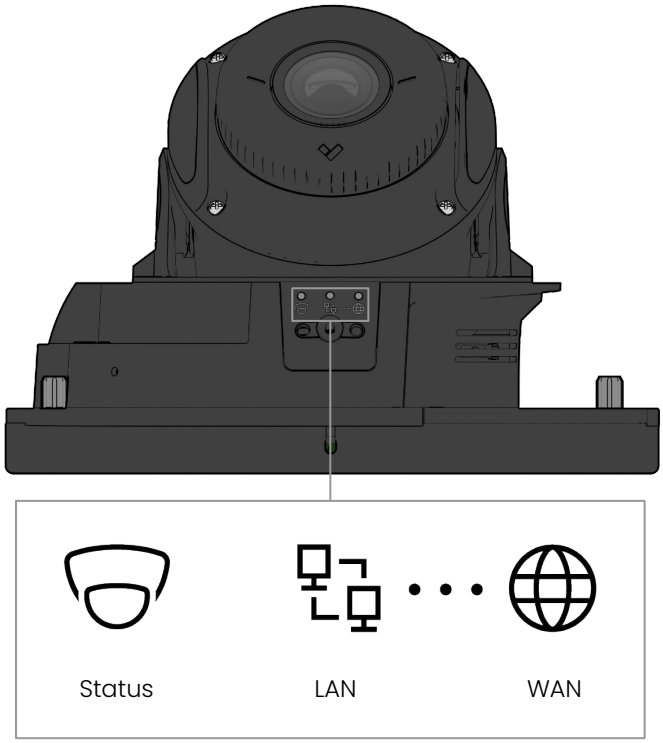
6 Red - NTP Error
Camera is not able to receive a response from the NTP Server.

7 Red - Not Connected to Command
Verkada endpoints are not reachable after boot up.

Interior LED Behavior

General operation

- **Solid Blue**
  Camera is running, connected, and recording data.
- **Solid Orange**
  Camera is on and booting up.
- **Flashing Orange**
  Camera is updating firmware.
- **Flashing Red**
  Specific error, see “Network errors” below.
- **Solid Red** (x3)
  Contact support



Network errors (Interior ‘Debug’ LEDs)

When the camera top cover is removed, the specific error will be communicated locally on the LAN or WAN debug LED, while the device Status LED will show solid red.

Example of **2 Red** flashes on LAN Debug LED

LAN errors

1 Red - No IP Address
Camera has not received an IP address.

2 Red - Duplicate IP
Camera has detected duplicate IP addresses on the LAN.

3 Red - No Gateway
Camera is not able reach the configured Gateway.

4 Red - No Switch
Camera is connected with PoE, but unable to connect to the Switch.

WAN errors

1 Red - DNS error
Camera is not able to resolve Verkada hostnames.

2 Red - NTP Error
Camera is not able to receive a response from the NTP Server.

3 Red - Not Connected to Command
Verkada endpoints are not reachable after boot up.

Connect Device

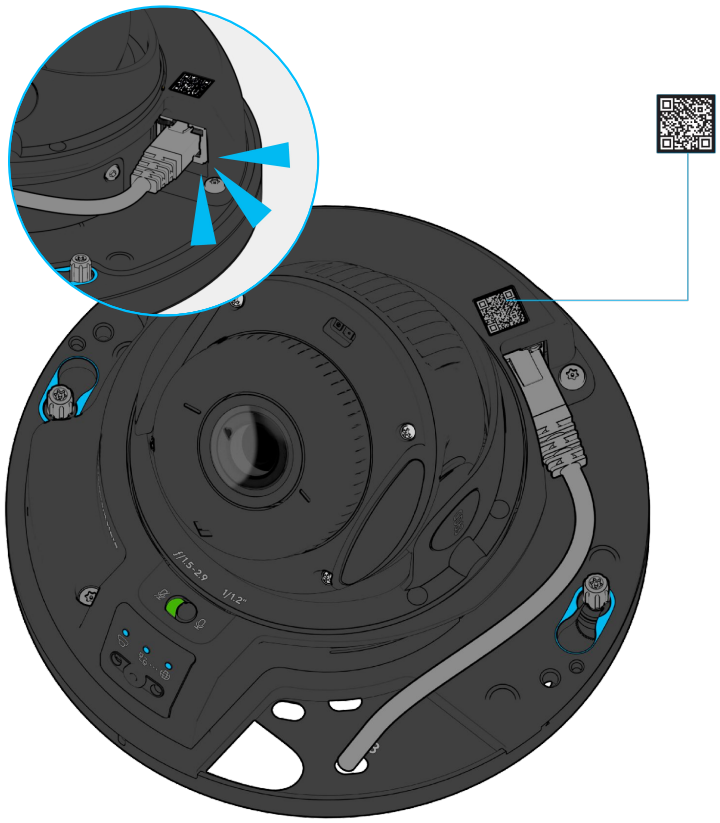
Note: This step can be done after mounting, although registering the product first will ensure it is in working order prior to mounting.

Connect the CD63 to your network using the Ethernet port located behind the cable door on the device.

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to: verkada.com/start

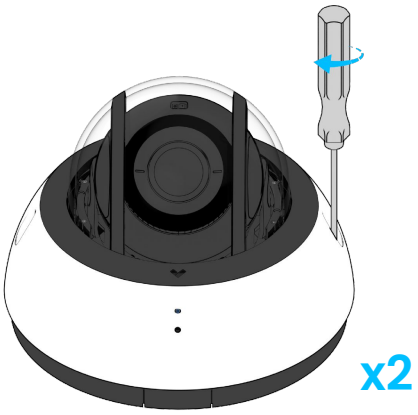
Enter the serial number printed on the back of the device, the packaging, or the order number.



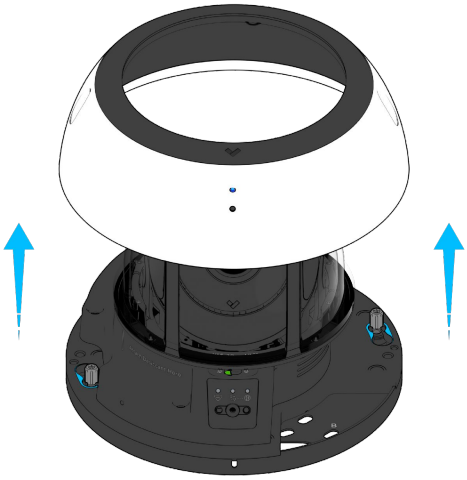
Mounting 1/4

Note: Keep the protective film on the camera until the installation is completed.

Unscrew the two Torx security screws on the top cover.

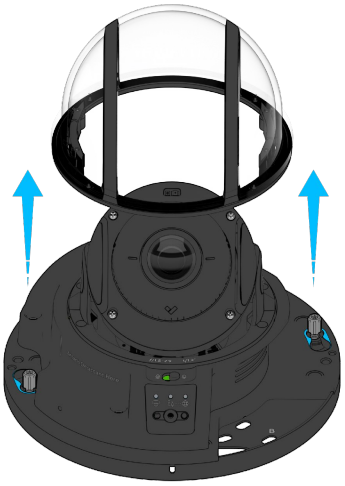


Lift the top cover and set it aside. Be careful to not scratch the clear bubble.



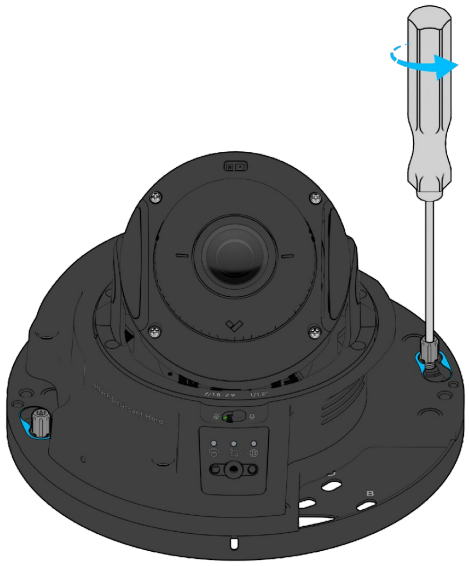
Gently lift the clear bubble off of the camera body.

The bubble is fastened with magnets, so, there will be a small amount of resistance.



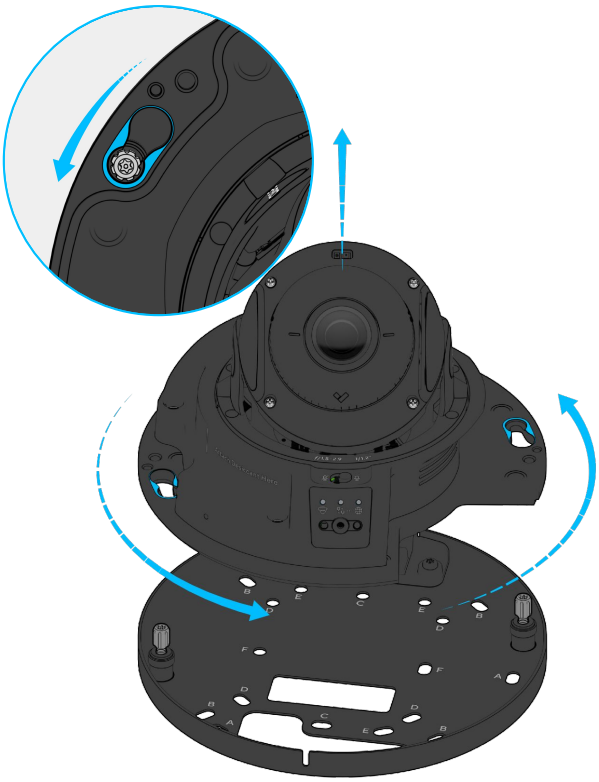
Mounting 2/4

Loosen the two thumbscrews on the mount plate, using the T10 Security Torx Screwdriver.



Twist the camera counter-clockwise and lift the camera off of the base plate.

Set the camera aside.



Mounting 3/4

Use the mount plate as a template to mark mounting holes and the cutout for the cable.

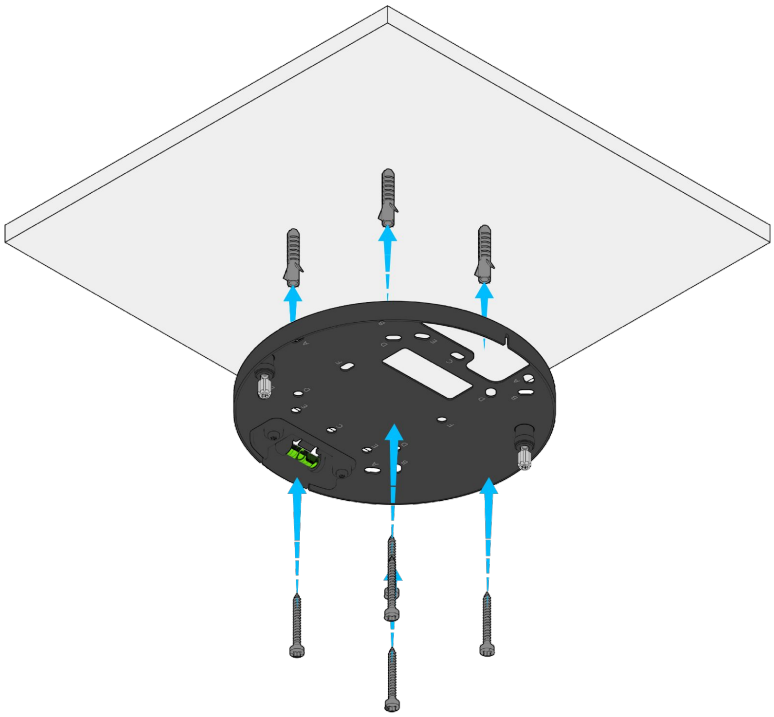
Drill 5/64 inch (2mm) pilot holes.

If using wall anchors, drill 1/4" (6mm) pilot holes.

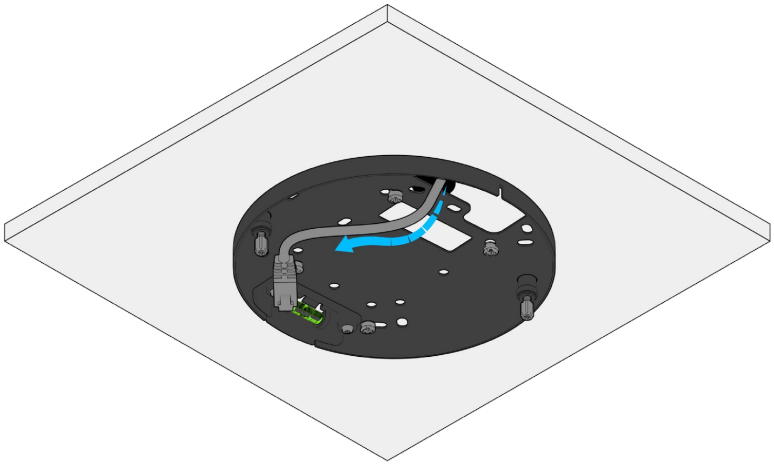
For a junction box mount, refer to the “hole pattern” page to use the appropriate hole pattern for mounting.

For a solid material like wood or metal, drill 1/8 inch pilot holes. Drive mounting screws directly into the pilot holes.

For drywall, drill 1/4 inch holes. Insert plastic anchors into holes and drive mounting screws into anchors.



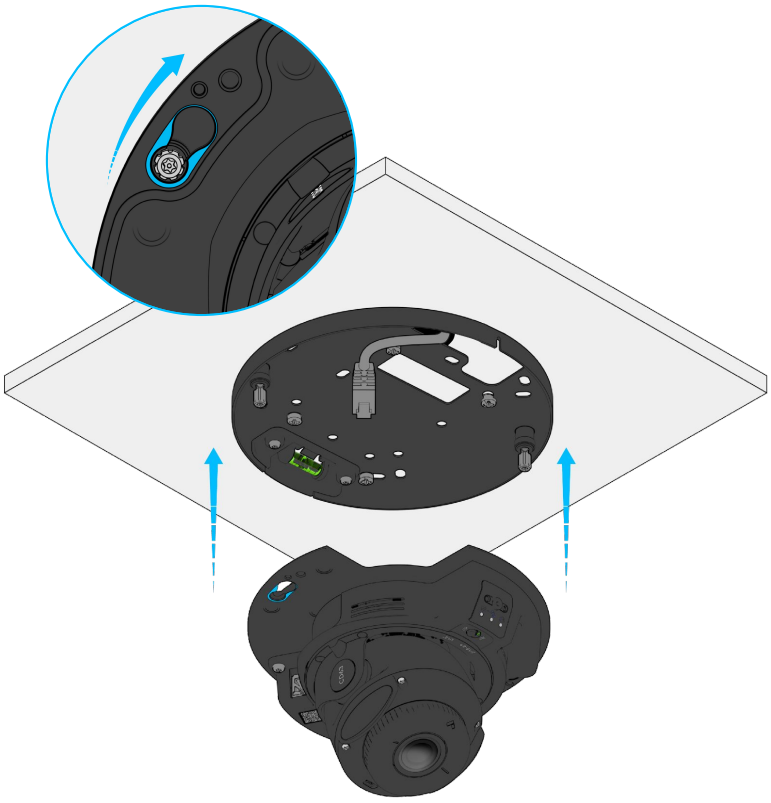
Lead the Ethernet cable through the opening on the mount plate.



Mounting 4/4

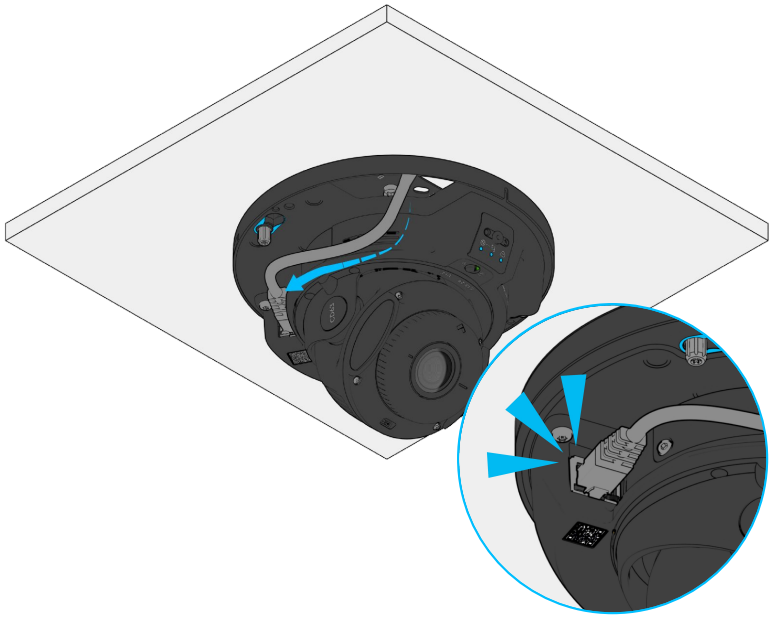
To secure the camera, place it over the mount plate thumb screws and twist clockwise.

Tighten the mount plate thumb screws with the T10 Security Torx Screwdriver.



Gently lead the Ethernet cable to the RJ45 port and connect it.

Note: Maintain some cable slack, but not so much that it interferes with the top cover.



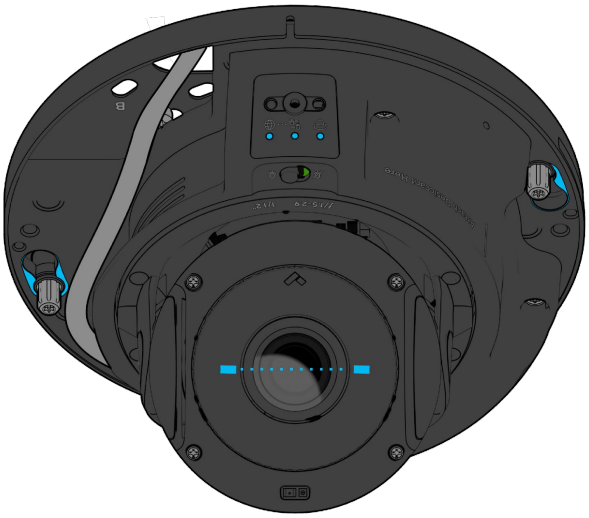
Adjust

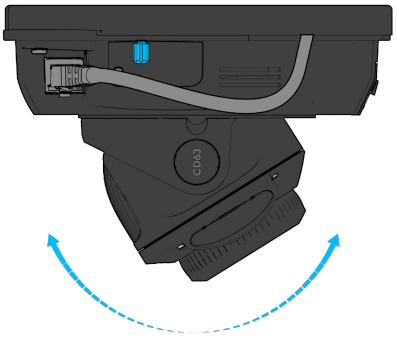
Adjust the camera to the desired viewing angle and rotation.

The lines on the lens rubber indicate landscape image orientation.

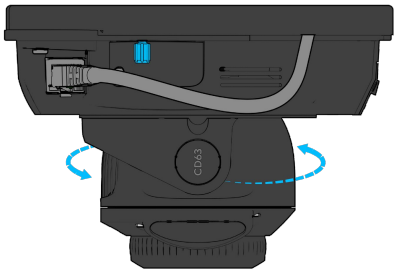
View the camera feed through Command to get an accurate idea of orientation and the field of view.

Note: Image can also be rotated 90˚, 180˚, 270˚ in Command.

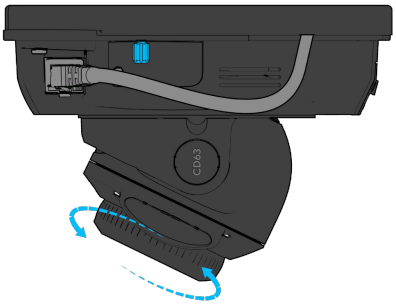




65°



360°



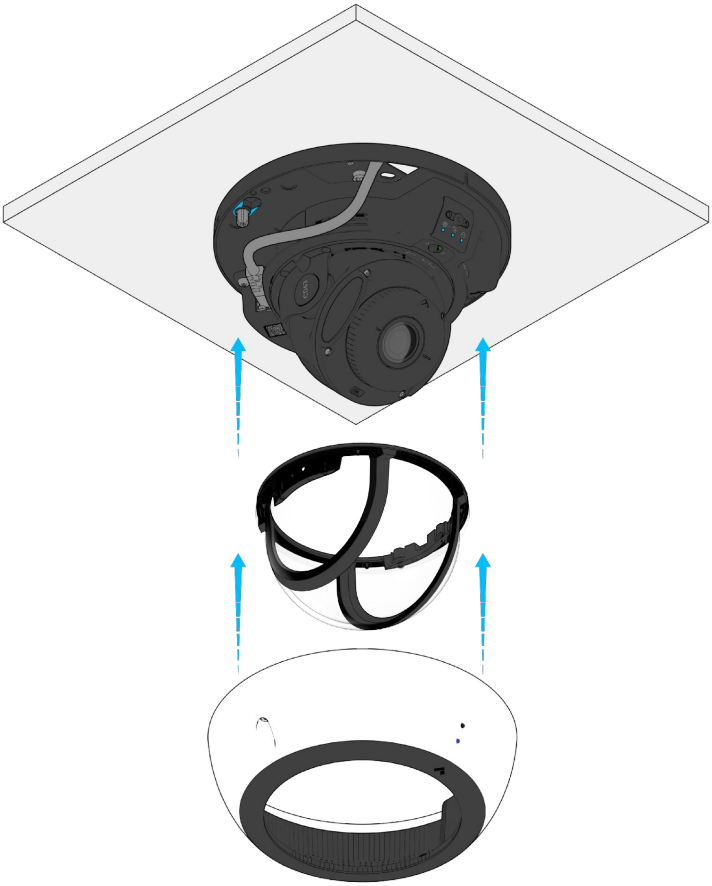
350°

Secure

Carefully place the clear bubble back onto the camera base.

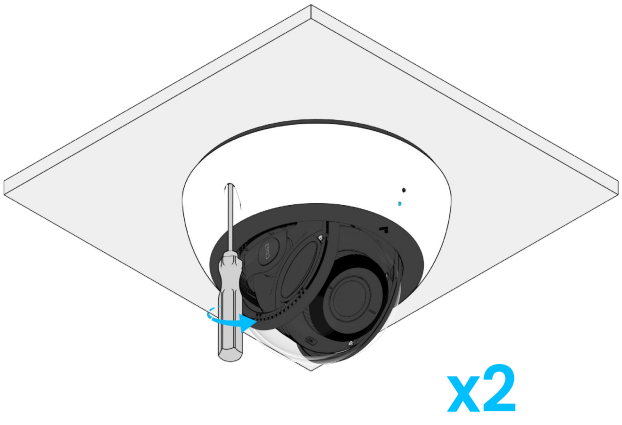
The magnets will guide the bubble into position.

Align the top cover Security Torx Screw positions to the corresponding holes on the camera base and hold it in place.



To secure, tighten the two T10 Torx Security Screws.

Remove the plastic film from the clear bubble.



Appendix

Compliance

Caution	1. Maintenance and repair work must always be carried out by qualified technical personnel. Disconnect power from the unit when performing a maintenance task. 2. Wiring methods used for the connection of the equipment to earth shall be in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part 1, CSA C22.1. 3. The product must be installed and protected in a location that is not easily accessible and is away from impacts or heavy vibration. 4. The device is only to be connected to PoE networks without routing to outside plants. 5. If powered by a power adapter, the adapter should be properly grounded. 6. Please contact certified dealers for power adapters.
FCC Compliance	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 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 of the following measures: -Reorient or relocate the receiving antenna. -Increase the separation between the equipment and 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.
ISED Compliance	This device complies with ISED's licence-exempt RSSs. 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. Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Appendix

Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,
The Verkada Team
verkada.com/support