



Varifocal Turret Camera


Installation Guide

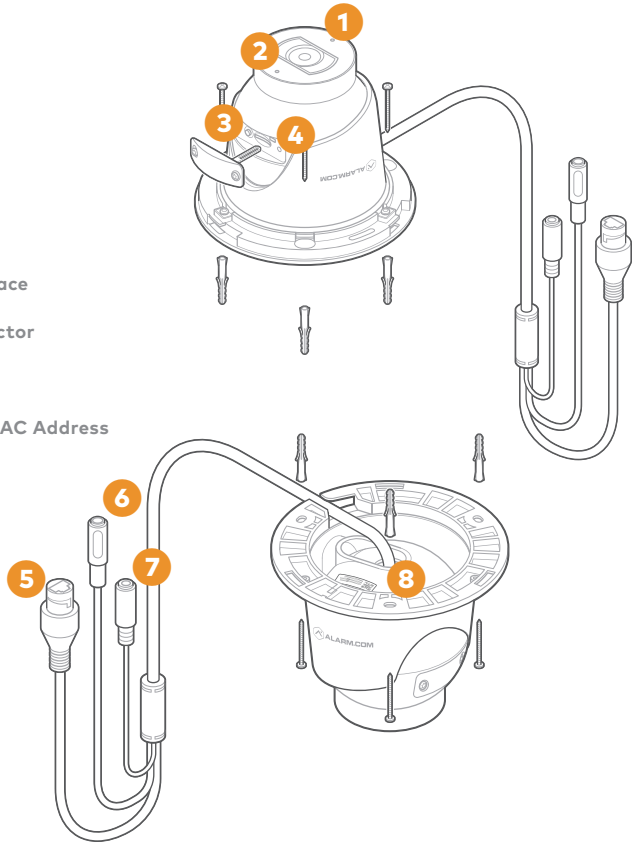
ADC-VC838PF

Pre-installation checklist

- ADC-VC838PF camera (included)
- AC power adapter (required for non-PoE connections) (sold separately)
- Router with broadband Internet connection (Cable, DSL, or Fiber Optic) and an open Ethernet port
- A computer or mobile device with Internet access
- An Ethernet / Cat5e cable
- Username and password for the Alarm.com account to which you will add the camera

Overview

- 1 LED indicator
- 2 Varifocal lens
- 3 Reset button 
- 4 MicroSD card slot
- 5 RJ45 ethernet interface
- 6 12 VDC power connector
- 7 Grounding terminal
- 8 Camera label with MAC Address



LED reference



Not illuminated - *Power off*



Solid green - *Connected to Alarm.com*



Blinking green - *Local network connection*



Blinking green and red - *Reverting to factory default settings*



Blinking red - *Power on, camera booting*



Solid red - *No local or Internet connection*

Installation

Service provider technician - MobileTech installation

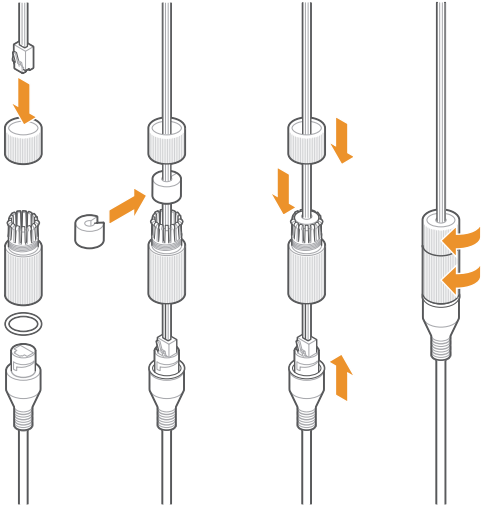
- 1 Log in to MobileTech.
- 2 Select the customer's account.
- 3 Tap **Quick Actions** > **Add Device** > **Video**.
- 4 Follow the on-screen instructions.

Ethernet mode

Complete these steps prior to installing the camera in its final location:

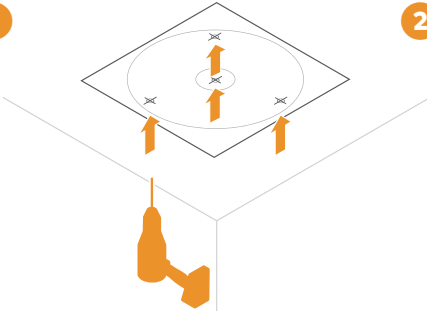
- 1 Connect the camera to the router via an Ethernet cable.
- 2 If the Ethernet connection does not provide power, connect the camera to the optional AC power adapter (sold separately) and plug the adapter into a non-switched outlet.
- 3 Wait 2 minutes for the camera to boot up and connect to the Internet. The LED will be solid green when this process is complete.
- 4 Add the device to the account by either selecting the account in MobileTech or by using a web browser and entering the following URL: **www.alarm.com/addcamera** (you will need the customer username and password).
- 5 Select the camera from the video device list or enter its MAC address to begin adding the camera. The camera's MAC address is located on the bottom of the device or on the packaging.
- 6 Follow the on-screen instructions to finish adding the camera.
You can now power down the camera.

Weather resistant RJ45 cap assembly

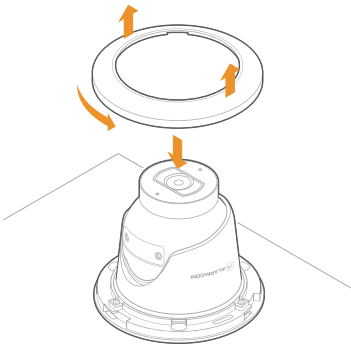


Camera mounting overview

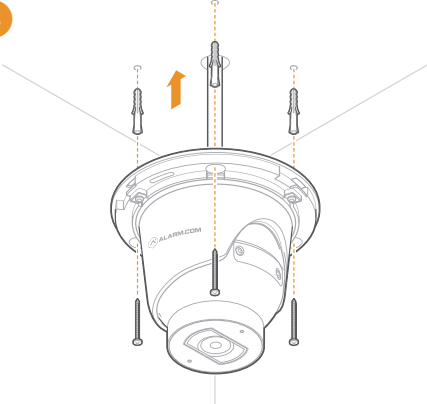
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2



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Camera mounting instructions

- 1 The camera has a cover that must be removed during the installation process. Place the camera on a flat surface with the lens pointed upwards. Hold the camera body with one hand and twist the cover counterclockwise with your other hand until the cover unlatches, then lift the cover away.
- 2 The camera should be mounted 8 feet or more above the ground on a flat surface, like a wall or ceiling.
- 3 Ensure that there are no obstructions near the camera. Obstructions can lead to poor night vision performance.
- 4 Use the included drill template to mark the desired location of the holes for the RJ45 ethernet interface and mounting screws. Drill a 1" hole in the center of the template for the RJ45 ethernet interface. If mounting to drywall, drill three 9/32" holes and insert the included M5 wall anchors. If mounting to a solid surface, like wood, drill three 1/8th" pilot holes.
- 5 Connect the camera to ground. The ground terminal is located at the end of the green wire and is designated by the ground symbol . To ground the device, use the included nut to connect the ground wire to the ground terminal, then connect the other end of the ground wire to an approved ground according to Article 250 of the National Electrical Code (NEC). If the camera needs to be removed in the future, ensure that the ground connection is removed last.
- 6 Connect the camera to a properly terminated, unplugged ethernet cable. Seal the connection using the included weather resistant RJ45 cap. For non-PoE connections, connect the 12VDC connector to an unplugged 12VDC adapter. Insert the cables and ground wire into the RJ45 ethernet interface clearance hole.
- 7 Line up the camera with the three holes created in step 4. Use the included M5x40mm screws to fasten the camera to the mounting surface.

- 8 Activate the ethernet connection and connect the device to power. After the camera has been mounted to the surface, reattach the cover by placing it onto the camera's mounting base and rotating it clockwise until latches.

Troubleshooting

- If you have issues connecting the camera to the account, power cycle the camera and try again.
- If issues persist, reset the camera to factory defaults. Press and hold the **Reset button**  until the LED is flashing Green and Red (about 15 seconds), then release the button. The camera will reboot with factory defaults.

If the camera was previously installed to an Alarm.com account, it will need to be deleted before it can be installed again.

Questions?

Visit answers.alarm.com
or contact your service provider.

Notices

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 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 not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

- Installation and maintenance service shall only be performed by qualified technicians.
- This unit is intended to be supplied by an UL Listed PoE (Power over Ethernet) power source/device suitable for use at Tma 50°C whose output meets LPS (or PS2) and output is rated: POE DC 37-57 V, 0.35-0.22 A or DC 12V, 1.0 A.
- All cable glands should be properly assembled and protected.
- If using flexible conduit, ensure that no cable is exposed.
- If using plastic corrugated tubing, ensure that the material has F1 level compliance certified by UL.
- This product does not include flexible steel conduits. If using flexible metal conduits, use stainless steel, an aluminum alloy or metal composed with rust protection certified by UL.
- The camera is only to be connected to PoE networks without routing to outside plants.
- For non-PoE installations: only use 12V 1A VDC power supplies certified by Alarm.com for this camera model. Contact Alarm.com for more information.



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