

# Installation Guide

Avigilon™ High Definition H.264 IP Dome Camera Models:

H3-D1, H3-D1-IR, H3-D2, H3A-D1, H3A-D1-IR, H3A-D2

# Important Safety Information

This manual provides installation and operation information and precautions for the use of this camera. 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 use.



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



The 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.

- 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.
- For indoor use only.
- If used outdoors, an approved outdoor mounting adapter or enclosure is required. Consult with Avigilon for more information.
- 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, 6 W min. (10 W min. for -IR model) or Power over Ethernet (PoE), rated 48 VDC, 6 W min (10 W min. for -IR model).
- 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 or damage to the camera.

- Do not install near any heat sources such as radiators, heat registers, stoves, or other sources of heat.
- Do not subject the cables to excessive stress, heavy loads or pinching.
- Do not open or disassemble the device. There are no user serviceable parts.
- Refer all 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.

## FCC Notice

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.

## 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.

## Legal Notices

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<http://www.avigilon.com>

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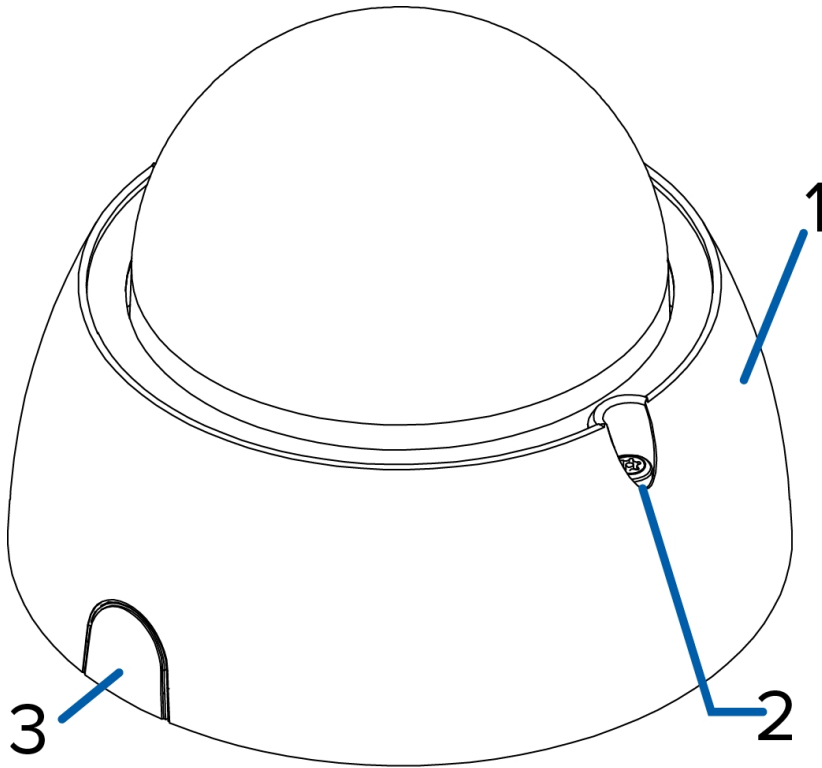
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# Overview

## Cover View



1. **Dome Cover**

Vandal proof dome cover.

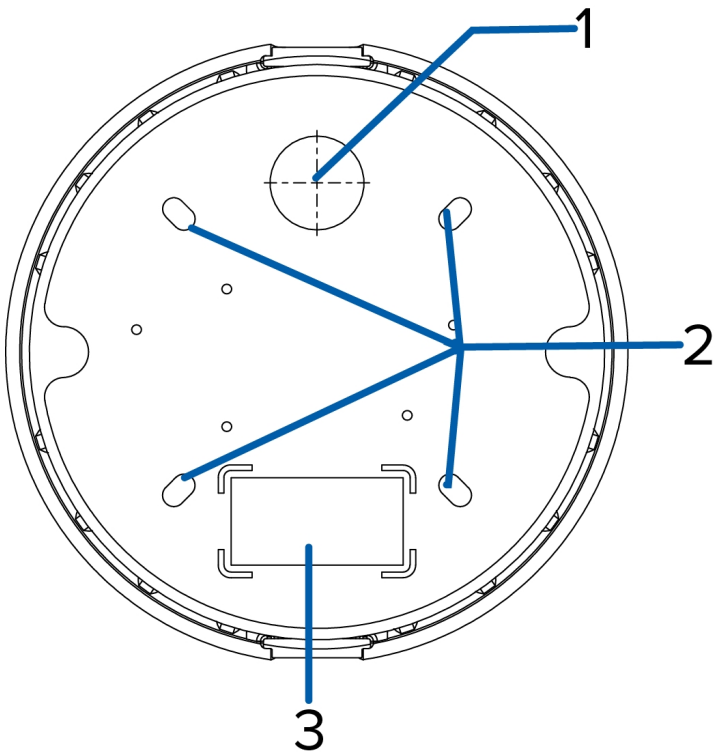
2. **Tamper Resistant Screws**

Torx captive screws to fix the dome cover to the base.

3. **Cable Entry Hole**

An entry hole for network, power and I/O cables.

## Bottom View



1. **Cable Entry Hole**

An entry hole for network, power and I/O cables.

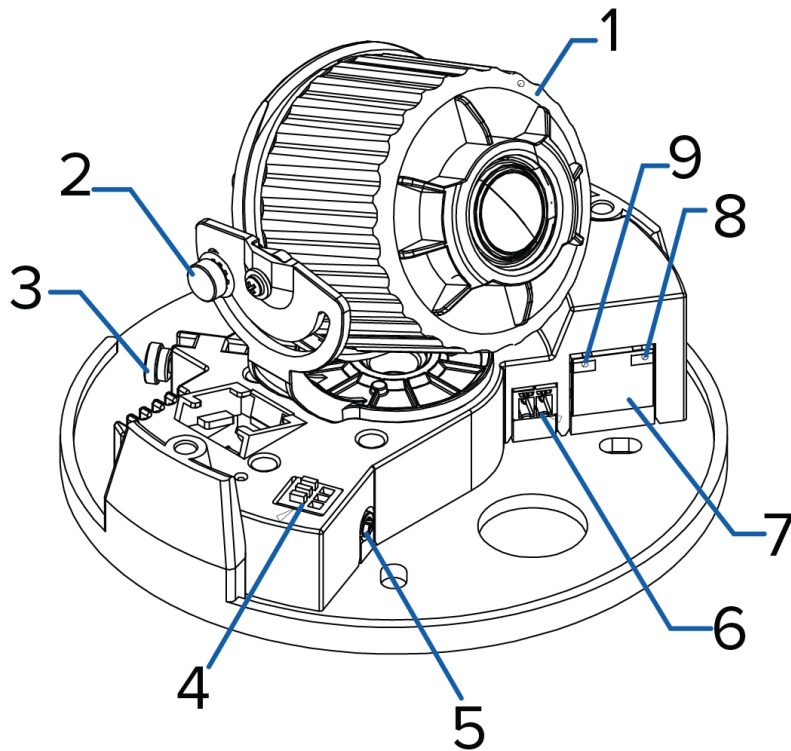
2. **Mounting Holes**

Mounting points for the camera.

3. **Serial Number Tag**

Product serial number and part number label.

## Front View



1. **Azimuth Control**

Provides adjustment of the image angle.

2. **Tilt Lock Thumb Screws**

Provides a locking mechanism for the image tilt adjustment.

3. **Pan Lock Thumb Screws**

Provides a locking mechanism for the image pan adjustment.

4. **I/O Connector Block**

Provides connections to external input/output devices.

5. **Audio/Video Connector**

Accepts a mini-jack connector (3.5 mm).

6. **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.

7. **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.

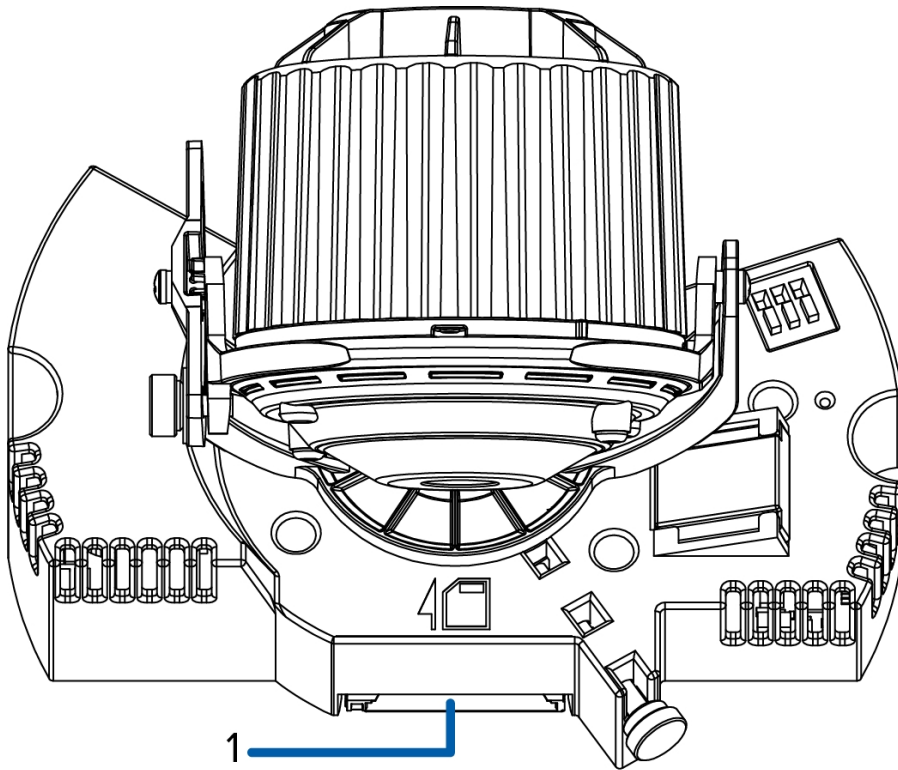
8. **Connection Status LED**

Provides information about device operation. For more information, see *LED Indicators* on page 14

9. **Link LED**

Indicates if there is an active connection in the Ethernet port.

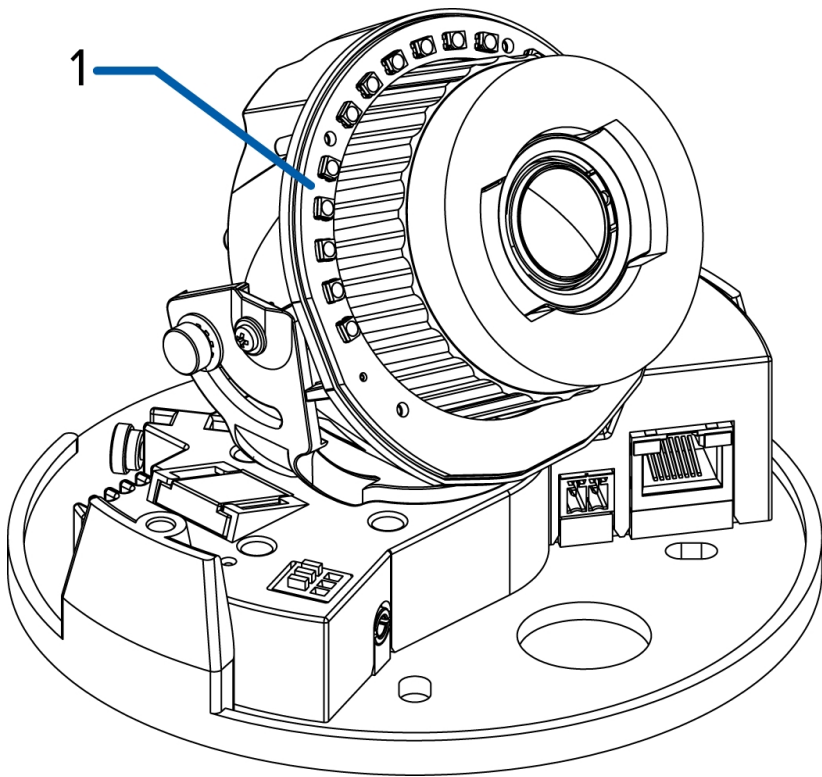
## Rear View



1. **SD Card Slot**

Accepts an SD card for onboard storage.

## IR View



### 1. IR Illuminator Ring

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

# 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.

## Camera Package Contents

Ensure the package contains the following:

- Avigilon™ High Definition IP Dome Camera
- Terminal block
- T20 Torx key
- 4 screws and anchors for solid walls
- Drill template sticker

## Installation Steps

Complete the following steps to install the device:

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### Removing the Dome Cover

Remove the dome cover by loosening the screws that fix the cover to the base. The Torx key included with the dome camera can be used 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. Try not to touch the dome bubble and keep the protective cover on the bubble until after

the installation is complete.

## Mounting the Dome Camera

Perform the following steps to mount the dome camera to the ceiling or wall:

1. Use the drill template to drill four mounting holes and one cable entry hole in the ceiling or wall.
2. Pull the cables through the cable entry hole in the ceiling or wall, then through the cable entry hole in the dome camera.
3. Drive four screws into the mounting holes to fasten the dome camera to the ceiling or wall.



**WARNING** — Only use UL listed mounting brackets suitable for the mounting surface and can sustain a minimum 0.60 kg (1.2 lbs)..



**CAUTION** — This camera is designed for indoor use only.

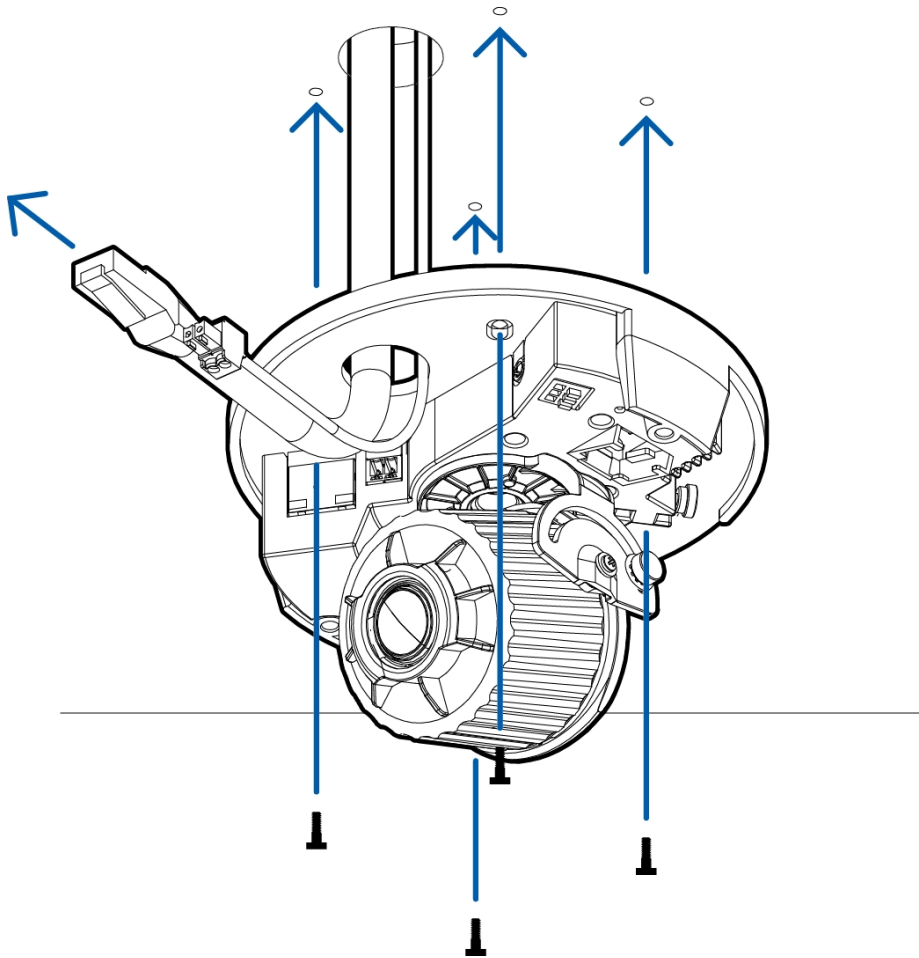


Figure 1: Dome camera installation

## Connecting Cables

Refer to the diagrams in the Overview section for the location of the different connectors.

To connect the cables required for proper operation, complete the following:

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 Terminals.
2. If an external microphone or external video monitor needs to be connected to the camera, connect the devices to the camera Audio/Video Connector.
3. Connect a network cable to the camera's Ethernet Port (RJ-45 connector).
  - Wrap the cable once around the interior base of the dome housing before you make the connection. This will ensure the cable connector is not over-stressed and cause poor video performance.
  - The Link LED will turn on once a network link has been established.
4. 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.
5. Check that the Connection Status LED indicates the correct state. For more information, see *LED Indicators* on page 14.

## Assigning an IP Address

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

**NOTE:** If the camera 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:

- Camera's web browser interface: `http://<camera IP address>/`
- ARP/Ping method. For more information, see *Setting the IP Address Using the ARP/Ping Method* on page 16
- Network Video Management software application (for example, Avigilon™ Control Center).

**NOTE:** The default camera username is `admin` and the default password is `admin`.

## Accessing the Live Video Stream

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

- Web browser interface: `http://<IP address>/`
- Network Video Management software application (for example, the Avigilon Control Center software).

**NOTE:** The default camera username is `admin` and the default camera password is `admin`.

## Aiming the Dome Camera

1. Loosen the pan and tilt lock screws on the camera.
2. Turn the lens to the desired direction by panning and tilting the lens.
3. Once satisfied, 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 Installation Tool or camera web browser interface, adjust the camera's Image and Display settings. From either applications, you can set the desired zoom position, and change the image rotation.

## (Optional) Configuring Onboard Storage

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

It is recommended that the SD card have a capacity of 8GB or more, and a write speed of class 6 or better. If the SD card does not meet the recommended capacity or write speed, the performance of the onboard storage may suffer and result in the loss of frames or footage.

1. Insert an SD card into the camera.



**CAUTION** — Do not force the SD card into the camera or you may damage the card and the camera. The SD card can only be inserted in the orientation shown on the camera.

2. Access the camera's web interface to enable the onboard storage feature. For more information, see the *Avigilon High Definition H.264 Camera Web Interface User Guide*.

## Installing the Dome Cover

1. Rotate the black shield located inside the dome bubble so that it does not block the camera's field of view.  
  
Skip this step if you are installing a dome camera with IR illumination.
2. Attach the dome cover to the base by tightening the screws with the provided Torx key.
3. Be especially careful not to mark the dome bubble or the contaminants will cause unwanted reflections in the -IR model.
4. Remove the plastic cover on the dome bubble.

## Focusing the Dome Camera

**NOTE:** Ensure this procedure is performed after the dome cover is installed, so the focus shift caused by the dome bubble's refraction can be accommodated.

- In the Camera Installation Tool or camera web browser interface, use the camera's Image and Display settings to focus the camera lens.
  - a. Click the Auto Focus button to focus the lens.
  - b. If the desired focus was not achieved, use the focus near and far buttons to adjust the focus.



**CAUTION** — Do not attempt to adjust the focus and zoom on the camera manually or the camera lens may become damaged

## For More Information

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

- *Avigilon™ Control Center Client User Guide*
- *Avigilon™ High Definition H.264 Web Interface User Guide*

The manuals are available on the Avigilon website: <http://avigilon.com/support-and-downloads>

# Cable Connections

## Connecting External Power

**NOTE:** Do not perform this procedure if Power over Ethernet (POE) is used.

If PoE is not available, the device 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 device can be powered from 12 V DC or 24 V AC. 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 device.
2. Remove the insulation from  $\frac{1}{4}$ " (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 ( $\frac{5}{64}$ " or 2 mm blade width) screwdriver to loosen and tighten the terminals.

4. Attach the power connector block back into the receptacle on the device.

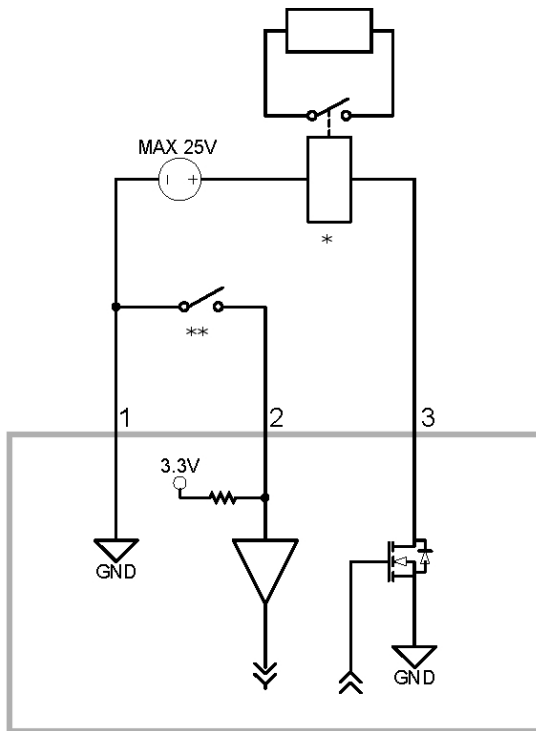


**WARNING** — This product is intended to be supplied by a UL Listed Power Unit marked “Class 2” or “LPS” or “Limited Power Source” with output rated 12 VDC or 24 VAC, 6 W min. (10 W min. with -IR model) or PoE rated 48 VDC, 6 W min. (10 W min. with -IR model).

## Connecting to External Devices

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





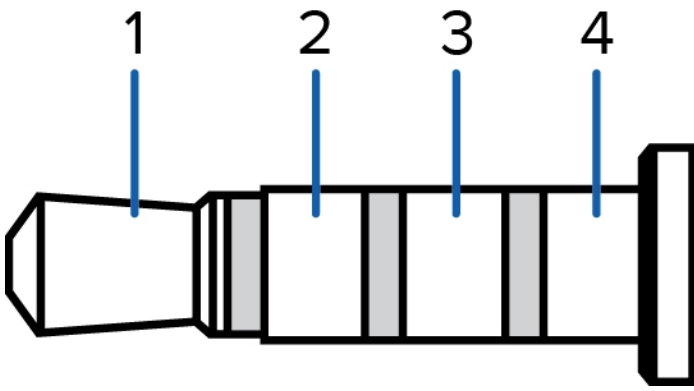
1. Ground
2. Input — To activate, connect the Input to the Ground pin. To deactivate, leave disconnected or apply between 3-15 V.
3. Output — When active, Output is internally connected with the Ground pin. Circuit is open when inactive. Maximum load is 25 VDC, 120 mA.
4. \* — Relay
5. \*\* — Switch

## Connecting to Microphones, Speakers and Video Monitors

The camera can be connected to an external microphone, speaker and video monitor through the audio/video connector. The connector is a mini-jack (3.5 mm), and the pinout for it is shown in the following diagram.

**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.



**Figure 2:** Mini-jack audio video connector

1. Audio IN
2. Composite Video OUT
3. GND
4. Audio OUT

# LED Indicators

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

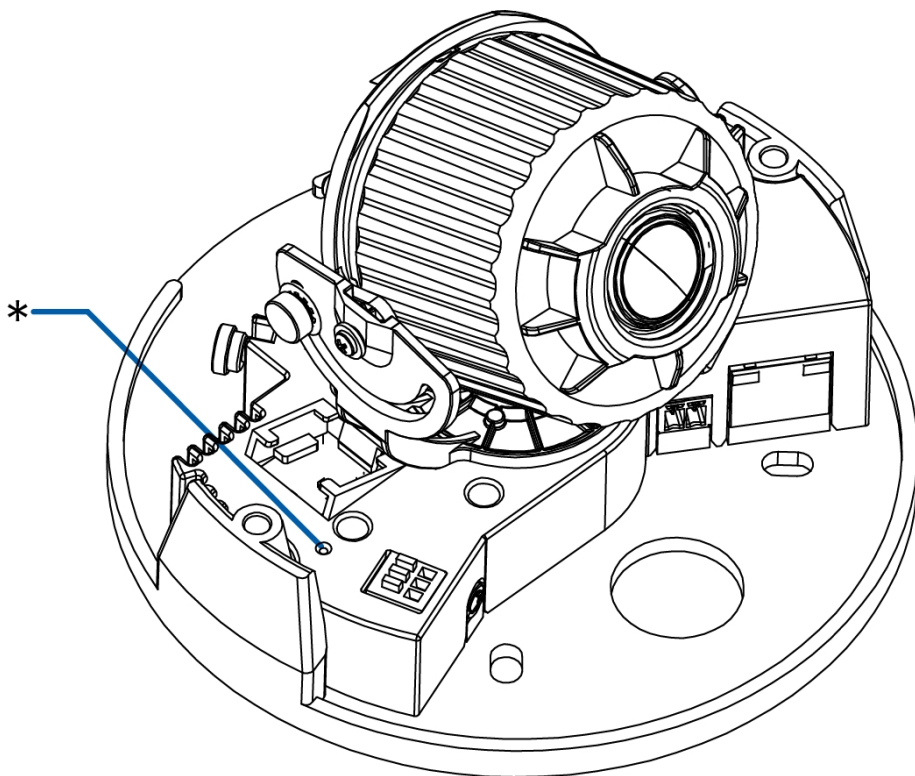
The following table describes what the LEDs indicate:

<b>Connection State</b>	<b>Connection Status LED</b>	<b>Description</b>
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 is 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.

# Resetting to Factory Default Settings

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

Use the firmware revert button to reset the camera.



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

1. Disconnect power from the device.
2. Using a straightened paperclip or similar tool, gently press and hold the firmware revert button.
3. While continuing to hold the button, power the device.

Release the button after three seconds.



**CAUTION** — Do not apply excessive force. Inserting the tool too far will damage the device.

# Setting the IP Address Using the ARP/Ping Method

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

1. Locate and copy down 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 finger prints
- 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 that will negatively impact image quality and result in 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.



# Specifications

## Camera

Audio Input	Line input, A/V mini-jack (3.5 mm)
Video Output	NTSC/PAL, A/V mini-jack (3.5 mm)
Lens	H3-D1: 3-9mm, F1.2, P-iris H3-D2: 9-22mm, F1.6, P-Iris
Onboard Storage	SD/SDHC/SDXC slot – minimum class 4; class 6 or better recommended

## Network

Network	100Base-TX
Cabling Type	CAT5
Connector	RJ-45
API	ONVIF compliance version 1.02, 2.00, Profile S ( <a href="http://www.onvif.org">www.onvif.org</a> ) H3A models are also compliant with version 2.2.0 of the Analytics Service Specification (bounding boxes and scene descriptions not available with third-party VMS)
Security	Password protection, HTTPS encryption, digest authentication, WS authentication, user access log, 802.1x port based authentication.
Streaming Protocols	IPv4, HTTP, HTTPS, SOAP, DNS, NTP, RTSP, RTCP, RTP, TCP, UDP, IGMP, ICMP, DHCP, Zeroconf, ARP RTP/UDP, RTP/UDP multicast, RTP/RTSP/TCP, RTP/RTSP/HTTP/TCP, RTP/RTSP/HTTPS/TCP, HTTP

## Mechanical

Dimensions ØxH	138mm x 104mm (5.4" x 4.1")
Weight	0.53 kg (1.17 lbs)
Dome Bubble	Polycarbonate, clear
Body	Plastic
Housing	Surface mount, tamper resistant
Finish	Plastic, RAL 9003
Adjustment Range	360° pan, 180° tilt (122° tilt with -IR option), 180° azimuth

## Electrical

Power Consumption	5 W 10 W for -IR option
Power Source	VDC: 12 V +/- 10%, 6 W min (10 W min with -IR option) VAC: 24 V +/- 10%, 8 VA min (12 VA min with -IR option) PoE: IEEE802.3af Class 3 compliant
Power Connector	2-pin terminal block
RTC Backup Battery	3V Manganese Lithium

(models with onboard storage only)

### Environmental

Operating Temperature -10 °C to +50 °C (14 °F to 122 °F)

Storage Temperature -10 °C to +70 °C (14 °F to 158 °F)

Humidity 0-95% non-condensing

### Certifications

Certifications  
UL  
cUL  
CE  
ROHS  
WEEE  
RCM  
EAC  
KC (C-H3A-D and C-H3A-D-IR models only)

Safety  
UL 60950-1  
CSA 60950-1  
IEC/EN 60950-1  
IEC 62471 (for models with IR illuminators only)

Electromagnetic Emissions  
FCC Part 15 Subpart B Class B  
EN 55022 Class B  
IC ICES-003 Class B  
EN 61000-6-3  
EN 61000-3-2  
EN 61000-3-3

Electromagnetic Immunity  
EN 55024  
EN 61000-6-1





# Limited Warranty & Technical Support

Avigilon warrants to the original consumer purchaser, that this product will be free of defects in material and workmanship for a period of 3 years from date of purchase.

The manufacturer's liability hereunder is limited to replacement of the product, repair of the product or replacement of the product with repaired product at the discretion of the manufacturer. This warranty is void if the product has been damaged by accident, unreasonable use, neglect, tampering or other causes not arising from defects in material or workmanship. This warranty extends to the original consumer purchaser of the product only.

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In no event shall Avigilon be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages whatsoever (including but not limited to, damages for loss of profits or confidential or other information, for business interruption, for personal injury, for loss of privacy, for failure to meet any duty including of good faith or of reasonable care, for negligence, and for any other pecuniary or other loss whatsoever) arising from the use of or inability to use the product, even if advised of the possibility of such damages. Since some jurisdictions do not allow the above limitation of liability, such limitation may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction.

**Warranty service and technical support can be obtained by contacting Avigilon Technical Support by phone at 1.888.281.5182 or via email at [support@avigilon.com](mailto:support@avigilon.com).**