



Sarix Enhanced 4P Box Cameras Installation Manual



Document number: C6765M

Publication date: 2025-09-17

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Pelco Corporation

www.pelco.com

C6765M

Revision: 2 - EN

20250917

Important Safety Information

This Installation 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.

The 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.

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.

- Installation must be performed by qualified personnel only, and must conform to all local codes.
- Any external power supply connected to this product may only be connected to another Pelco product of the same model series. External power connections must be properly insulated.
- ESD to the camera when it is operating could cause a temporary loss of video. When servicing the camera, follow the appropriate ESD mitigation procedures. The operator should remove any static by grounding themselves before servicing the camera.
- 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 Pelco.
- This equipment contains a coin cell battery. Risk of fire, explosion, and burns. Do not disassemble, crush, heat above 100°C (212°F), or incinerate.



IMPORTANT

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 12-24 VDC, 13 W min. or Power over Ethernet (PoE), 13 W min.

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.

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.

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

UK Product Security and Telecommunications Infrastructure (PSTI) Act: Pelco cameras comply with the PSTI requirements. For more information, see the published [PSTI Statement of Compliance](#).

The use of EMC compliant support and auxiliary equipment with this device is required in order to fully comply with the EMC regulatory standards.

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 Pelco for assistance regarding supporting equipment.

To meet the requirements of the EN 50130-4 Alarm Systems Applications Standard, use an external uninterruptible power supply (UPS).

This Class B digital apparatus complies with Canadian ICES-003 (B)/NMB-3(B).

For Korea

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

For Taiwan

網路攝影機

型號: Model: PCBOXNXE

Class A Warning: 警告: 為避免電磁干擾, 本產品不應安裝或使用於住宅環境

Recommended to use MicroSemi model PD-3501G/AC or similar rated PoE model.

報驗義務人 (Contact for inspection)
摩托羅拉系統股份有限公司 (Motorola Taipei)
台北市中山區民生東路3段 2號 5樓之1

重要安全守則

	警告 不遵守以下說明可能會導致嚴重傷害或死亡
	• 安裝必須由合格人員執行，並且必須符合所有當地法規。 • 本產品連接的任何外部電源僅可連接到同一型號系列的其他 Pelco 產品。外部電源連接必須正確絕緣。 • 請勿因任何原因直接連接到主電源
	警告 不遵守以下說明可能會導致嚴重傷害或死亡
	• 請勿將相機直接暴露在高強度的 X 射線、雷射或紫外線輻射下。直接暴露可能會對影像感測器造成永久性損壞。

設備名稱：網路攝影機 Equipment name: Network Camera		型號（型式）：PCBOXNXE Type designation (Type)				
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛Lead (Pb)	汞Mercury (Hg)	鎘Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr ⁶⁺)	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
印刷電路板及電子組件	○	○	○	○	○	○
金屬零件	○	○	○	○	○	○
電纜及電纜組件	○	○	○	○	○	○
塑料和聚合物零件	○	○	○	○	○	○
光學與光學元件	○	○	○	○	○	○
備考1. “超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準值 Note 1 : “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.						
備考2. “○”係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2 : “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of						
備考3. “—”係指該項限用物質為排除項目。 Note 3 : The “—” indicates that the restricted substance corresponds to the exemption.						

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Sarix Enhanced 4P Box Cameras Installation Manual

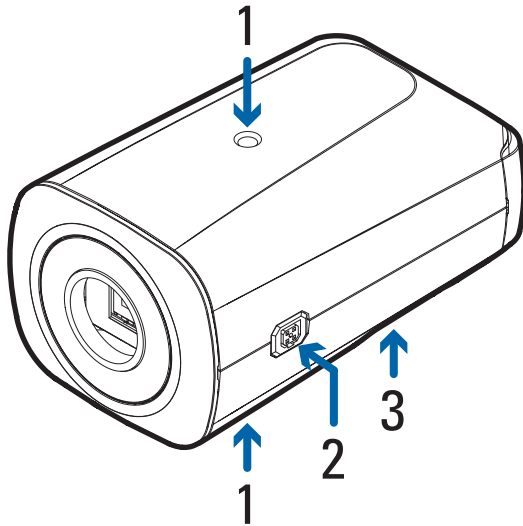
The Sarix Enhanced 4P Box Cameras Installation Manual provides instructions for installing Sarix Enhanced 4P Box cameras. This Installation Manual also covers how to connect external devices and how to add cameras to the network.

Camera Models:

SRXE4P-2-IBX-1	SRXE4P-4-IBX-1
SRXE4P-6-IBX-1	SRXE4P-8-IBX-1

Sarix Enhanced 4P Box Camera Overview

Front View



1. Camera mounts

Provides mounting points for the camera. Mounts accept 1/4"-20 x 5/16" max thread UNC bolts commonly found on tripods and mounting brackets.

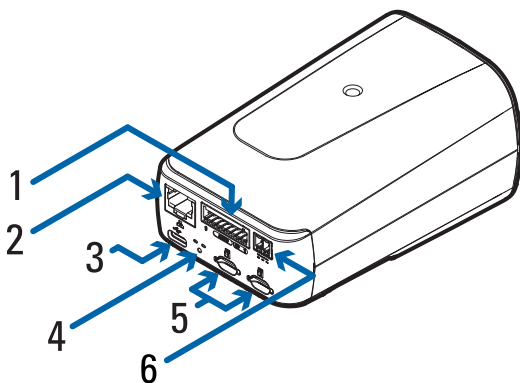
2. iCS/CS plug port

Accepts connection to a iCS or CS lens.

3. Serial number tag

Device information, product serial number and part number label.

Rear View



1. **I/O connector block**
Provides connections to external input/output devices.
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. **USB-C port**
Accepts a USB-C adapter. Only required when using the USB Wi-Fi Adapter..
4. **LED indicators**
Green LED provides information about device operation.
Amber LED indicates if there is an active connection in the Ethernet port.
For more information, see [Connection Status LED Indicators on page 23](#).
5. **microSD card slots**
Accept microSD cards for onboard storage.
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.

Preparing Sarix Enhanced 4P Box Cameras for Installation

Mounting and Aiming Video Analytics Cameras

Follow these guidelines when mounting and aiming Pelco cameras for best results:

- **Height** — Above 2.74 meters (9 feet).
- **Tilt** — Downward tilt of 45 degrees maximum.
- **Level** — Keep the camera image level with the horizon.
- **Stability** — Securely mount to a stable surface to prevent movement.

For more information, see *Designing a Site with Pelco Smart Analytics* available at pelco.com/docs.

Installing Sarix Enhanced 4P Box Cameras

Sarix Enhanced 4P Box Cameras Required Tools and Materials

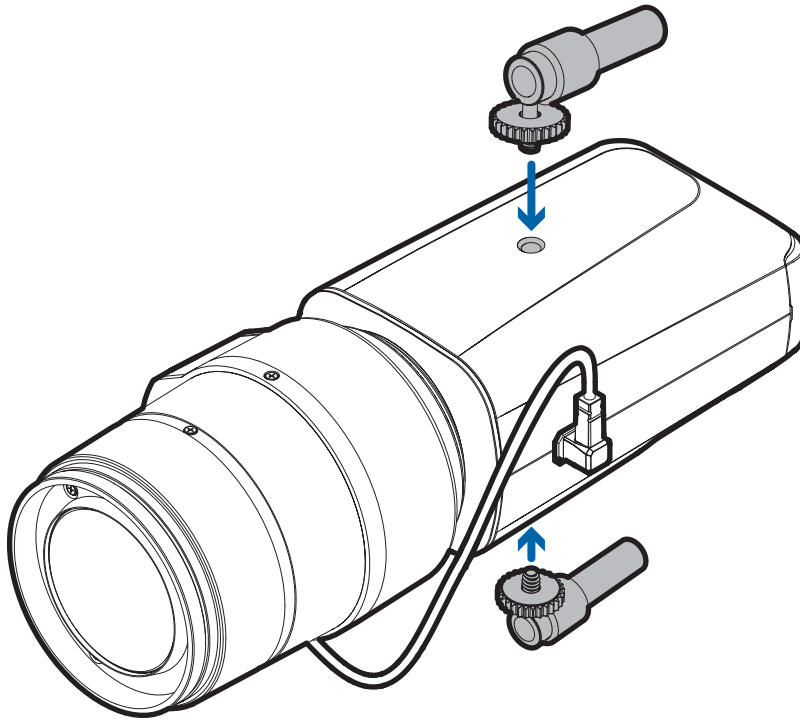
- Small slotted screwdriver with 5/64" or 2 mm blade width — for connecting power when not using Power over Ethernet.
- Mounting bracket, enclosure or tripod.

Sarix Enhanced 4P Box Cameras Package Contents

- Pelco Sarix Enhanced 4P Box Cameras

Mounting Sarix Enhanced 4P Box Cameras

Camera mounting points are provided on both the top and bottom of the camera body. Use these mounting points to mount the camera on a bracket, in an enclosure, or on a tripod. The mounting points have ¼"-20 UNC threaded holes which allow them to accept standard photographic mounting bolts.



Consult the installation instructions provided with the bracket, enclosure or tripod for detailed mounting instructions.



WARNING

Use only UL-listed mounting bracket suitable for the mounting surface and minimum 0.7 kg (1.6 lb) weight.

Connecting Cables to Sarix Enhanced 4P Box Cameras

Sarix Enhanced 4P Box Cameras require electrical power and a network connection to operate. The following sections cover how to supply the camera with power and network connectivity and how to connect external devices using the camera's removable connector block.

Connecting Power Cables to Sarix Enhanced 4P Box Cameras

There are three ways of connecting Sarix Enhanced 4P Box cameras to a power source:

- [Power over Ethernet \(PoE\) below](#) — connect Power over Ethernet (PoE) to supply the camera with electrical power and network connection using the Ethernet port.
- [Auxiliary Power below](#) — connect Aux power to supply the camera with electrical power. You will have to supply network connectivity using the Ethernet port.
- [Auxiliary Power and Power over Ethernet \(PoE\) on the next page](#) — connect both PoE and Aux Power. The camera will draw power exclusively from Aux and use PoE for network connectivity.

Power over Ethernet (PoE)

Sarix Enhanced 4P Box cameras accept a PoE connection to supply electrical power and network connectivity. The PoE connection also facilitates communication with the network servers and sharing of video footage, images and other data over the network.

1. Locate the Ethernet port on the camera. See the *Overview* section for the locations of the Ethernet port.
2. Insert the PoE cable to the camera's Ethernet port (RJ45 connector).
3. The green and yellow LED indicators will light up if the connection was successful. Refer to the [Connection Status LED Indicators on page 23](#) section for more information.

Auxiliary Power

If PoE is not available, the camera needs to be powered through the removable power connector block.

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

1. Remove the power connector block from the camera. See the *Overview* section for the locations of the Power Connector Block.
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.

Auxiliary Power and Power over Ethernet (PoE)

You can connect cameras to both PoE and Aux to provide power redundancy. If the camera has power available from both auxiliary (Aux) power supply and a PoE PSE (Power Sourcing Equipment) device, the camera will draw power from Aux. If the camera loses power from Aux, it can switch to drawing power from PoE.

Sarix Enhanced 4P Box Camera Failover

Sarix Enhanced 4P Box cameras support seamless failover. These cameras can switch between from auxiliary (Aux) power to PoE without interruption. This redundancy ensures continuous function even if one power source fails. Seamless failover is guaranteed with full-power PoE. Lower PoE classes may lead to power issues during failover, especially when Aux power is lost under high power consumption.

Connecting to a PoE-enabled port will still allocate power from the switch's budget, even when the camera is using Aux power.



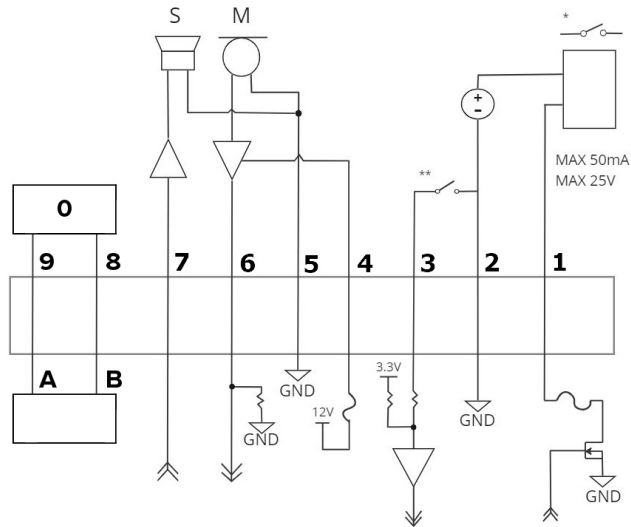
NOTE

If the PSE demotes the camera to a lower PoE Class, the camera will reboot and you will see an “insufficient power” message. Therefore, if the camera is connected to a Class 3 PoE source while running on Aux power and using full power and the Aux power source is disconnected, the camera will most likely overload the PSE and reboot.

Connecting External Devices to Sarix Enhanced 4P Box Cameras

External devices are connected to the camera through the I/O pluggable terminal block.

The pinout for the I/O terminal block is shown in the following diagram:



1. Digital Output
2. Ground
3. Digital Input
4. Voltage Output (Max 50 mA)
5. Audio Ground
6. Audio Input (line level)
7. Audio Output (line level)
8. RS-485 B — Inverting RS-485 pin for controlling external equipment.
9. RS-485 A — Non-inverting RS-485 pin for controlling external equipment.

0 — External Device

* — Relay

** — Switch

M — Microphone

S — Speaker

Configuring Onboard Storage (Optional)

To use the camera's onboard storage feature, you must insert 1 microSD card into a microSD card slot. While there are two microSD slots, currently the camera only supports a single microSD card in either slot for onboard storage.

We recommend that the microSD card have a minimum storage capacity of 64 GB. Video Speed Class microSD card required, with Class V10 or better recommended. If the microSD 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.

Ensure the microSD card is designed for continuous video recording or the microSD card life expectancy may be adversely affected.

1. Insert the microSD card into the camera. See the *Overview* section for the location of the microSD card slot.



WARNING

Do not force the microSD card into the camera or you may damage the card and the camera. The card can only be inserted in one direction.

2. You will also need to enable the storage feature in the camera web interface. See [Resources for Pelco Cameras on page 28](#) for information on using camera features and configuring settings.

Adding Sarix Enhanced 4P Box Cameras to the Network

Sarix Enhanced 4P Box Cameras must be added to the IP network before you can connect them to the Video Management System (VMS). The following sections cover how to add cameras to the network and how to discover the camera's IP addresses.

Choose a Tool to Access Sarix Enhanced 4P Box Settings

There are different tools that you can use to configure cameras. If you are configuring many cameras with the same settings, you will want to use the Camera Configuration Tool (CCT) to claim and apply settings in bulk. The camera web interface allows you to configure cameras one at a time from a web browser. You can only access the camera's web interface from a computer connected to the same network as the camera.

You can use one of the following tools:

- **Camera Configuration Tool** — use CCT to discover, initialize and configure cameras. CCT can discover and claim many cameras at once. You can also use CCT to configure and bulk apply common settings to cameras.
Refer to the [Motorola Solutions Camera Configuration Tool User Guide](#) for instructions.
- **Mobile Web Interface** — use the mobile web interface to configure cameras that were added to the network using the USB Wi-Fi Adapter from the mobile web interface.
- **Camera Web Interface** — use the camera web interface to initialize and configure cameras individually from a web browser without using the VMS. You can not use the camera web interface to discover cameras. You must find the IP address on the network before you can access the web interface.
Refer to the relevant Pelco Camera Operations Manual at pelco.com/docs for instructions.

Using the USB Wi-Fi Adapter (Optional)

You can use the USB Wi-Fi Adapter to connect the camera to the network instead of an Ethernet cable. Sarix Enhanced 4P Box cameras require either the USB-AC56-NA-MSI-B or USB-AC56-EU-MSI-B adapter.

1. Attach the adapter to the camera's USB-C port to add the camera to the network.
2. Open the camera's mobile web interface.
3. 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*.



NOTE

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

4. You can also use the mobile web interface to configure the camera settings. For more information about configuring the camera from the mobile web interface, see the [USB Wi-Fi Adapter System User Guide](#).

Discovering Sarix Enhanced 4P Box Cameras on the Network

The camera will automatically be assigned an IP address as soon as it is connected to the network. To ensure proper connectivity, the cameras and the client machine accessing them must be on the same subnet. This can be achieved through one of the following methods:

- If DHCP is enabled, set the client machine to obtain a DHCP assignment so that the cameras and devices are automatically added to the same subnet.
- If DHCP is not enabled, set the client machine for zero-configuration networking (zero-conf). The cameras will use zeroconf to obtain an IP address in the 169.254.x.x range. Zero-conf is the default behavior for Windows OS when DHCP is not available.

Finding the Camera's IP Address

After you have added the camera to the network, you must find the camera's IP address. You will need the camera's IP address if you want to access and configure the camera's settings.

Use one of the following methods to find the camera's IP address:

- **Camera Configuration Tool (CCT)** — use CCT to autodiscover cameras on the same network as the client machine you are using.
- **Camera Web Interface** — use the camera web interface to initialize and configure cameras individually from a web browser without using the VMS.

Consider one of these options if you do not have access to CCT, or the web interface:

- **ARP/Ping** — The ARP/ping method can be used to change the IP address of a camera that is factory default and does not currently have any administrator credentials configured. The arp Windows command adds an entry to the ARP table. Then, while powering on the camera, pinging the camera with the new IP address will cause the camera to take on the new IP address.
- **DHCP assignment** — a network administrator will be able to check the DHCP assignment for the IP addresses on the network.

Changing the IP Address (Optional)

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

- Video Management System (VMS) software application
- Camera Configuration Tool

Initializing a Camera by Creating a Username and Password

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

You must create an initial user with administrator privileges and log in to the camera before the camera becomes operational. You will need the camera's IP address to create the initial user. See [Discovering Sarix Enhanced 4P Box Cameras on the Network above](#) for instructions on how to obtain the camera's IP address.

There are different tools you can use to create the initial user. See [Choose a Tool to Access Sarix Enhanced 4P Box Settings on page 19](#) for more information.

You can use one of the following tools to create the initial user:

- **Camera Configuration Tool** — cameras discovered in the factory default state will be identified by 🟡. Select the *Admin Users* tab to create the first user.
- **Mobile Web Interface** — when connecting a camera in the factory default state, you will be redirected to the *Create Administrator User* page to create the first user.
- **Camera 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.



NOTE

If you are using a third-party VMS, you must complete this step with either CCT, USB Wi-fi Adapter mobile web interface or the camera's web interface before you can use the camera.

Connection Status LED Indicators

Once connected to the network, the green Connection Status LED indicator will display the progress in connecting to the Video Management System (VMS) software. The following table outlines the different LED signals:

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. The default connected setting can be changed to Off using the camera's web user interface. For more information, see the <i>Pelco Sarix Enhanced 4 Box Camera Operations Manual</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	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.
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.

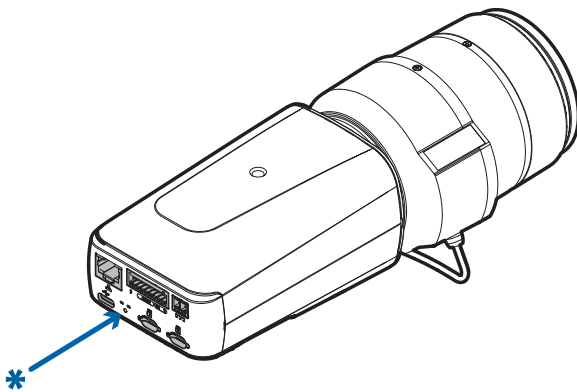
LED Behavior	Suggested Solution
A different LED blinking pattern than those described above	Perform a factory reset of the camera using the physical firmware revert button. Resetting through the camera's web interface will not produce the desired result.

Resetting Sarix Enhanced 4P Box Cameras to their Factory Default Settings

If the Sarix Enhanced 4P Box camera no longer functions as expected, try performing a factory reset using the camera's firmware revert button. Use the firmware revert button to reset the device to its factory default settings.

Follow these steps to manually reset the camera:

1. Ensure the camera is powered on.
2. Locate the reset button. The reset button is a small hole.



3. Use a paperclip or small tool to press and hold the reset button until the LEDs beside the reset button turn off.
4. Release the button and wait while the camera reverts to the factory default settings.

Adjusting Sarix Enhanced 4P Box Cameras

The last stage of the installation is adjusting the camera to optimize the video quality. Use the Live Viewer in the camera's web interface or the VMS to check the camera's field of view. Once you have access to the camera's video stream, you can adjust the camera's zoom and focus controls.

Make sure you complete these steps before attaching the camera's cover in case you need to make further adjustments:

Accessing the Live Video Stream

You can view the live video stream using one of the following methods:

- Camera Web Interface
- VMS client application

Aiming and Focusing Sarix Enhanced 4P Box Cameras

Use the camera web browser interface or the VMS to aim and focus the camera. Consult the software user guide for more information.

For iCS lens:

1. In the Imaging tab area, use the Zoom controls to set the zoom position for the camera.
2. Focus the camera:
 - a. Click **Auto Focus** to focus the lens.
 - b. If the preferred focus was not achieved, use the focus near and far buttons to adjust the focus.

For CS lens:



NOTE

These steps should be completed any time a CS lens is installed or replaced. If a CS lens is not first focused correctly with manual focus adjustment, **Auto Focus** may not be able to perform automatic focusing.

1. Connect the CS lens to the camera and then power up the camera. The camera should automatically detect it.
2. Loosen the screws on the CS lens.
3. Manually zoom and focus the lens by rotating the elements. Continue rotating until the lens is focused and the image is clear.
4. Tighten the screws on the CS lens. Ensure that you do not move the camera in any way that could interfere with the manual focus.
5. Navigate to the System page and click **Reinitialize Lens**. Ensure that the lens is not covered and the scene is not pitch black.
6. Wait 20 seconds for initialization to complete.

7. Navigate to the Imaging tab, and then click the General button.
8. Click **Auto Focus** to finish focusing the lens. If the preferred focus was not achieved, use the focus near and far buttons to adjust the focus.

Sarix Enhanced 4P Box Camera Maintenance

The sections below provide information and instructions for the ongoing maintenance of your Pelco cameras and devices. Perform regular maintenance to ensure that your products continue to perform well throughout the product's service life.

Cleaning Sarix Enhanced 4P Box Cameras

Dirt, dust and/or fingerprints on the camera can cause the video image to become blurry. Make sure you clean these products to ensure optimal performance. Refer to the instructions below when cleaning Sarix Enhanced 4P Box Cameras.

Which Cleaning Solutions Should I Use?

You can clean Pelco cameras using mild soap and water along with a non-abrasive cloth, microfiber cloths work best.



CAUTION

Do not use Windex to clean plastic or Lexan surfaces such as a dome or camera housing.

How Should I Clean Sarix Enhanced 4P Box Cameras?

If the surface is extremely dirty, use a non-abrasive cloth with soap and water, but make sure you use long, sweeping strokes. Do not apply pressure or the dirt particles can scratch the plastic. Once the surface is clean of dust and dirt, use a new clean non-abrasive cloth with soap and water. This time apply more pressure to help remove the smaller particles.

When cleaning the camera body, use a dry or lightly dampened cloth. Do not use strong or abrasive detergents.



IMPORTANT

Make sure you do not rub any dirt that might already be on the camera. This will scratch the lens which will adversely impact image quality.

Resources for Pelco Cameras

The following resources provide information for installing, configuring and using Pelco cameras. You can find more information and resources for your Pelco cameras at pelco.com/docs.

1. For best practices on positioning cameras for optimal performance, see the *Designing a Site with Pelco Smart Analytics* available at pelco.com/docs.
2. For instructions on using the Camera Configuration Tool (CCT) to claim and configure multiple cameras at once, see the *Camera Configuration Tool User Manual* at pelco.com/docs.
3. For instructions on using the Camera Web Interface to configure camera settings and features, see the relevant Pelco Camera Operations Manual at pelco.com/docs.

Pelco Troubleshooting Contact Information

For further assistance, contact Pelco Product Support at 1-800-289-9100 (USA and Canada) or +1-559-292-1981 (international).

Do not try to repair the unit yourself. Leave maintenance and repairs to qualified technical personnel only.

