



Sarix Pro 4 Compact Cameras Installation Manual



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www.pelco.com

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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.



WARNING

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.



CAUTION

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 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 Pelco.

IR Safety Information

Use appropriate shielding or eye protection.



RISK GROUP 2 | CAUTION
Possibly hazardous optical
radiation emitted from this product.

GROUPE DE RISQUE 2 | ATTENTION
Possibles rayonnements optiques
dangereux émis par ce produit.

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 device complies with EN 60529 IP66 and IP67 rating.

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.

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.

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

For Korea

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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.

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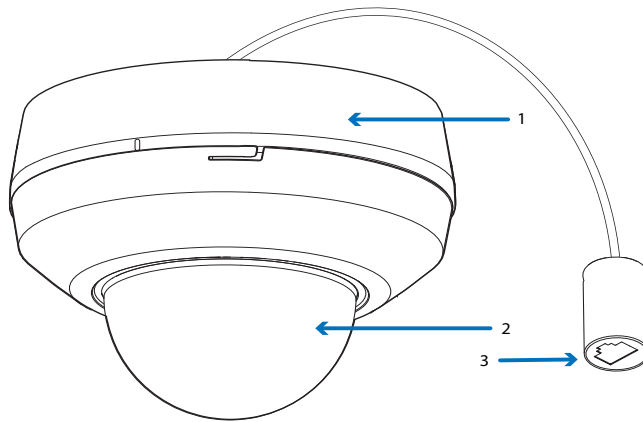
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Sarix Pro 4 Compact Cameras Installation Manual

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

Overview

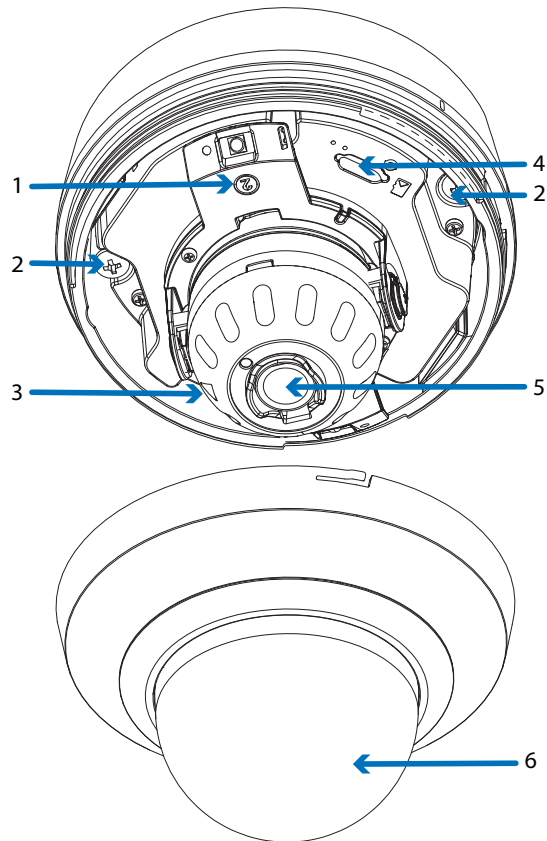
Camera Module



1. **Camera base**
Base part of the camera that contains the electronics elements.
2. **Dome cover**
Dome cover that protects the lens.
3. **Ethernet port**
Accepts power and Ethernet connection to the network. The camera can only be powered by Power over Ethernet (PoE). Server communication and image data transmission also occur over this connection.

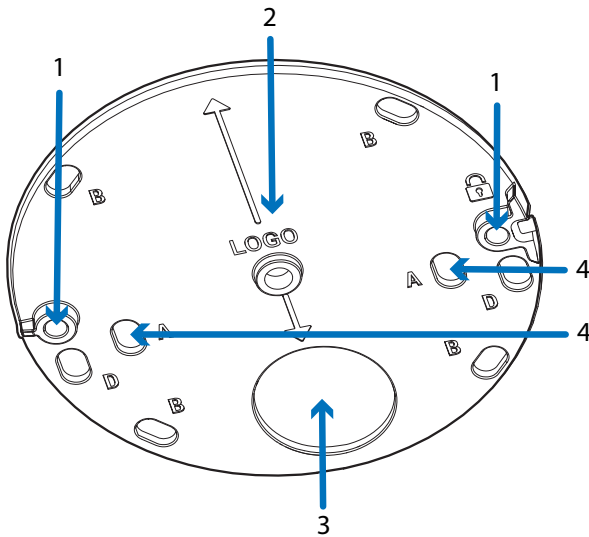
Surface Mount

Complete View



1. **IR LEDs**
IR trim ring with IR LEDs labeled 1 and 2
2. **Mounting screws**
Phillip head screws to fix the camera base to the mounting plate.
3. **Azimuth control**
Provides control of the image angle.
4. **MicroSD card slot**
Accepts a microSD card for onboard storage. For more information, see [\(Optional\) Configuring microSD Card Storage on page 28](#)
5. **Camera lens**
Lens that captures the video image.
6. **Dome cover**
Vandal resistant dome cover.

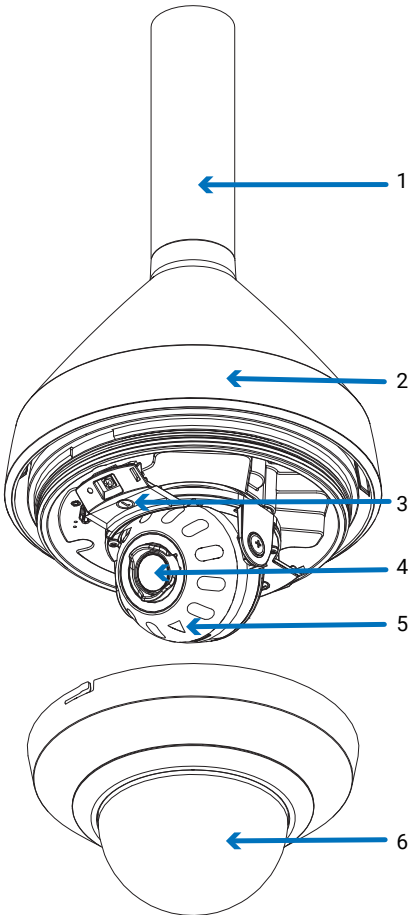
Mounting Plate View



1. **Camera mounting screw holes**
Screw holes for mounting the camera base to the mounting plate.
2. **Logo guide**
Used to indicate the direction the logos will be facing when the installation is complete.
3. **Cable entry hole**
An entry hole for the cables required for camera operation.
4. **Mounting holes**
Screw holes for mounting the mounting plate to the ceiling.

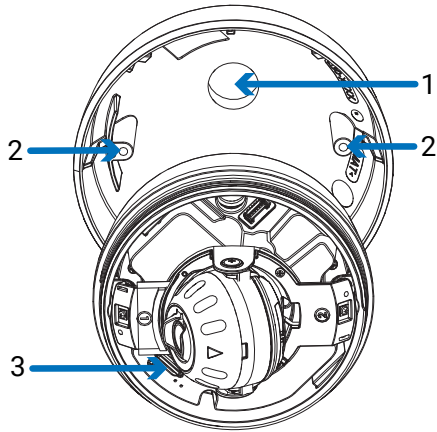
Pendant Mount

Complete View



1. **Pipe**
Pipe used for a pendant mount with the pendant adapter.
2. **Pendant adapter**
The adapter for attaching the camera to the pipe.
3. **IR LEDs**
IR trim ring with IR LEDs labeled 1 and 2
4. **Camera lens**
Lens that captures the video image.
5. **Azimuth control**
Provides control of the image angle.
6. **Dome cover**
Vandal resistant dome cover.

Adapter View



1. Cable entry hole

An entry hole for the cables required for camera operation.

2. Camera mounting screws holes

Screw holes for mounting the camera base to the pendant mount adapter.

3. MicroSD card slot

Accepts a microSD card for onboard storage. For more information, see see [\(Optional\) Configuring microSD Card Storage on page 28](#) .

Preparing for Installation

Required Tools and Materials

The following tools are required to complete the installation but are not included in the package:

- No. 2 Phillips screwdriver — for attaching the camera to a mounting surface and positioning the clamps.

Pre-Deployment In-Box Configuration

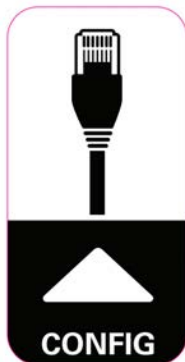
The camera comes equipped with an RJ45 connector that is accessible from the outside of the box for users that want to configure camera settings before installing the camera. The RJ45 connector is accessible through the small flap on the side of the camera box for easy configuration before unpacking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



NOTE

We recommend that you do not exceed 3 hours of leaving your camera connected during inbox configuration with ambient temperatures between 20 °C – 25 °C (68 °F – 77 °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 power, IEEE 802.3af Class 3, to power the camera during configuration.
3. Connect to the camera using the Camera Configuration Tool, or the camera's web browser interface to configure the camera's settings.
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.

Mounting and Aiming Video Analytics Cameras

When installing a Pelco Smart 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 Pelco website.

For more details, see the *Designing a Site with Pelco Smart Analytics Guide*. This document is available on the Pelco website.

Surface Mount Installation

Camera Package Contents

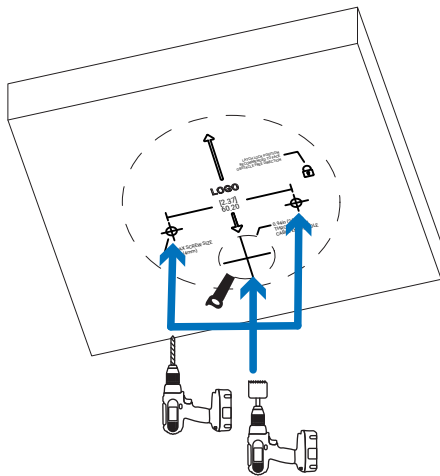
Ensure the package contains the following:

- Pelco Sarix Enhanced 4 Outdoor Dome Camera
- Mounting template sticker
- Cable Boot
- Two screws and anchors for solid walls

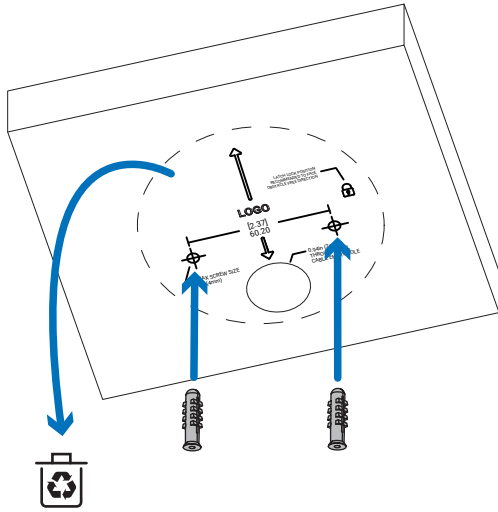
Installing the Surface Adapter Using the Bottom Cable Entry Hole

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.

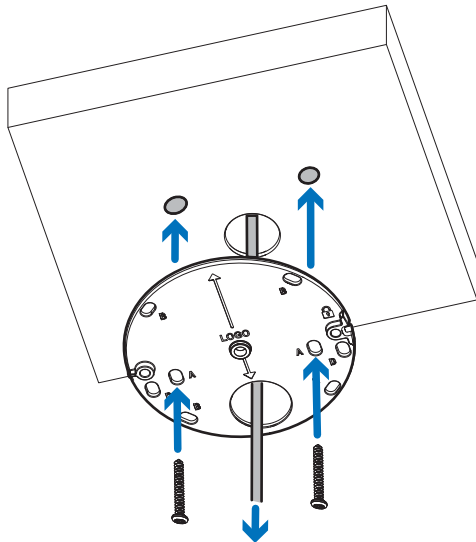
1. Use the mounting template to drill the mounting holes and one cable entry hole into the mounting surface.



2. Pull the cables through the cable entry hole in the mounting surface.
3. Insert the wall anchors into the mounting holes.

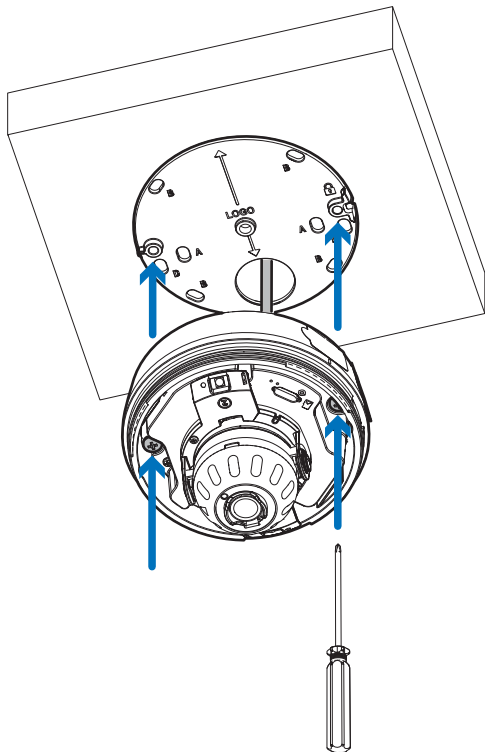


4. Use two screws to secure the mounting plate to the mounting surface.

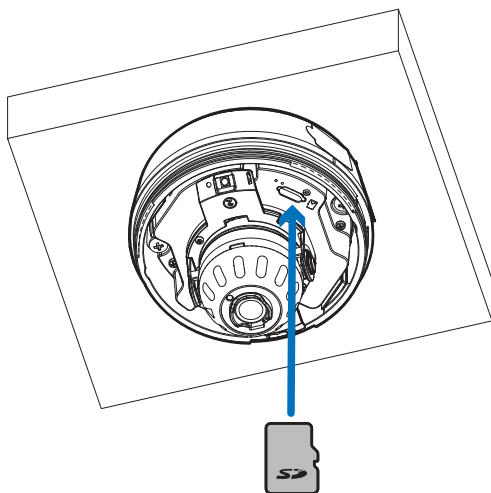


Mounting the Dome Camera to the Mounting Plate

1. Install the cable boot on the RJ45 connector interface and get the required cables pulled through into the cable entry hole on the bottom of the camera.
2. Drive the two screws onto the mounting holes to fasten the dome camera to the mounting plate.



3. Insert SD card.



Connecting Cables

Refer to the image in [Overview on page 9](#) for the location of the different connectors.

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1. 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.
2. Connect power using one of the following methods:
 - Power over Ethernet (PoE) Class 3 or Class 4 — If PoE is available, the LEDs will turn on.
3. Check that the Connection Status LED indicator indicates the correct state. For more information, see [*Connection Status LED Indicators on page 27*](#)

Pendant Mount Installation

Package Contents

Ensure the package contains the following:



NOTE

The pendant mount is sold separately.

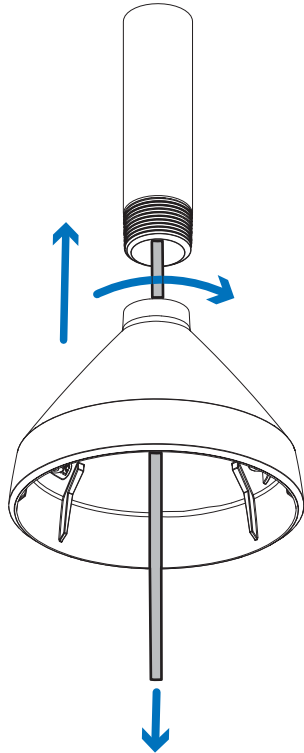
- Pelco Dome Surface Mount Camera
- Cable boot
- Pendant Adapter

Installing the Pendant Wall Mount and the Camera

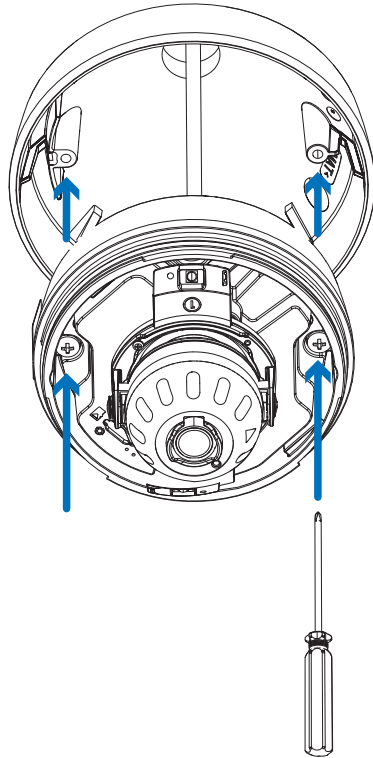
If the camera needs to be installed in a different way, use one of the other mounting adapter options and refer to Surface Mount Installation sections for more information.

Sarix Pro 4 Compact Cameras Installation Manual

1. Place the adapter against the hanging pipe and rotate clockwise.
2. Pull the required Ethernet cable through the pendant adapter.



3. Align camera widest part of the screw hole slots on adapter and push the camera base into place so that the screws matched the two screw holes. Tighten the two screws to fasten the camera base to the adapter.



Connecting Cables

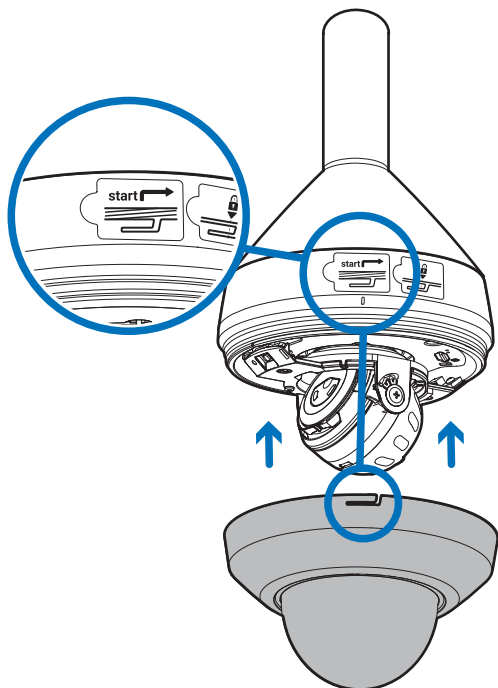
Refer to the image in [Overview on page 9](#) for the location of the different connectors.

1. 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.
2. Connect power using one of the following methods:
 - Power over Ethernet (PoE) Class 3 or Class 4 — If PoE is available, the LEDs will turn on.
3. Check that the Connection Status LED indicator indicates the correct state. For more information, see [Connection Status LED Indicators on page 27](#)

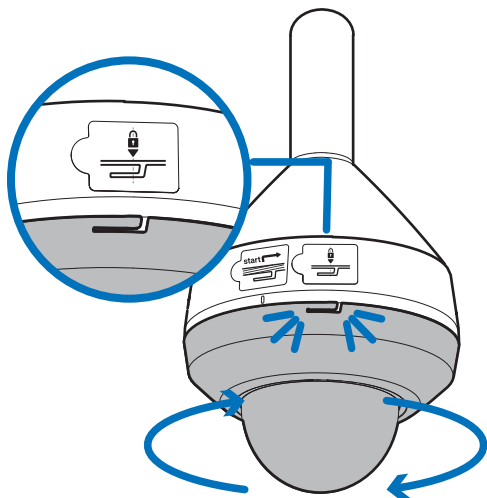
Installing the Dome Cover

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

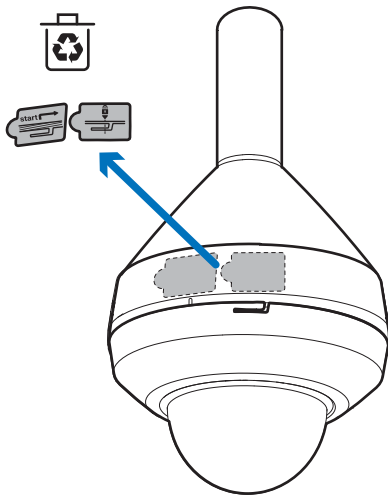
1. Align the slot on the camera with the slot on the dome cover (where the **start** label is located).



2. Gently slide the dome cover over the camera toward the label with the padlock symbol.

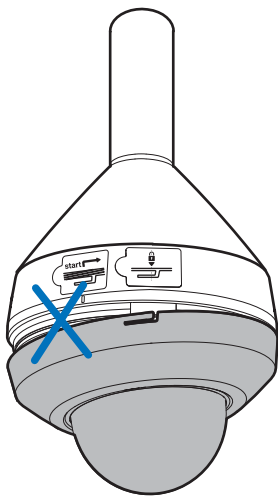


3. Remove the labels on the camera base.



NOTE

Be carefull do not to force the joint. the cover is closed only by turning the cover in the track marked by the labels.



Adding Cameras to the Network

Sarix Pro 4 Compact 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 Camera 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.

Discovering 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 Cameras on the Network on the previous page](#) 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 Camera Settings on the previous page](#) 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 Pro 4 Compact Camera Operations Manual</i> . Connected to Pelco Alta Video.

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	Perform a factory reset of the camera using the physical firmware revert button. Check the <i>General</i> 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 steps:

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.

(Optional) Configuring microSD Card Storage

To use the camera's onboard storage feature, you must insert 1 microSD card into a microSD 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. The microSD card can only be inserted in one direction.

2. Access the camera's web interface to enable the onboard storage feature. For more information, see the *Pelco IP Camera Web Interface User Guide*. For more information, see the *Pelco Sarix Pro 4 Compact Camera Operations Manual*.

Adjusting Sarix Pro 4 Compact 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 the Camera

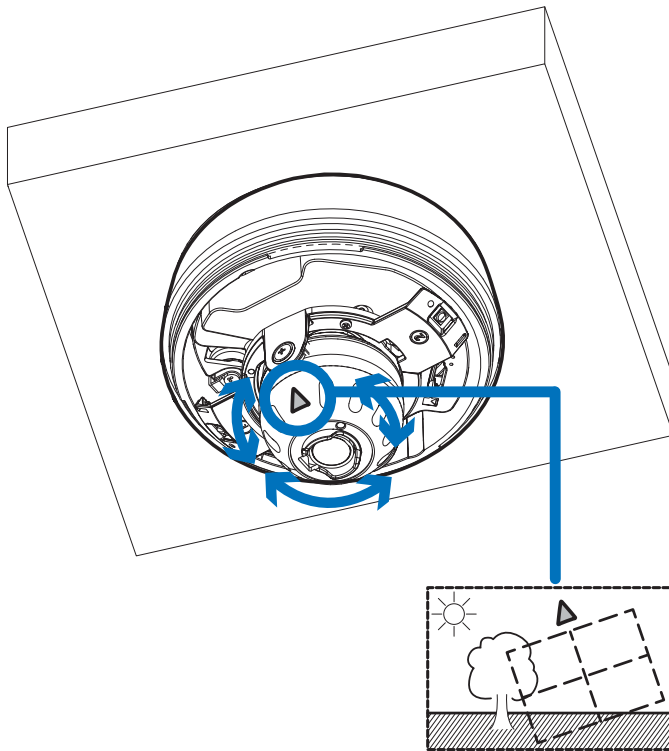


NOTE

When you are aiming the camera, reference the live stream for the camera.

1. Unlock the orange locking latch on the camera base if it is already locked. The lens should be pointing in the general direction of the intended view.
The vertical line indicator between the optical window and the camera base indicates the top of the view.

2. Start with the line indicator as close to the mounting adapter as possible. Make pan adjustments until the lens is pointed in the intended direction. Then make the necessary tilt and azimuth adjustments until the live view is adjusted to your satisfaction.



3. In the camera web browser interface or the Pelco Control Center software, adjust the camera's Image and Display settings.

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 the next page](#) for information on using camera features and configuring settings.

Zooming and Focusing Cameras

You can use the camera's **Zoom** and **Focus** controls to adjust the camera image before finishing the installation. You will need access to the camera's video feed to check the camera's image quality.



IMPORTANT

Make sure you install the camera's cover before adjusting the camera's zoom and focus because the camera cover can affect the image.

You can use the camera web browser to access the camera's *Image and Display* settings to zoom and focus the camera.

1. Access the camera's *Image and Display* settings.
2. Use the **Zoom** controls to zoom the camera in or out.
3. Use the **Focus** controls to manually adjust the focus.
4. Click **Auto Focus** to let the camera automatically focus the lens.
5. Click **Save**.

Sarix Pro 4 Compact 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

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.

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. To upgrade your camera firmware, see the Pelco [Software Updates](#) page.
3. 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.
4. 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.

