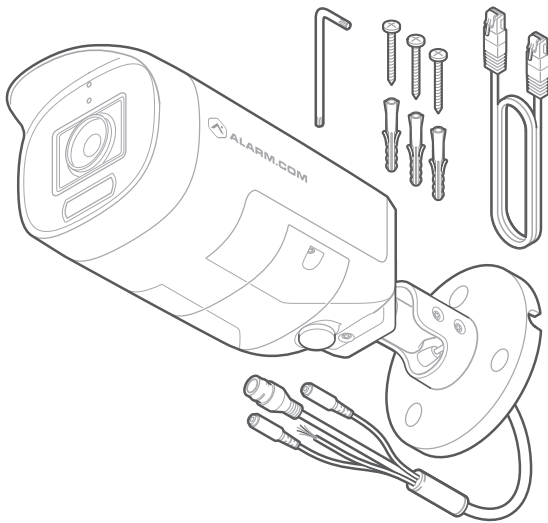




Prism Series 8MP PoE Varifocal Bullet Camera (ADC-VC7398PA) - Installation Guide

Pre-installation checklist

- ADC-VC7398PA (included)
- PoE network switch or injector
- Broadband internet connection for router with an available Ethernet port
- Computer or mobile device with Internet access
- Cat 5e (or better) Ethernet cable
- Username and password for the Alarm.com account to which you will add the camera



In the box

- ADC-VC7398PA
- Mounting template
- L-shaped wrench
- Wall anchors & screws (x4)

Overview

1. LED indicator
2. Reset button 
3. Micro SD card slot
4. Built-in microphone

Audio wiring

- **Pink connector:** Audio In (microphone input)
- **Green connector:** Audio Out (speaker output)

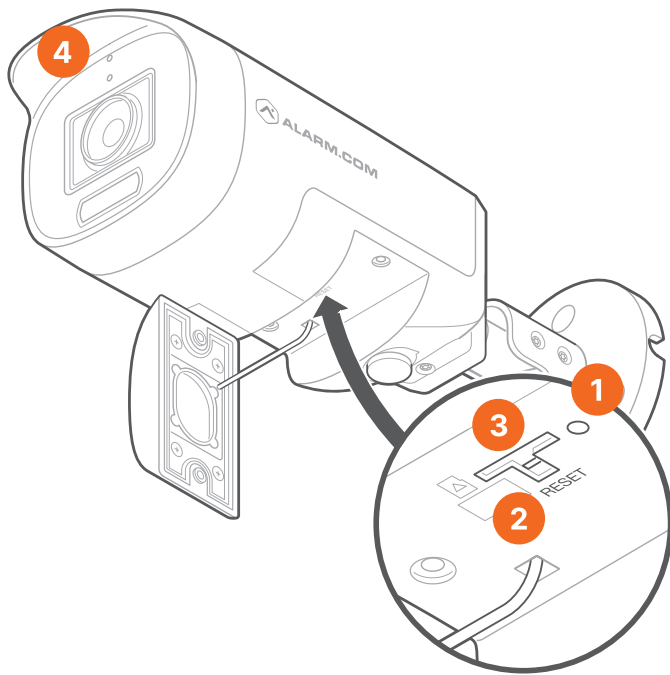
Network wiring

- **White cord:** RJ45 (Ethernet cable)

Digital I/O wiring

Notice: The Digital I/O wiring for the ADC-VC7398PA is not currently functional.

- **Yellow wire:** DI- (Digital Input negative/ground)
- **Blue wire:** DI+ (Digital Input positive)
- **Orange wire:** DO- (Digital Output negative/ground)
- **Brown wire:** DO+ (12V)(Digital Output positive with 12V power)



Installation and enrollment

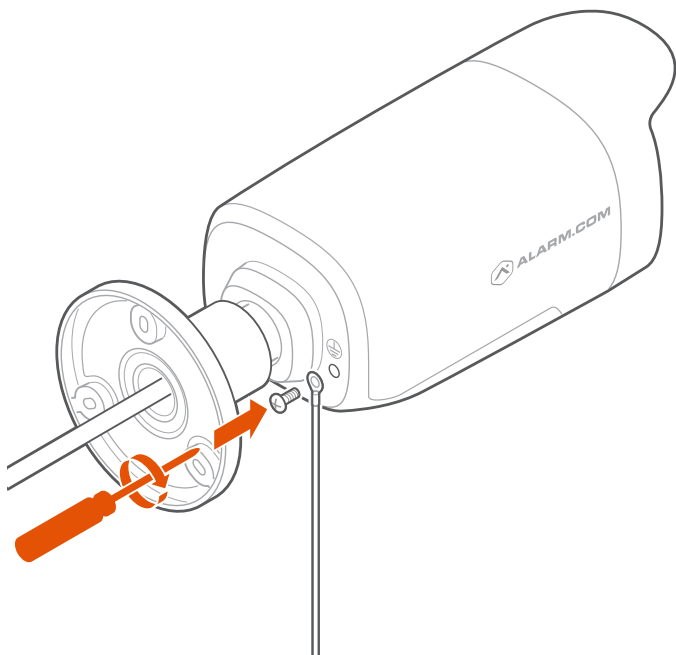
Note: The ADC-VC7398PA does not include a built-in speaker. An external analog speaker is required for Two-Way Audio functionality.

For information about general video installation and maintenance guidelines, see [Video Installation Best Practices](#).

Mount the ADC-VC7398PA

Note: Before mounting:

- Remove the protective plastic lens cover from the camera to ensure a clear image
 - Safely discard the desiccant packet that was included inside the camera's packaging for transport
1. Use the included drill template to mark holes for mounting screws and cable pass-through.
 2. Loosen the mount screws using the included wrench or a T10 screwdriver as needed for camera positioning.
 3. Drill and insert wall anchors as needed for the mounting surface.
 4. For outdoor or wet environments, assemble the cable gland and weather seals before routing the Ethernet cable through the mounting surface to prevent water ingress.
 5. Tighten the screws that mount the camera to the wall to 1 Nm. Do not under- or over-tighten, as improper torque could lead to water ingress.
 6. If grounding is required, connect the ground wire to an approved earth ground per code.



7. Feed the Ethernet cable through the cable gland and into the camera's RJ45 port.
8. Connect the other end to a PoE switch or injector.
9. Confirm all weather caps and cable glands are tightly sealed.
10. If installed outdoors or in a wet area, wrap all connectors with waterproof tape after making connections.

Enroll the camera to the customer account

Choose the appropriate installation wizard (i.e., technician or customer) below, or proceed to the Ethernet mode section to begin adding the camera.

[MobileTech app](#) [Customer app](#) [Ethernet mode](#)

Service provider technician - MobileTech app installation

1. Log in to the MobileTech app.
2. Find the customer account.
3. Tap +.



4. Tap **Video**.
5. Using the *Select Device for Guided Installation Tutorial* dropdown menu, select the desired device.
6. Tap **Open Installation Tutorial**.
7. Follow the on-screen instructions.

Customer - Customer app installation wizard

1. Log in to the Customer app. You will need the username and password of the account to log in.
2. Tap ☰.
3. Tap **Add Device**. If you do not see the Add Device option, use the Ethernet mode instructions below to complete installation.
4. Tap **Video Camera**.
5. Tap **VC7398PA**.
6. Follow the on-screen instructions.

Ethernet mode

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

1. Feed the Ethernet cable through the cable gland and connect it to the camera's RJ45 port.
2. Connect the other end of the Ethernet cable to the PoE switch or injector.
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 the MobileTech app or by using a web browser and entering the following web address: **www.alarm.com/addcamera**. You will need the customer's username and password. For more information about adding a camera to an account, see [Enroll the video device to the customer account](#).
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.

Prism Series Camera external audio guide

For in-depth information regarding Prism Series Camera external audio support and capabilities, see [Prism Series Camera external audio guide](#).

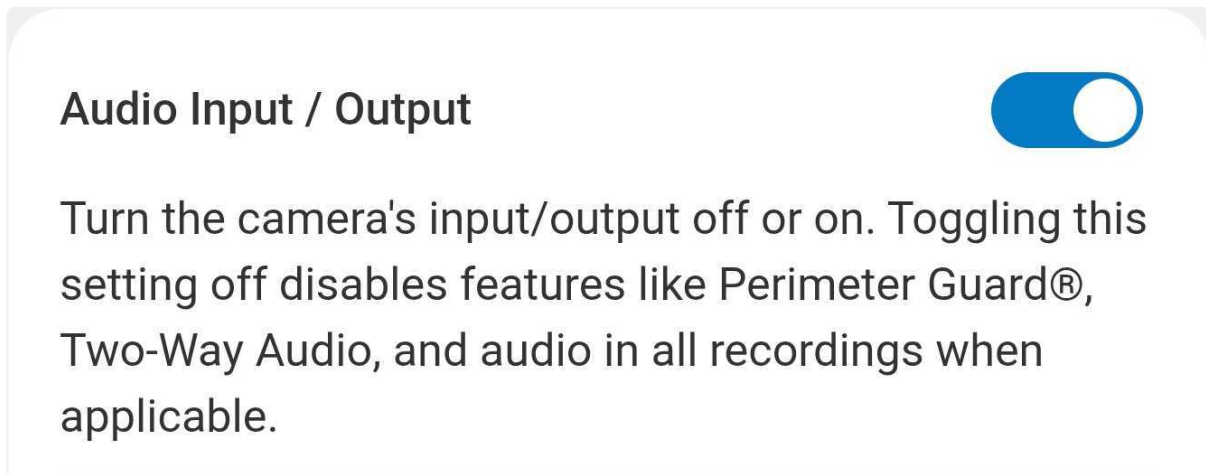
Configure the audio input/output settings

Users can enable or disable the camera's audio input and output, select the input device (i.e., the built-in microphone or an external line-in microphone), and adjust the gain for a line-in microphone using the Customer app or Customer website.

[Customer app](#) [Customer website](#)

Customer app

1. Log in to the Customer app.
2. Tap .
3. Tap .
4. Select the desired video device.
5. Tap **Audio**.
6. In *Audio Settings*:
 - Tap the *Audio Input/Output* toggle switch to enable or disable both audio input and output together as desired.



Important: If either audio input or audio output are desired, this toggle switch must be enabled. Toggling this setting off disables features like Perimeter GuardTM, Two-Way Audio, and audio in all recordings when applicable.

- To configure the audio input only, in *Audio Input* select **Disabled**, **Built-in Microphone**, or **Line-In**.

Audio Input

Disabled

Built-in Microphone

Line-In

- To configure the audio output only, in *Audio Output* select **Disabled** or **Line-Out**.

Audio Output

Disabled

Line-Out

- Use the *Line-In Gain* slider to adjust the gain for Line-in audio inputs.

Line-In Gain

Adjusts the gain for the Line-in audio input.



7. Tap **Save**.

Customer website

1. Log in to the Customer website.
2. Click **Video**.
3. Click **Settings**.
4. Select the desired video device.
5. Click **Audio**.
6. In *Audio Settings*:
 - Click the *Audio Input/Output* toggle switch to enable or disable both audio input and output together as desired.

Audio Input / Output



Turn the camera's input/output off or on. Toggling this setting off disables features like Perimeter Guard®, Two-Way Audio, and audio in all recordings when applicable.

Important: If either audio input or audio output are desired, this toggle switch must be enabled. Toggling this setting off disables features like Perimeter Guard™, Two-Way Audio, and audio in all recordings when applicable.

- To configure the audio input only, in *Audio Input* select **Disabled**, **Built-in Microphone**, or **Line-In**.

Audio Input

Disabled

Built-in Microphone

Line-In

- To configure the audio output only, in *Audio Output* select **Disabled** or **Line-Out**.

Audio Output

Disabled

Line-Out

- Use the *Line-In Gain* slider to adjust the gain for Line-in audio inputs.

Line-In Gain

Adjusts the gain for the Line-in audio input.



7. Click **Save**.

LED reference guide

LED pattern	Description
Not illuminated 	Power off
Solid green 	Connected to Alarm.com
Blinking green 	Local network connection
Solid red 	No local or Internet connection

LED pattern	Description
Blinking red 	Power on, camera booting
Blinking yellow 	Power cycling (Hold  button for 9-12 seconds)
Blinking green and red 	Reverting to factory default settings (Hold  button for 12-15 seconds)

Troubleshooting

- If the camera fails to connect to the network or enroll to the account, power cycle the device and try again.
- If issues persist, reset the camera to factory defaults. Press and hold the Reset button  for 12-15 seconds until the LED is flashing green and red, then release the button.

Important: If the camera was previously installed to a different Alarm.com account, it will need to be deleted from that account before it can be installed again.

Compliance

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.
- 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.