

# Installation Guide

## Avigilon H5A Bullet Camera Models:

2.0C-H5A-BO1-IR

2.0C-H5A-BO2-IR

4.0C-H5A-BO1-IR

4.0C-H5A-BO2-IR

5.0C-H5A-BO2-IR

6.0C-H5A-BO1-IR

8.0C-H5A-BO1-IR

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# Important Safety Information

This 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.



This 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.



This 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.
- 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, 13 W min. or Power over Ethernet (PoE), rated 48 VDC, 13 W min.
- 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 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.
- The minimum usage distance shall be 205 mm distance or greater.
- 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 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.

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.

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 Avigilon for assistance regarding supporting equipment.

To meet the requirements of the EN 50130-4 Alarm Systems Applications standard, use an external uninterruptible power (UPS) supply. The UPS must have a backup run time of greater than 5 seconds (>5S) for the power level as specified on the product datasheet.

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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.

Risk of fire, explosion, and burns. Do not disassemble, crush, heat above 100 °C (212 °F), or incinerate.

## European Union:



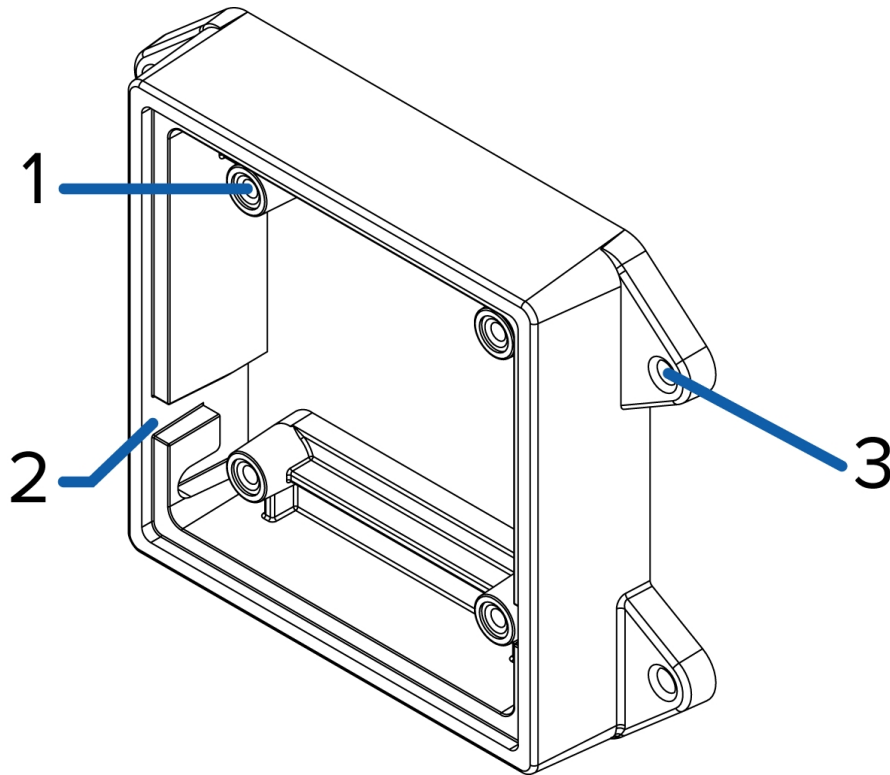
This symbol means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection 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.

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# Overview

## Mounting Bracket View



1. **Camera mounts**

Points for installing the camera to the mounting bracket.

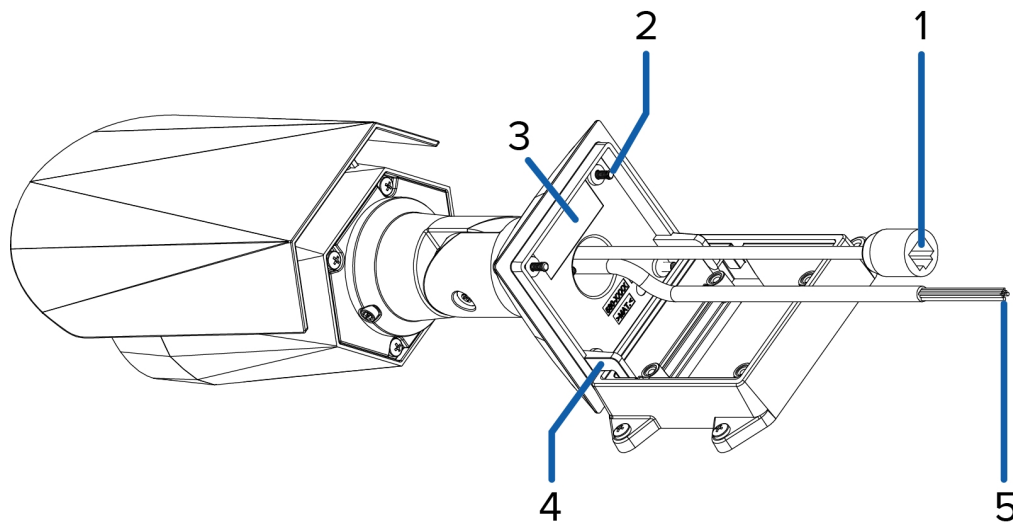
2. **Mounting hook slots**

Points to hold the camera to the mounting bracket while connecting the required cables.

3. **Mounting holes**

Holes for securing the mounting bracket to the mounting surface.

## Rear View



**1. 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.

**2. Camera mounting screws**

Screws for mounting the camera to the mounting bracket.

**3. Serial number tag**

Device information, product serial number and part number label.

**4. Mounting hooks**

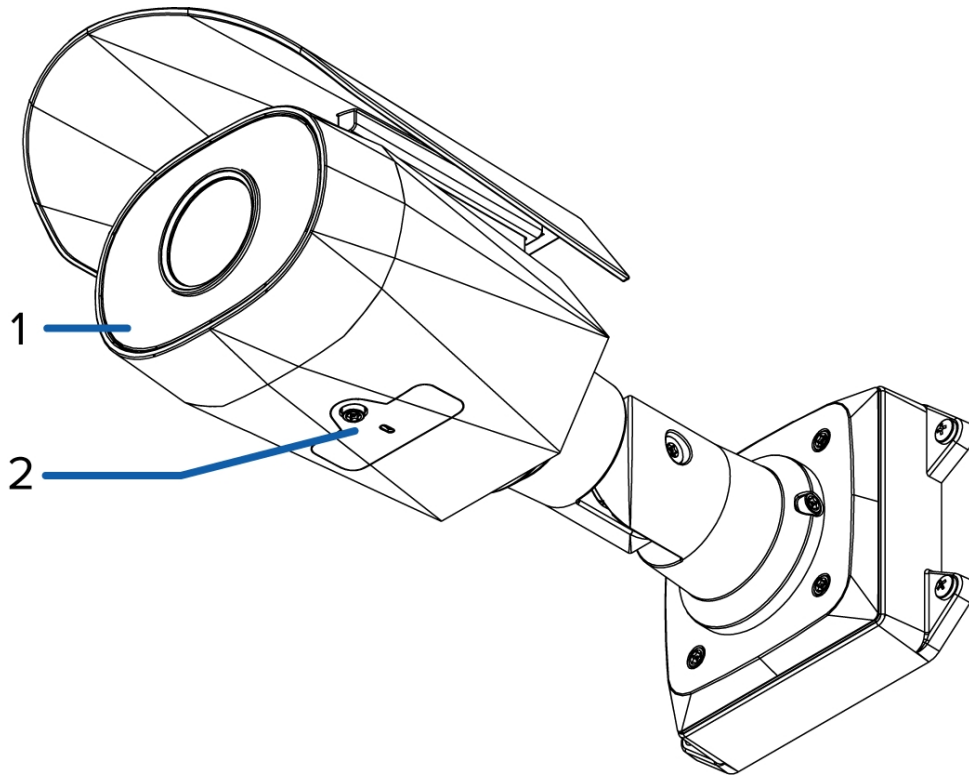
Hooks to attach the camera to the mounting bracket while connecting the required cables.

**5. Power and I/O cables**

Cables for connecting the camera to auxiliary power and I/O devices. For more information, see *Connecting to Power and External Devices* on page 15.



## Front View



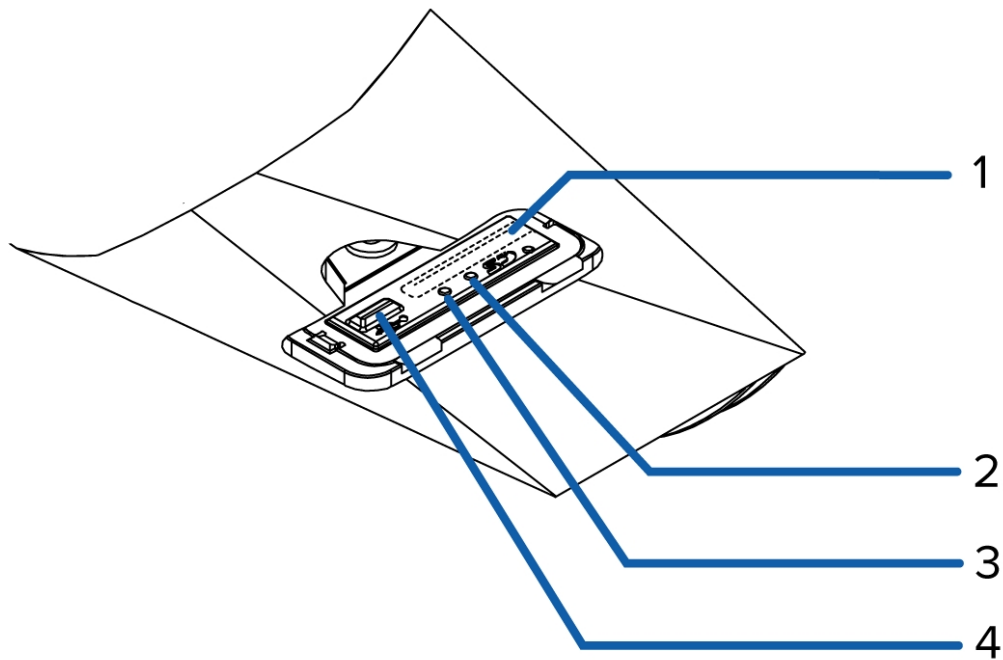
1. **IR illuminator**

Provides scene illumination in the IR spectrum.

2. **Configuration panel cover**

Covers the configuration panel. For more information on the configuration panel, see the *Configuration Panel View* on the next page.

# Configuration Panel View



1. **SD card slot**

Accepts an SD card for onboard storage.

2. **Link LED indicator**

Amber LED indicates if there is an active connection in the Ethernet port.

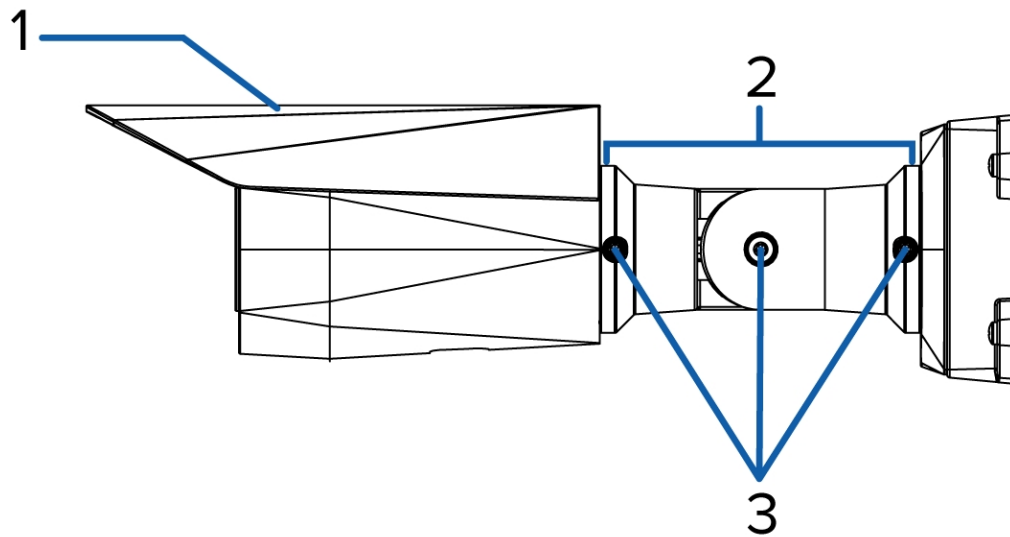
3. **Connection status LED indicator**

Green LED provides information about device operation. For more information, see *Connection Status LED Indicator* on page 17.

4. **Micro USB port**

Accepts a micro USB to USB adapter. Only required when using the Avigilon USB Wi-Fi Adapter.

## Side View



1. **Sun shroud**  
An adjustable cover to help protect the lens against glare from the sun.
2. **Mount arm**  
Adjustable mount arm for positioning the camera.
3. **Adjustment screws**  
Provides a locking mechanism for the mount arm.

# Installation

## Camera Package Contents

- Avigilon H5A Bullet Camera
- Mounting template sticker
- 4 screws and anchors for solid walls
- Protective cable boot
- T20 Pin-In star-shaped driver

## Installation Steps

Complete the following sections to install the device.

### Mounting and Aiming Video Analytics Cameras

When installing an Avigilon video 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.

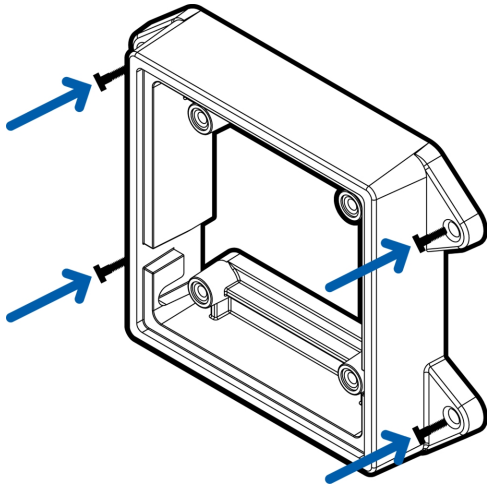
For more details, see *Designing a Site for Video Analytics*. The document is available on the Avigilon website.

### Installing the Mounting Bracket

If the cables for the camera will not be provided from inside the mounting surface, install the junction box first (H4-BO-JBOX). It is highly recommended that the junction box be used if you will be installing the camera with auxiliary power or external digital inputs and outputs.

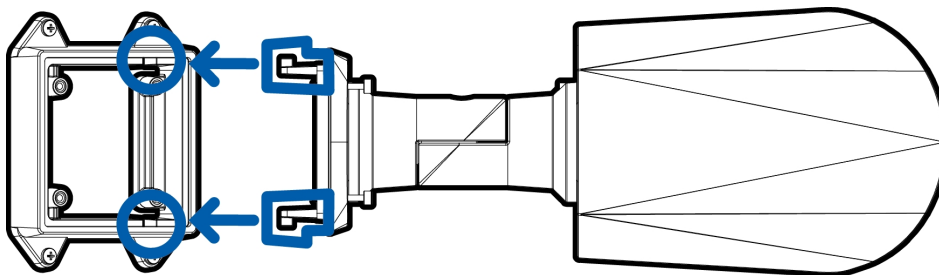
After you install the junction box, you can skip directly to step 3 of this procedure.

1. Use the mounting template to drill four mounting holes into the mounting surface.
2. Drill the cable entry hole into the mounting surface then pull the required cables through the cable entry hole.
3. Fasten the mounting bracket or the junction box to the mounting surface.



**Note:** It is recommended that silicone sealant be applied around the edge of the mounting bracket or junction box to prevent moisture from entering the mounting surface.

4. Insert the mounting hooks on the rear of the camera into the mounting hook slots on the mounting bracket, then let the camera hang.



## (Optional) Removing the Sun Shroud

The sun shroud should only be removed when the camera is installed indoors and space is limited.

1. As you press down on the center of the sun shroud, pull up the corners of the shroud from one side of the camera.
2. Use a T20 Pin-In star-shaped driver to unscrew and remove the sun shroud mount from the camera.

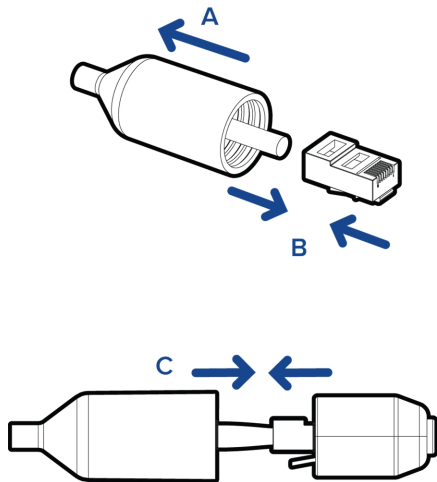
## Reinstalling the Sun Shroud

1. Use a T20 Pin-In star-shaped driver to screw on the sun shroud mount.
2. Align one side of the sun shroud to the mount.
3. Press down on the center of the sun shroud and flex the edges up, then lower it into place.

## Connecting Cables

Before connecting any cables, ensure that the cable connections are properly protected from moisture and corrosion. Make sure the protective cable boot is installed over the Ethernet port to protect the connection from dust and moisture.

1. If there are external input or output devices that need to be connected to the camera (for example: door contacts, relays, etc.), connect the devices to the camera's digital I/O connector cables. For more information see *Connecting to Power and External Devices* on page 15.
2. If an external microphone and/or speakers need to be connected to the camera, connect the devices to the camera's audio I/O cables. For more information, see *Connecting to Power and External Devices* on page 15.
3. Install the protective cable boot. You may choose to skip this step if you are using the optional junction box.



- a. Remove the protective cable boot that is preinstalled over the Ethernet port, then thread one end of the Ethernet cable through it.  
Ensure the orientation of the cable and boot matches the one shown in the image.
  - b. Crimp the Ethernet cable.
  - c. After you connect the cable to the camera, slide the boot over the Ethernet port.
4. 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.
  5. Connect power using one of the following methods:

- Power over Ethernet (PoE) Class 3 — If PoE is available, the camera LEDs will turn on.
- External Power — Connect an external 12 V DC or 24 V AC power source through the brown and blue auxiliary power cables.

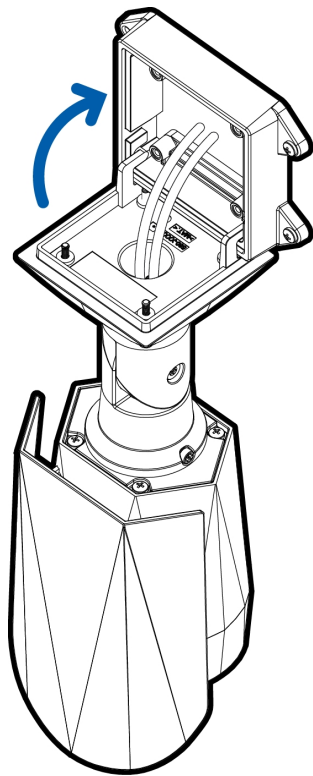
**Important:** Be careful not to connect power to the audio input cable, doing so will permanently damage the camera. Both the audio input cable and auxiliary power cable are brown. To distinguish the auxiliary power cable, it is labeled *AUX PWR* and has a thicker gauge.

6. Check that the Connection Status LED indicator indicates the correct state. For more information, see *Connection Status LED Indicator* on page 17.

## Mounting the Camera

Once all the cable connections have been made, secure the camera to the mounting bracket.

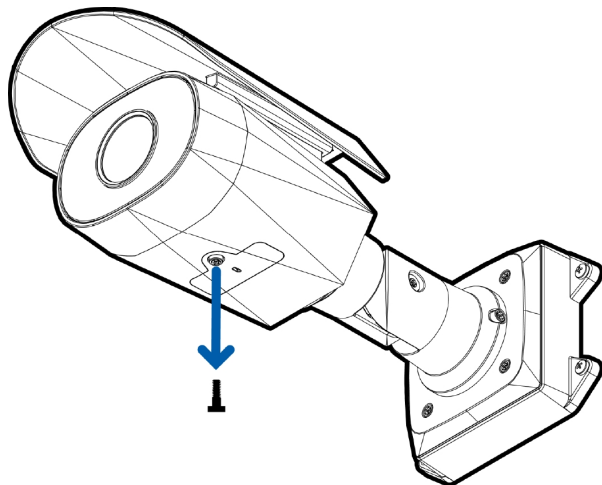
1. Tuck the extra lengths of cables into the cable entry hole.
2. Secure the camera to the mounting bracket:
  - a. Raise the camera until it covers the mounting bracket.



- b. Use the camera mounting screws to fasten the camera to the bracket.

## Removing the Configuration Panel Cover

1. Use a T20 Pin-In star-shaped driver to unscrew the configuration panel cover.




2. Remove the cover from the configuration panel.

## Initializing a Camera Username and Password

Cameras manufactured after January 1, 2020, do not have a default username or password and will be in a factory default state.

**Important:** You must create a user with *administrator* privileges before the camera is operational.

The first user can be created using any of the following methods:

- Camera's 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. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.
- Camera Configuration Tool version 1.4.4 or later: cameras discovered in the factory default state will be identified by . Select the **Admin Users** tab to create the first user. For more information, see the *Avigilon Camera Configuration Tool User Guide*.
- USB Wi-Fi Adapter: when connecting a camera in the factory default state, you will be redirected to the Create Administrator User page to create the first user. For more information, see *Avigilon USB Wi-Fi Adapter System User Guide*.
- Avigilon Control Center software version 7.4 or later, or version 6.14.12 or later: when connecting a camera in the factory default state, the client software will ask you to create a new user. For more information, see the *Avigilon Control Center Client User Guide*.
- Avigilon Cloud Services (ACS) v3.0 or later: when adding a camera you will be asked to create a new user for cameras in the factory default state. For more information, see the *Avigilon Cloud Services User Guide*.



**Tip:** If you are connecting your Avigilon camera to a 3rd party VMS, you will need to set up the first user through the camera's Web Interface, USB Wifi Adapter, or Camera Configuration Tool before you connect to the 3rd party VMS.

## (Optional) Using the USB Wi-Fi Adapter

If you have a USB Wi-Fi Adapter (H4-AC-WIFI), attach it to the camera's micro USB port to access the camera's mobile web interface.

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`

For more information about configuring the camera from the mobile web interface see *Avigilon USB Wi-Fi Adapter System User Guide*.

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

## Assigning an IP Address

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

**Note:** If the device 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:

- The mobile web interface using the USB Wifi Adapter. For more information, see *(Optional) Using the USB Wi-Fi Adapter* above.
- Device's web browser interface: `http://<camera IP address>/`.
- Network Video Management software application (for example, the Avigilon Control Center™ software).
- ARP/Ping method. For more information, see *Setting the IP Address Using the ARP/Ping Method* on page 20.

**Note:**

Depending on the manufacture date of your camera, you will have one of the two options below to log in for the first time:

- Cameras manufactured after January 1, 2020: these cameras do not have a default username or password and will be in a factory default state. **You must create a user with administrator privileges before the camera is operational.** For more information, see *Initializing a Camera Username and Password* on page 10.
- Cameras manufactured before January 1, 2020: login to the camera using the default username of `administrator` with no password. It is recommended that you change the password after your first login.

## Accessing the Live Video Stream

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

- The mobile web interface using the USB Wifi Adapter. For more information, see *(Optional) Using the USB Wi-Fi Adapter* on the previous page.
- Web browser interface: `http://< camera IP address>/`.
- Network Video Management software application (for example, the Avigilon Control Center software).

**Note:**

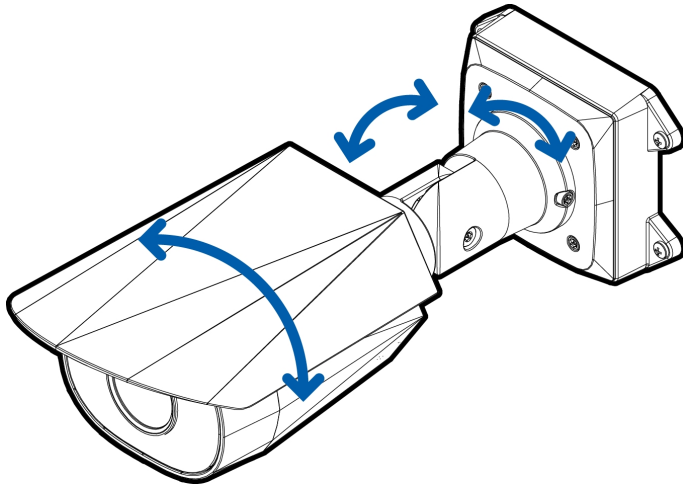
Depending on the manufacture date of your camera, you will have one of the two options below to log in for the first time:

- Cameras manufactured after January 1, 2020: these cameras do not have a default username or password and will be in a factory default state. **You must create a user with administrator privileges before the camera is operational.** For more information, see *Initializing a Camera Username and Password* on page 10.
- Cameras manufactured before January 1, 2020: login to the camera using the default username of `administrator` with no password. It is recommended that you change the password after your first login.

## Aiming the Camera

Reference the camera's live stream as you aim the camera.

1. To aim the camera, loosen the adjustment screws on the camera mount arm.
2. Rotate and move the camera and mount arm as required. Review the camera's live video stream to help aim the camera correctly.



3. In outdoor installations, the sun shroud should be set as far forward as possible without intruding on the video image. Slide the sun shroud forward or back to protect the camera against glare from the sun.
4. Tighten the adjustment screws on the mount arm to secure the camera's position.
5. In the camera web browser interface or the Avigilon Control Center software adjust the camera's Image and Display settings. You can set the zoom position, focus and change the image rotation.

## Zooming and Focusing the Camera

- In the camera web browser interface or the Avigilon Control Center software, use the camera's Image and Display settings to zoom and focus the camera.
  - a. Use the zoom buttons to zoom the camera in or out.
  - b. Click **Auto Focus** to focus the lens.
  - c. Use the focus near and far buttons to manually adjust the focus.

## (Optional) Configuring SD Card Storage

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

It is recommended that the SD card have a capacity of 8 GB or more and a write speed of class 10 or better. If the SD card does not meet the recommended capacity or write speed, the recording performance 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 one direction.

2. Access the camera's web interface to enable the onboard storage feature. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.

## Configuring the Camera

Once installed, use one of the following methods to configure the camera:

- If you have the USB Wifi Adapter, you can access the mobile web interface to configure the camera. For more information, see *Avigilon USB Wi-Fi Adapter System User Guide*.
- If you have installed multiple cameras, you can use the Avigilon Camera Configuration Tool to configure common settings. For more information, see the *Avigilon Camera Configuration Tool User Guide*.
- If the camera is connected to the Avigilon Control Center system, you can use the client software to configure the camera. For more information, see the *Avigilon Control Center Client User Guide*.
- If the camera is connected to a third-party network management system, you can configure the camera's specialty features in the camera's web browser interface. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.

## For More Information

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

- *Avigilon Control Center Client User Guide*
- *Web Interface User Guide — Avigilon High Definition H4 and H5 IP Cameras*
- *Avigilon USB Wi-Fi Adapter System User Guide*
- *Avigilon Camera Configuration Tool User Guide*
- *Designing a Site with Avigilon Video Analytics*

These guides are available on [help.avigilon.com](http://help.avigilon.com) and on the Avigilon website: [avigilon.com/support](http://avigilon.com/support).

# Connecting to Power and External Devices

**Important:** Be careful not to connect auxiliary power to the audio input wire or the camera will be damaged. Although both the audio input wire and auxiliary power wire are brown, the auxiliary power wire is distinguished by its thicker wire gauge and *AUX PWR* label.

If PoE is not available, the camera may be powered through the auxiliary power cable using either 12 V DC or 24 V AC. The power consumption information is listed in the product specifications.

To power the camera, connect the two power wires to the brown and blue auxiliary power wires. The connection can be made with either polarity.

**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, 13 W min. or PoE rated 48 VDC, 13 W min.

Power supplies and external devices are connected to the camera through the power and I/O wires. The pinout for the I/O and power wires is shown in the following diagram:

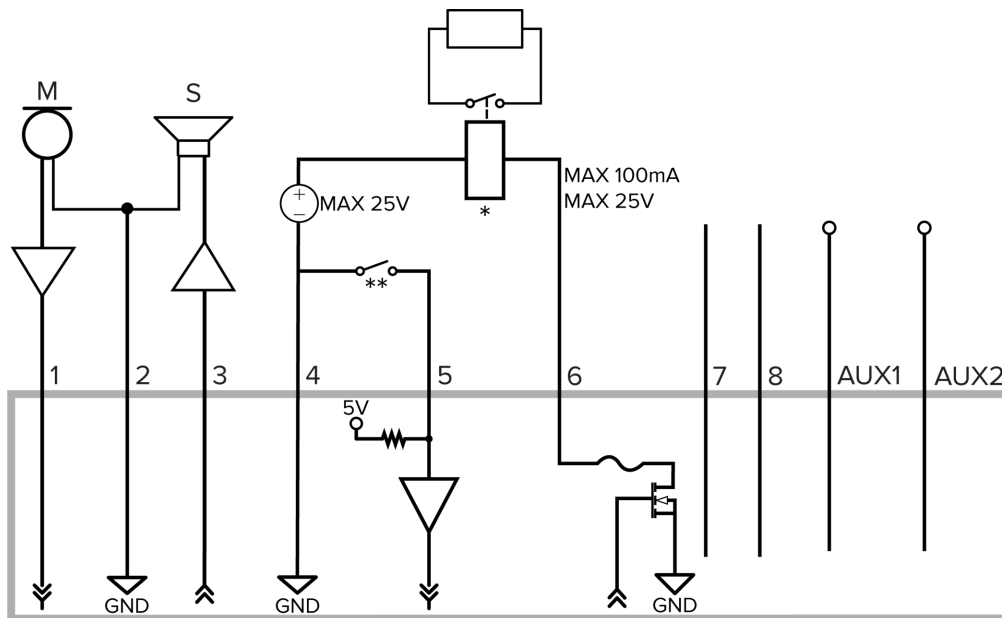


Figure 1: Example application.

1. Brown — Audio Input (line level)

An external power amplifier should be used when connecting speakers and microphones, as shown in the diagram.

2. Yellow — Audio Ground

3. Green — Audio Output (line level)
  4. Grey — Ground
  5. Red — Digital Input
  6. Pink — Digital Output
  7. Purple — Reserved Wire, do not connect.
  8. White — Reserved Wire, do not connect.
- \* — Relay
  - \*\* — Switch
  - M — Microphone
  - S — Speaker
  - AUX1 — Brown Auxiliary Power Wire, labeled *AUX PWR*
  - AUX2 — Blue Auxiliary Power Wire

# Connection Status LED Indicator

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

The following table describes what the LED indicator shows:

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 or an ACC™ Server. The default connected setting can be changed to Off using the camera's web user interface. For more information see the <i>Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide</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
<ul style="list-style-type: none"><li>Green LED is off and amber is on</li></ul>	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.
<ul style="list-style-type: none"><li>Both LEDs are off and the camera is not connected or streaming video</li></ul>	Check the <b>General</b> 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.

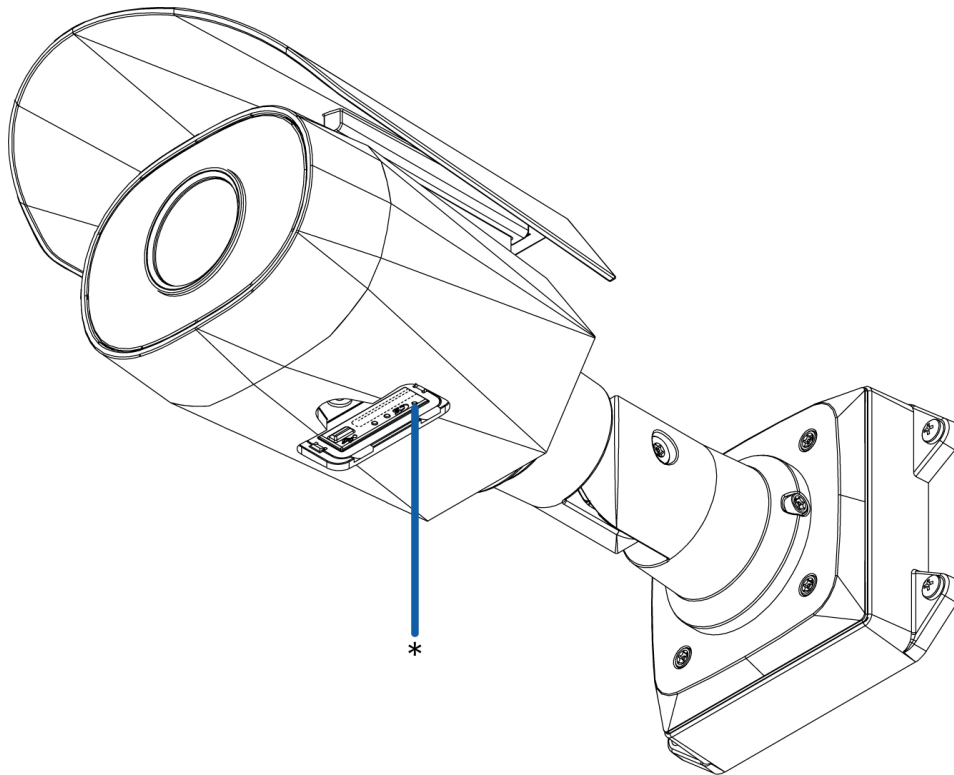


# Resetting to Factory Default Settings

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 diagram:

For models that feature an SD card slot, resetting the camera will not affect video that has been recorded to the SD card.



**Figure 2:** The firmware revert button in the Configuration Panel.

1. Ensure the camera is powered on.
2. Unscrew the configuration panel cover on the bottom of the camera.
3. Using a straightened paperclip or similar tool, gently press and hold the firmware revert button for 3 seconds.
4. Screw the configuration panel cover back into place.



**CAUTION** — Do not apply excessive force. Inserting the tool too far may damage the camera.

# Setting the IP Address Using the ARP/Ping Method

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

**Note:** The ARP/Ping Method will not work if the **Disable setting static IP address through ARP/Ping method** checkbox is selected in the camera's web browser interface. For more information, see the *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.

1. Locate and make note of 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>: ...

# Limited Warranty and Technical Support

Avigilon warranty terms for this product are provided at [avigilon.com/warranty](https://www.avigilon.com/warranty).

Warranty service and technical support can be obtained by contacting Avigilon Technical Support: [avigilon.com/contact](https://www.avigilon.com/contact).