



Installation Guide

Prism Series Dome Camera

grandalarms.com
416-657-2100

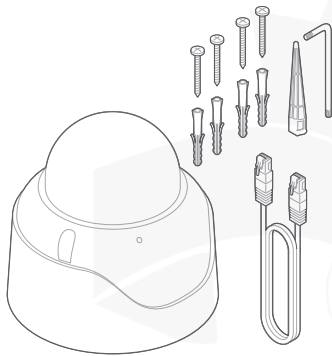
Installation and User Guide

Prism Series Dome Camera



Pre-installation checklist

- Dome camera (included)
- PoE network switch or injector
- Broadband router with available Ethernet port
- Ethernet cable (Cat5e or better)
- Computer or mobile device with Internet access
- Username and password for the Alarm.com account to which you will add the camera
- Mounting hardware and tools (drill, screwdriver, included wrench or T10 driver)
- Dedicated gasket-piercing tool (included)
- AO-15 cable (optional, required for audio line level input/output and Digital IO)



In the box

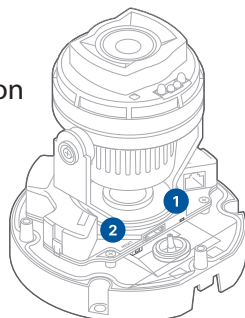
- ADC-VC8498PA
- Mounting template
- L-shaped wrench
- Gasket-piercing tool
- Wall anchors & screws (x4)

Overview

LED indicator and Reset button
Micro SD card slot
Built-in microphone

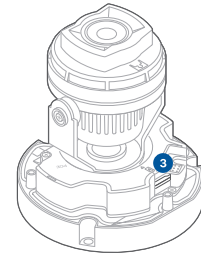
LED indicator and Reset button

1. LED indicator
2. Reset button



Micro SD card slot

3. Micro SD card slot



Built-in microphone

4. Built-in microphone



Installation and enrollment

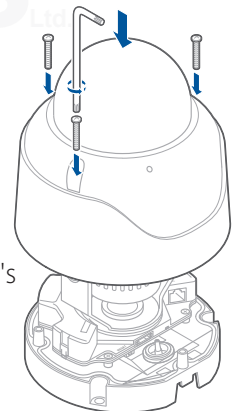
Note: The ADC-VC8498PA does not include a built-in speaker. An external analog speaker is required for Two-Way Audio functionality. For steps to install an AO-15 cable to allow for external speaker installation, proceed to External audio connections (optional).

For information about general video installation and maintenance guidelines, see Video Installation Best Practices.

Remove the cowl

Note: The camera's cowl must be removed in order to mount the device.

1. Use the included wrench or a T10 driver to loosen and remove the screws securing the top cover.



2. Remove the desiccant packet that was included inside the camera's housing for transport.

3. Retain the screws and cover for re-installation after cable routing and mounting.

Installation and User Guide

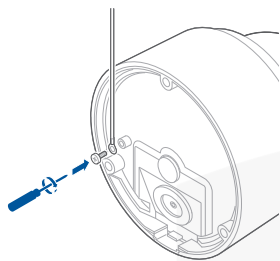
Prism Series Dome Camera



Mount the camera

Note: Before mounting, remove the protective plastic lens cover from the camera to ensure a clear image.

1. Use the included drill template to mark holes for the mounting screws and cable pass-through.
2. Install anchors as needed for your mounting surface.
3. Secure the camera base using the supplied screws.
4. If grounding is required, connect the ground wire to an approved earth ground per code.



5. Determine whether the AO-15 cable will be used for the installation. Connect the Ethernet cable to the camera's RJ45 port using the appropriate set of steps below to ensure a secure fit.

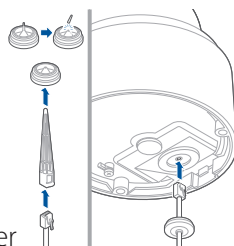
Gasket piercing and Ethernet cable routing

The AO-15 cable is required in order to use external audio line-level input/output.

Note: For outdoor/wet installations, assemble all cable glands and weather caps as specified. Wrap connectors with waterproof tape for extra protection.
NOT using the AO-15 cable Using the AO-15 cable

NOT using the AO-15 cable

1. Attach the RJ45 connector to the included gasket-piercing tool.
2. Using the tool with attached RJ45, pierce directly through the center of the original rubber gasket. This ensures a snug fit and a weatherproof seal.



3. Feed the Ethernet cable fully through the pierced gasket.

Important: Before proceeding, verify that the gasket is fully seated on both sides of the metal enclosure to ensure a complete weatherproof seal.

Using the AO-15 cable

- The AO-15 cable includes a replacement gasket designed for the bundle.
- Do not pierce or use the original gasket.
- Install the replacement gasket supplied with the AO-15 and route both the AO-15 and Ethernet cables as directed.

Important: Before proceeding, verify that the AO-15 gasket is fully seated on both sides of the metal enclosure to ensure a complete weatherproof seal.

External audio connections (optional)

Notice: Although the ADC-VACC-AO-015 cable includes wires for Digital I/O connections, these connections are not currently supported.

Note: The AO-15 cable and gasket should be installed during initial setup if these features are desired, as retrofitting may require dismounting the camera.

1. If installing external audio line-level input/output, connect the AO-15 cable to the designated port during initial installation. Refer to the color-coded diagram provided with the AO-15 for wiring details.
2. Unused AO-15 wires should be insulated to avoid shorts.

Re-install the cowl

Once cable routing is complete, re-install the cowl to finish physical installation.

Caution: When re-installing the cowl, re-tighten the cover screws to 6 kg-inch (0.59 Nm) using the included wrench or a T10 driver. Do not under- or over-tighten, as improper torque can lead to water ingress.

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

Installation and User Guide

Prism Series Dome Camera



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 VC8498PA.
6. Follow the on-screen instructions.

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.

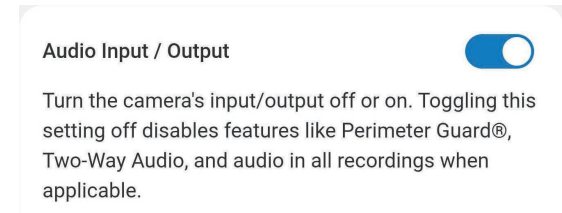
Configure the audio input/output settings

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

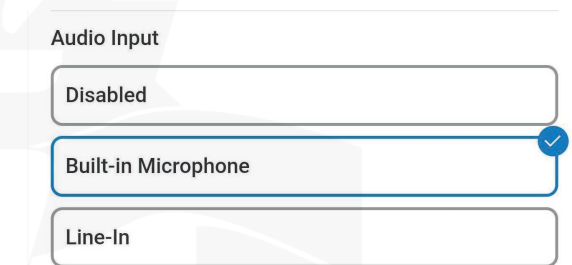
1. Log in to the Customer app.
2. Tap ☰.
3. Tap ⚙️.
4. Select the desired video device.
5. Tap Audio.
6. In Audio Settings:
 - Tap the Audio Input/Output toggle switch to

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 Guard™, Two-Way Audio, and audio in all recordings when applicable.

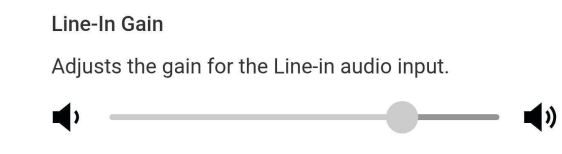
- To configure the audio input only, in Audio Input select Disabled, Built-in Microphone, or Line-In.



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



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



7. Tap Save.

Installation and User Guide

Prism Series Dome Camera



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.

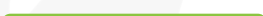
Line-In Gain

Adjusts the gain for the Line-in audio input.



7. Click Save.

LED reference

LED PATTERN	DESCRIPTION
Not Illuminated 	Power Off
Not Illuminated 	Connected to Alarm.com
Blinking green 	Local network connection
Solid red 	No local or Internet connection
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 9-12 seconds)

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

Installation and User Guide

Prism Series Dome Camera



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.