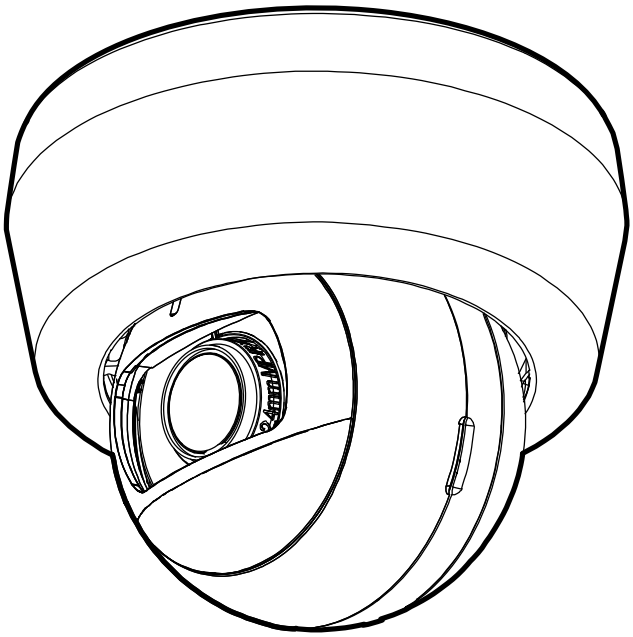

Installation Guide

Avigilon H6M Mini Dome Camera Models:

Surface Mount: H6M-D(-IR)

In-Ceiling Mount: H6M-D(-IR) + H6M-MT-DCIL1

Pendant Mount: H6M-D(-IR) + H6M-MT-NPTA1

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.
- Installation of the device 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" with Power over Ethernet (PoE) rated 48 VDC, 6W min.
- Do not connect directly to a mains power system 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 to high levels of x-ray, laser, or UV radiation 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 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.

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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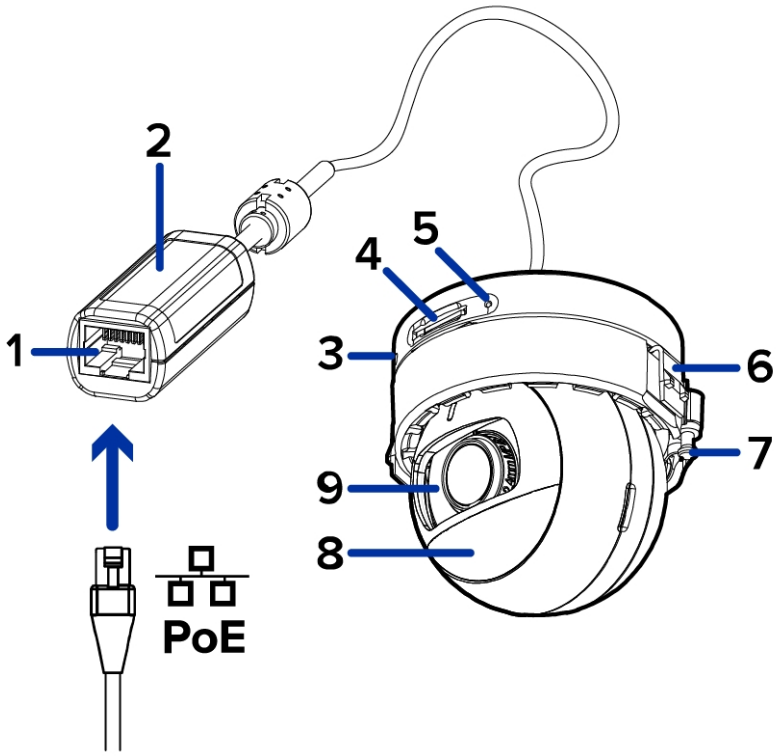
Overview

Note: Be careful not to scratch the camera. The resulting marks or fingerprints may affect the overall image quality. Keep the protective covers on the outside of the camera until the installation is complete.

Camera Body View



1. **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.
2. **Serial number tag**

   Provides the serial number and MAC address for the camera.
3. **Firmware revert button**

   Used to reset the camera. For more information, see *Resetting to Factory Default Settings* on page 41.
4. **microSD card slot**

Accepts microSD cards for onboard storage. Install microSD cards so the metal contacts are facing towards the base of the camera. Refer to the icon beside the card slot for card orientation. For more information, see *(Optional) Configuring Onboard Storage* on page 35.

5. **Connection status LED indicator**

   Green LED provides information about device operation. For more information, see *Connection Status LED Indicator* on page 36.

6. **Camera housing clips**

   Clips that attach the camera body to the mounting adapter.

7. **Locking latch**

   Orange-colored latch that locks the camera in place after the camera has been aimed. For more information, see *Aiming the Camera* on page 33.

8. **Infrared illuminator** (optional)

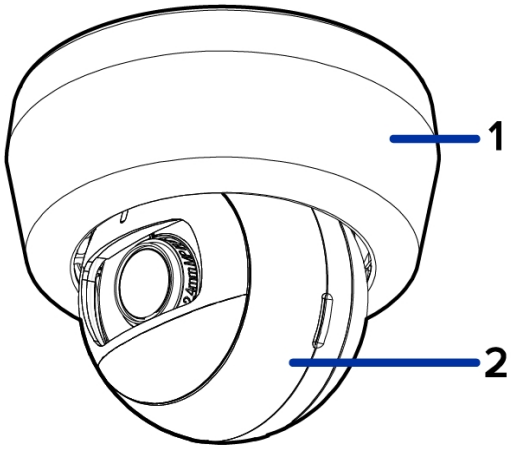
   The infrared illuminator is available on selected models.

9. **Camera lens**

   The lens is behind the protective dome.

Surface Mount Overview

Cover View



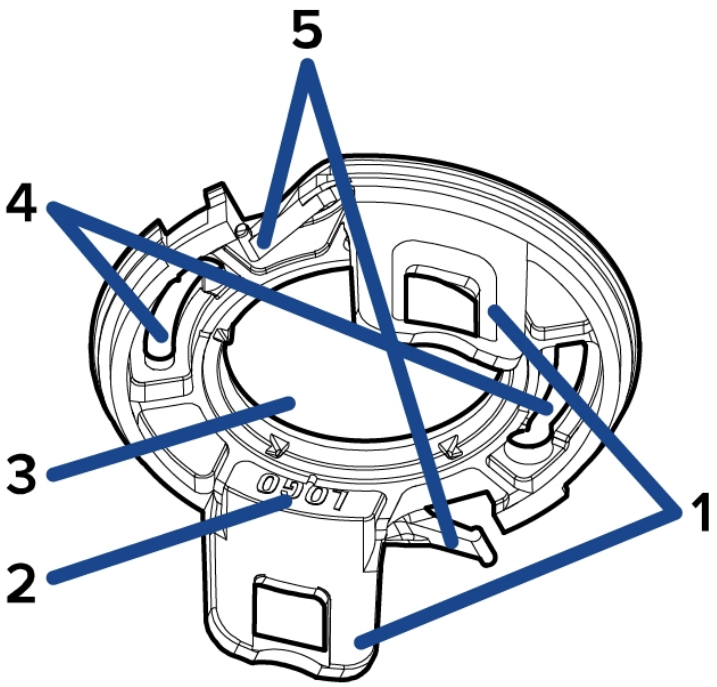
1. **Camera bezel**

   Used to protect the camera latch, the camera internals, and the mounting adapter.

2. **Camera body**

   The main body of the camera, including the internal mechanisms for aiming the camera.

Surface Mounting Adapter View



1. **Camera attachment slots**

   Slots that the camera housing clips are inserted into to attach the camera body to the surface mounting adapter.
2. **Logo guide**

   Used to indicate the direction the logos will be facing when the installation is complete.
3. **Cable entry hole**

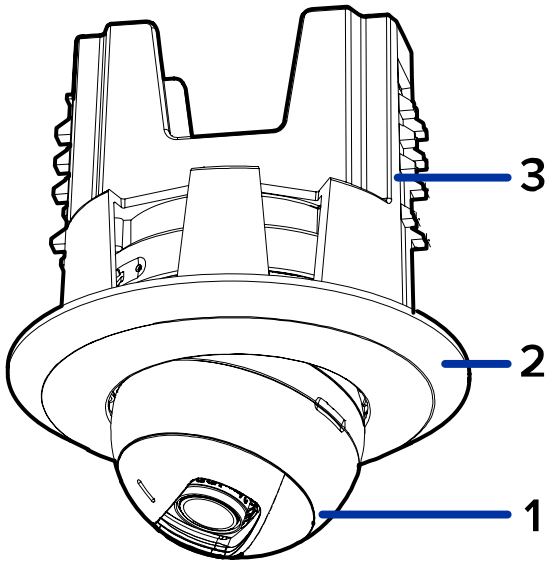
   An entry hole for the cables required for camera operation.
4. **Mounting holes**

   Screw holes for mounting the surface mounting adapter to the ceiling or wall.
5. **Bezel attachment clips**

   Clips to hold the bezel in place.

In-Ceiling Mount Overview

Cover View



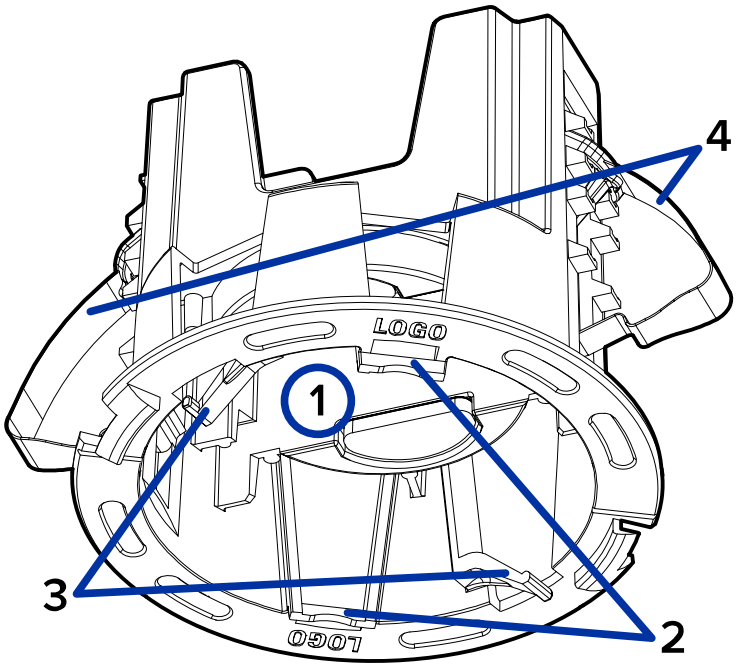
1. **Camera body**

   The main body of the camera, including the internal mechanisms for aiming the camera.
2. **In-ceiling mount bezel**

   Used to protect the camera latch, the camera internals, and the mounting adapter.
3. **Mounting adapter**

   Used to mount the camera to a wall or ceiling panel. The mounting clamps and retainer are not shown.

In-ceiling Mounting Adapter View



1. **Cable entry hole**

   An entry hole for the cables required for camera operation.
2. **Camera attachment slots**

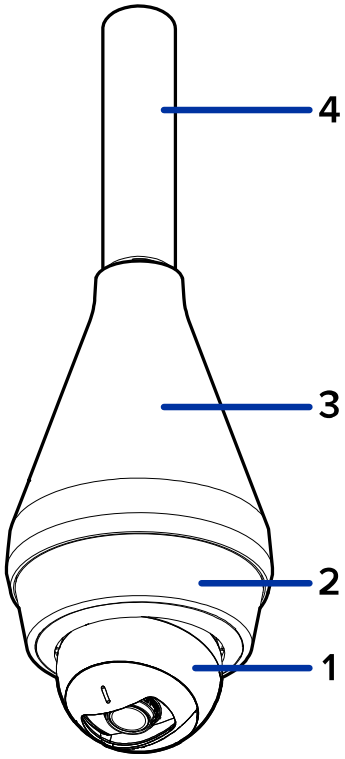
   Slots that the camera housing clips are inserted into to attach the camera body to the ceiling mounting adapter.
3. **Bezel attachment clips**

   Clips to hold the bezel in place.
4. **Mounting clamps**

   Metal springs with plastic tabs that extend outward to hold the in-ceiling mounting adapter in place.

Pendant Mount Overview

Cover View



1. **Camera body**

   The main body of the camera, including the internal mechanisms for aiming the camera.
2. **Camera bezel**

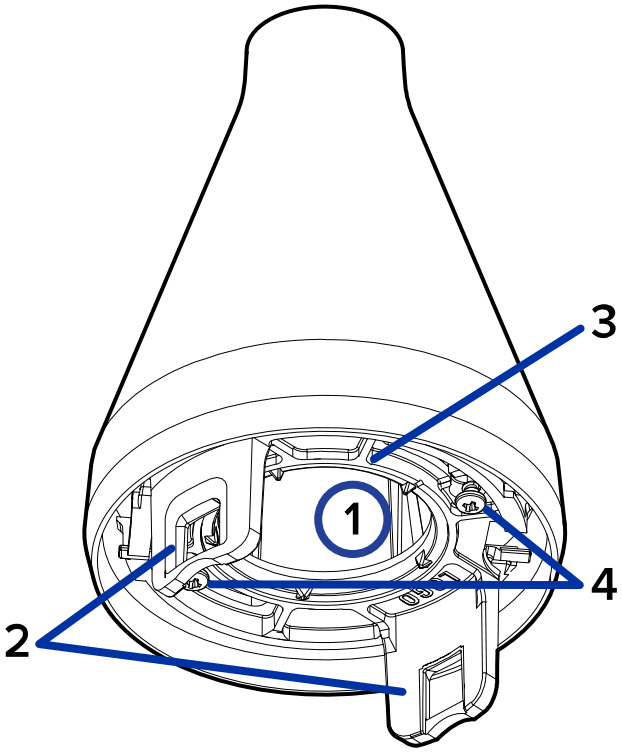
   Used to protect the camera latch, the camera internals, and the mounting adapter.
3. **NPT adapter**

   Used to mount the camera to a 1/2" Male NPT pipe thread.
4. **NPT pipe**

   Used for installing cameras from the ceilings.

> **Note:** The NPT pipe is not supplied by Avigilon and should be sourced separately.

Pendant Mounting Adapter View



1. **Cable entry hole**

   An entry hole for the cables required for camera operation.
2. **Camera attachment slots**

   Slots that the camera housing clips are inserted into to attach the camera body to the mounting adapter.
3. **Mounting adapter**

   Adapter plate for installing the camera to the pendant NPT adapter.
4. **Mounting screws**

   Screws to install the mounting adapter to the pendant NPT adapter.

Preparing the Installation

Required Tools and Materials

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

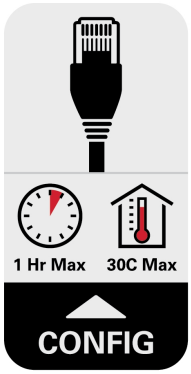
- No. 2 Phillips screwdriver — for attaching camera to a mounting surface.

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: The maximum recommended duration of in-box configuration is 1 hour. The maximum recommended ambient temperature is 30° C (86° 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. IEEE 802.3af Class 3, to power the camera during configuration.
3. Connect to the camera using an ACC Client, the Camera Configuration Tool, or the camera's web browser interface to configure the camera's settings. For more information about connecting to the camera, see *Assigning an IP Address* on page 32, and *Accessing the Live Video Stream* on page 33.
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 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.

Surface Mount Installation

Camera Package Contents

Ensure the package contains the following:

- Avigilon H6M Mini Dome Camera.
    - Surface mounting template sticker
    - 2 screws and anchors for solid walls
    - Surface mount adapter
    - Surface mount bezel

Using the Surface Mount Adapter

The camera is provided with a surface mount adapter that can be mounted to a wall or ceiling.

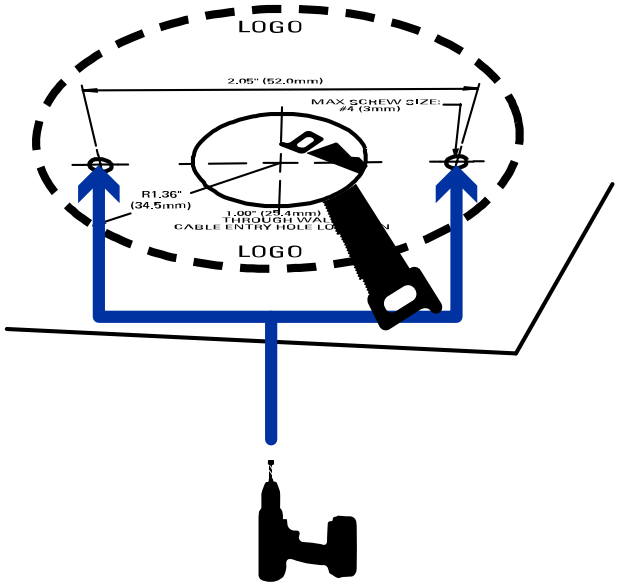
If the camera needs to be installed in a different way, use one of the other mounting adapter options and refer to their sections for more information:

- *In-Ceiling Mount Installation* on page 20
- *Pendant Mount Installation* on page 26

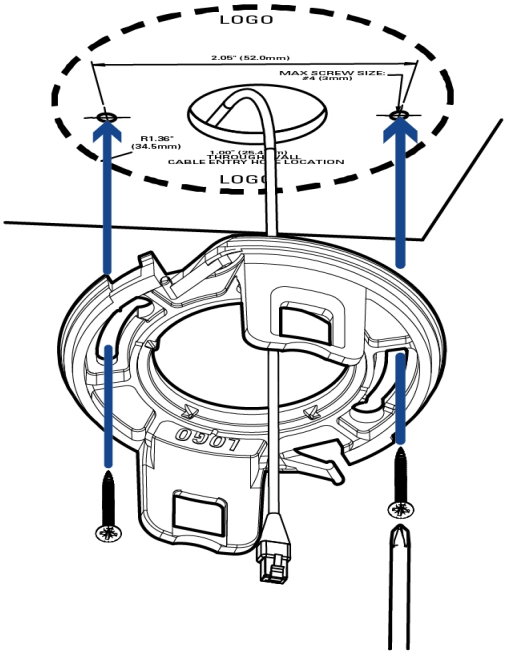
Perform the following steps if the required cables are coming from inside the mounting surface and the camera will be mounted immediately over the cable hole. Use this procedure on surfaces that can be easily drilled into, and when the cables should be kept out of sight.

Perform the following steps to mount the surface adapter to mounting surface:

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



2. Pull the required Ethernet cable through the cable entry hole.
3. Drive two screws to fasten the mounting adapter to the mounting surface.



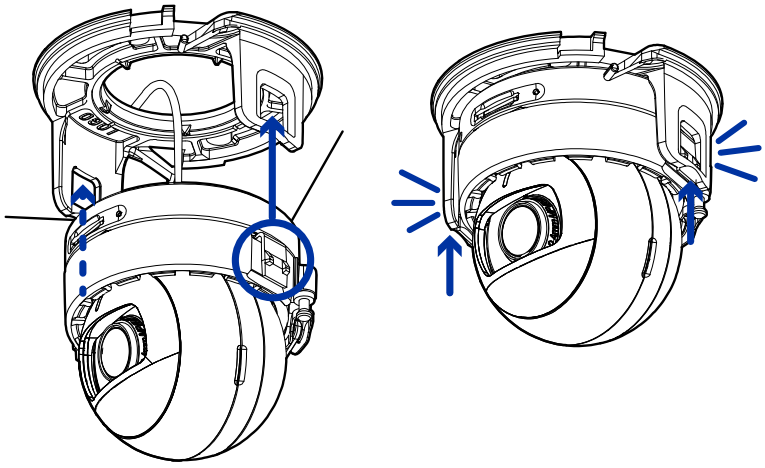
Installing the Camera Base to the Mounting Adapter

Note: Be careful not to scratch or touch the dome bubble. The resulting marks or fingerprints may affect the overall image quality. Keep the protective covers on the outside of the dome bubble until the installation is complete.

After you install the mounting adapter, mount the camera base to the adapter, using the following steps:

1. Connect the Ethernet port attached to the camera to the Ethernet cable that was pulled through the adapter.

   The connection status LED indicator will turn on once a network link has been established.
2. Position the camera in the mounting adapter, reinserting the connected cable through the cable entry hole.
3. Align the camera housing clips on the camera base to the camera attachment retainers on the mounting adapter. Press the camera base into the mounting adapter. The camera base clicks into place and is held securely.



Attaching the Bezel

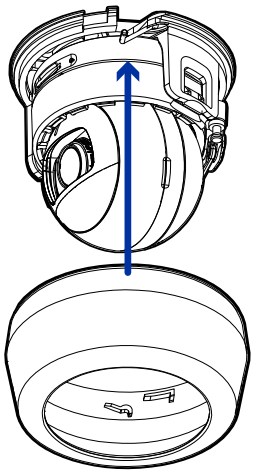
Note:
Before installing the bezel, we recommend that you first connect to the camera and adjust the field of view that the camera covers as well as any image and display settings. For more information, see:

- *Connecting to the Camera* on page 32
- *Aiming the Camera* on page 33

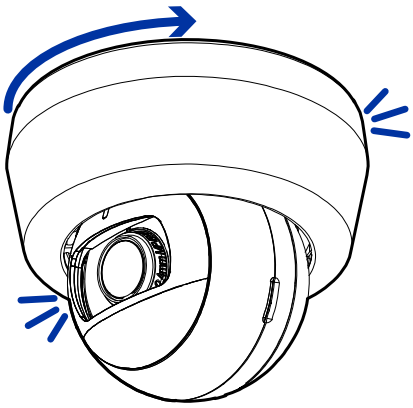
After you lock the camera in place, attach the bezel to the mounting adapter, by completing the following

steps:

1. Locate the two raised slots on the inner side of the bezel.
2. Place the bezel up against the mounting adapter with the raised slots slightly to the left of the bezel mounting clips on the mounting adapter.



3. Rotate the bezel clockwise until it snaps into place.



In-Ceiling Mount Installation

Camera Package Contents

Ensure the package contains the following:

- Avigilon H6M Mini Dome Camera.

  The following accessories are included but not required for an installation using a ceiling mount adapter:

  - Surface mounting template sticker
  - 2 screws and anchors for solid walls
  - Surface mount adapter
  - Surface mount bezel

Ensure the low-profile in-ceiling mounting adapter package (H6M-MT-DCIL1) contains the following:

- In-ceiling mounting adapter for an H6M Mini Dome Camera
- In-ceiling mounting template sticker
- Low-profile bezel

Using the In-Ceiling Mounting Adapter

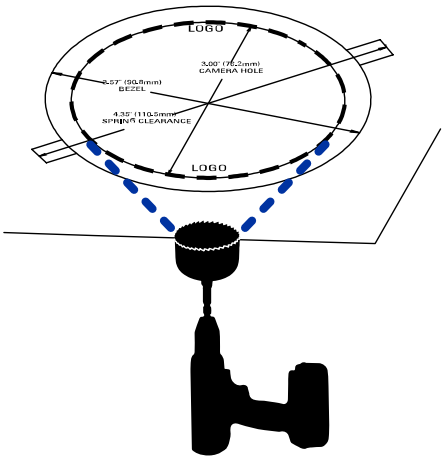
If the camera needs to be installed into a ceiling, you can disregard the surface mount adapter that is provided with the camera and use the in-ceiling mounting adapter instead.

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

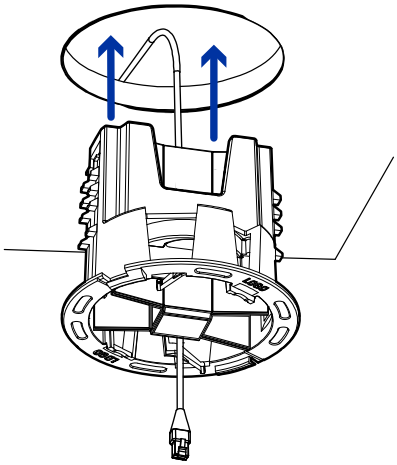
- *Surface Mount Installation* on page 16
- *Pendant Mount Installation* on page 26

Note: The maximum supported mounting surface thickness for the in-ceiling mounting adapter is 25 mm (1").

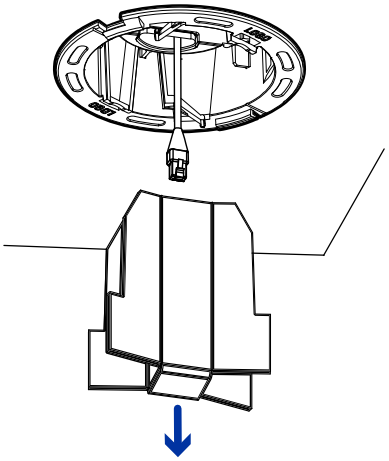
1. Use the in-ceiling mounting template to cut an entry hole for the camera into the ceiling.



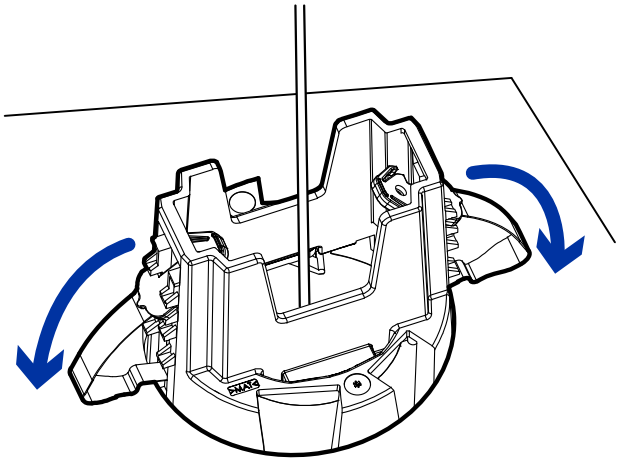
2. Insert the in-ceiling mounting adapter into the entry hole then pull the required cable through the adapter.



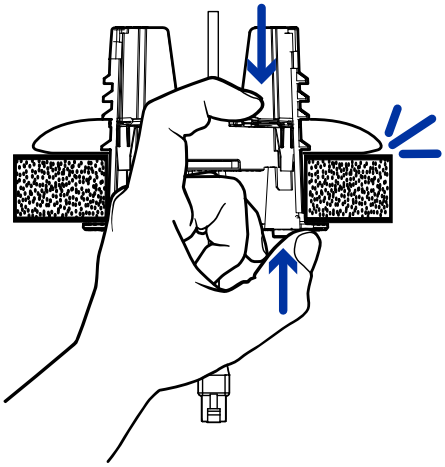
3. Pull off the clamp retainer holding the clamps in place.



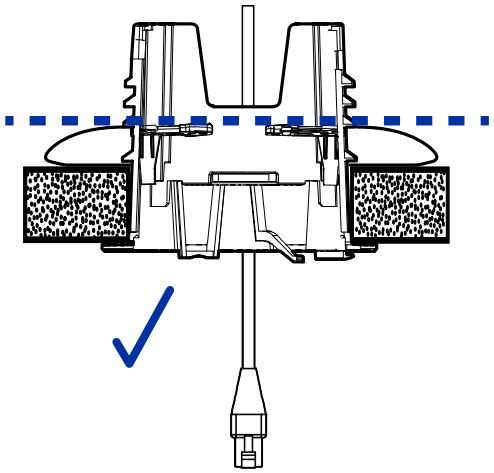
4. Push the orange clamp handles up so that the metal arms extend outside the mounting adapter.



5. With your thumb on the outside edge of the mounting adapter and your forefinger on one of the orange clamp handles, pinch the clamp down until the clamp is secured.



6. Repeat the previous step on the other side. Make sure both clamps are level and horizontal.



Installing the Camera Base to the Mounting Adapter

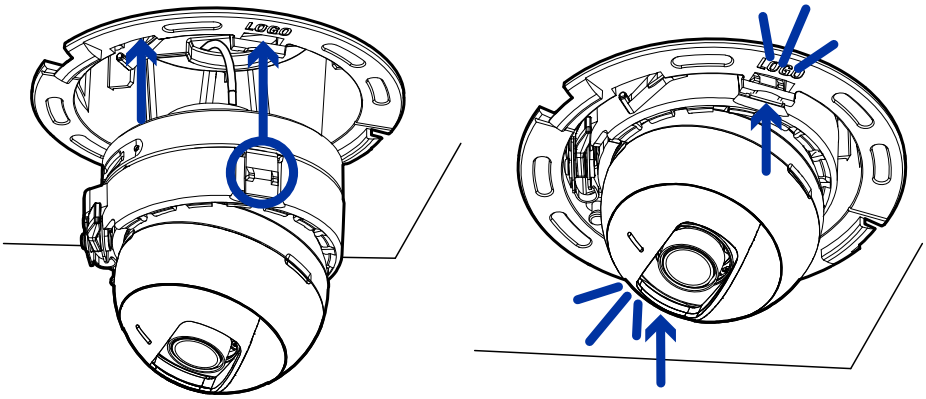
Note: Be careful not to scratch or touch the dome bubble. The resulting marks or fingerprints may affect the overall image quality. Keep the protective covers on the outside of the dome bubble until the installation is complete.

After you install the mounting adapter, mount the camera base to the adapter, using the following steps:

1. Connect the Ethernet port attached to the camera to the Ethernet cable that was pulled through the adapter.

   The connection status LED indicator will turn on once a network link has been established.
2. Position the camera in the mounting adapter, reinserting the connected cable through the cable entry hole.

3. Align the camera housing clips on the camera base to the camera attachment retainers on the mounting adapter. Press the camera base into the mounting adapter. The camera base clicks into place and is held securely.



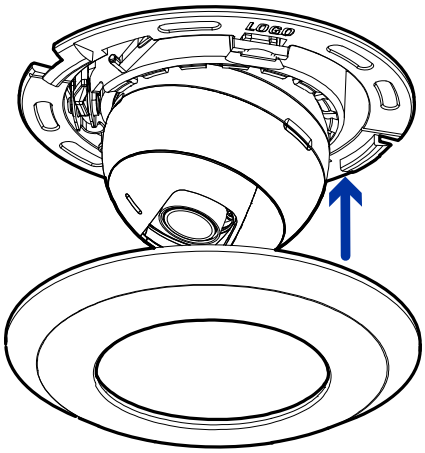
Attaching the Bezel

Note:
Before installing the bezel, we recommend that you first connect to the camera and adjust the field of view that the camera covers as well as any image and display settings. For more information, see:

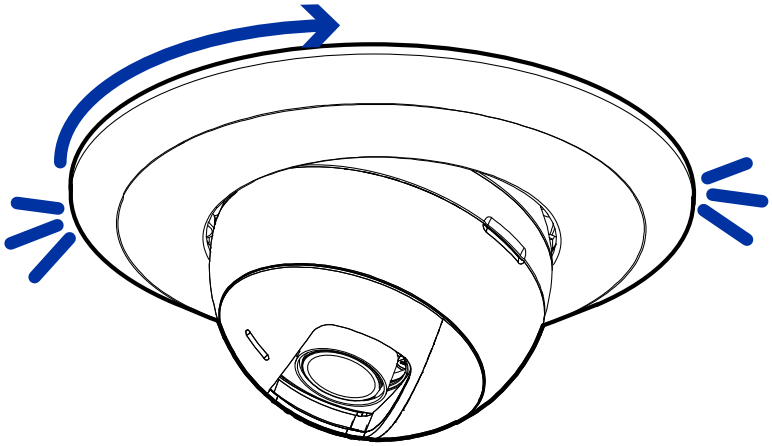
- *Connecting to the Camera* on page 32
- *Aiming the Camera* on page 33

After you lock the camera in place, attach the bezel to the mounting adapter, by completing the following steps:

1. Locate the two clips on the inner side of the bezel.
2. Place the bezel up against the mounting adapter with the clips slightly to the left of the bezel mounting clips on the mounting adapter.



3. Rotate the bezel clockwise until it snaps into place.



Pendant Mount Installation

Camera Package Contents

Ensure the package contains the following:

- Avigilon H6M Mini Dome Camera.

  The following accessories are required for an installation using a pendant mount adapter:

  - Surface mount adapter
  - Surface mount bezel

  The following accessories are included but not required for an installation using a pendant mount adapter:

  - Surface mounting template sticker
  - 2 screws and anchors for solid walls

Ensure the low-profile pendent mounting adapter package (H6M-MT-NPTA1) contains the following:

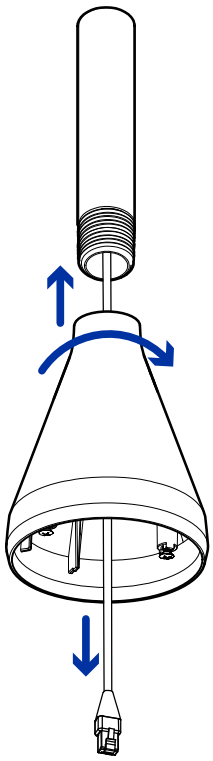
- Pendant mounting adapter for an H4 Mini Dome Camera
- Pendant mount bezel (same as Surface mount bezel)
- 2 screws for pendant mounting adapter

Using the Pendant Mounting Adapter

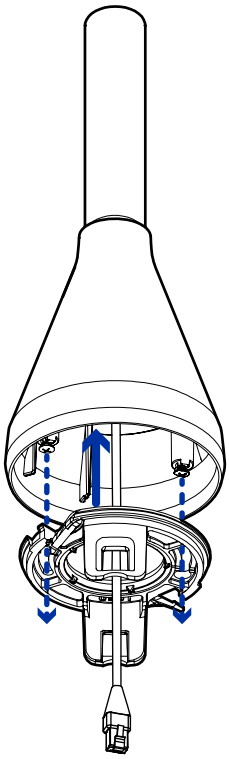
If the camera needs to be installed in a different way, use one of the other mounting adapter options and refer to their sections for more information:

- *Surface Mount Installation* on page 16
- *In-Ceiling Mount Installation* on page 20

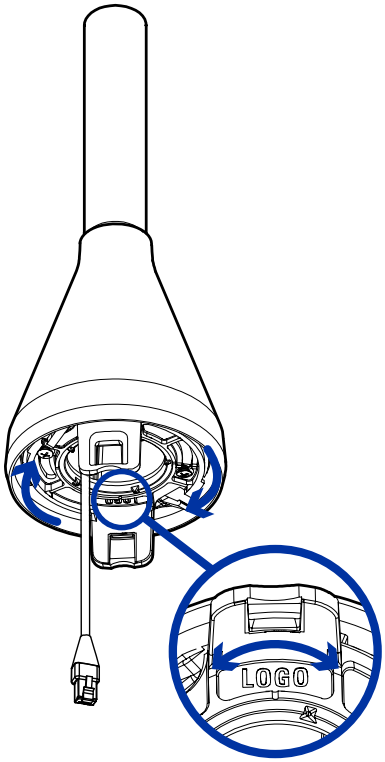
1. Place the NPT adapter against the hanging NPT pipe and rotate clockwise.
2. Pull the required Ethernet cable through the pendant adapter.



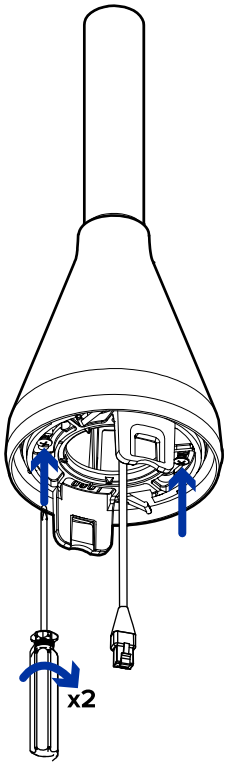
3. Align camera widest part of the screw hole slots on the wall plate with the two screws in the NPT adapter and push the wall plate into place so that the screws go through the holes.



4. Rotate the plate clockwise so the two screws align with the narrow part of the screw hole slots. You can also adjust the location of the logo on the bezel by how much you rotate the plate.



5. Tighten the two screws to fasten the wall plate to the NPT adapter.



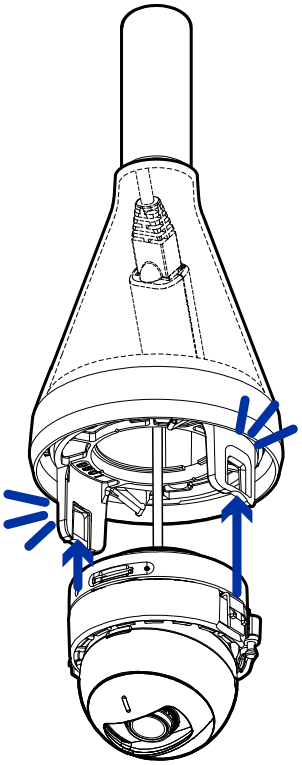
Installing the Camera Base to the Mounting Adapter

> **Note:** Be careful not to scratch or touch the dome bubble. The resulting marks or fingerprints may affect the overall image quality. Keep the protective covers on the outside of the dome bubble until the installation is complete.

After you install the mounting adapter, mount the camera base to the adapter, using the following steps:

1. Connect the Ethernet port attached to the camera to the Ethernet cable that was pulled through the adapter.

   The connection status LED indicator will turn on once a network link has been established.
2. Position the camera in the mounting adapter, pushing the excess connected cable upwards into the NPT adapter.
3. Align the camera housing clips on the camera base to the camera attachment retainers on the mounting adapter. Press the camera base into the mounting adapter. The camera base clicks into place and is held securely.



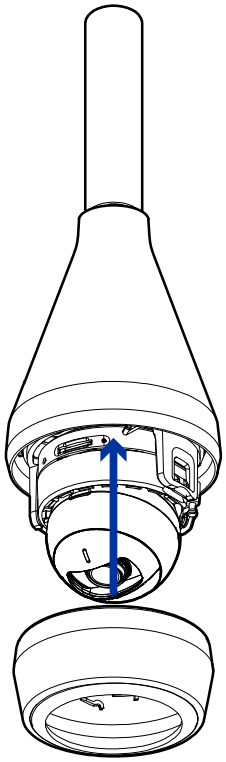
Attaching the Bezel

Note:
Before installing the bezel, we recommend that you first connect to the camera and adjust the field of view that the camera covers as well as any image and display settings. For more information, see:

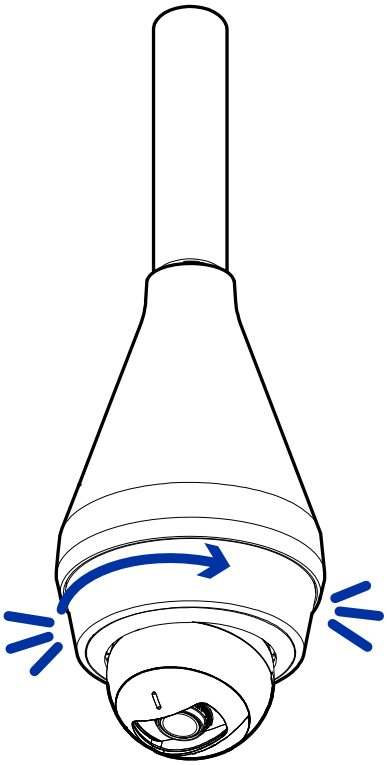
- *Connecting to the Camera* on page 32
- *Aiming the Camera* on page 33

After you lock the camera in place, attach the bezel to the mounting adapter, by completing the following steps:

1. Locate the two plastic features on the interior of the bezel.
2. Place the bezel up against the mounting adapter with the raised slots slightly to the left of the bezel mounting clips on the mounting adapter.



3. Rotate the bezel clockwise until it snaps into place.



Connecting to the Camera

Initializing a Camera Username and Password

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: 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*.
- 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 or Camera Configuration Tool before you connect to the 3rd party VMS.

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:

- 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 42.

Accessing the Live Video Stream

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

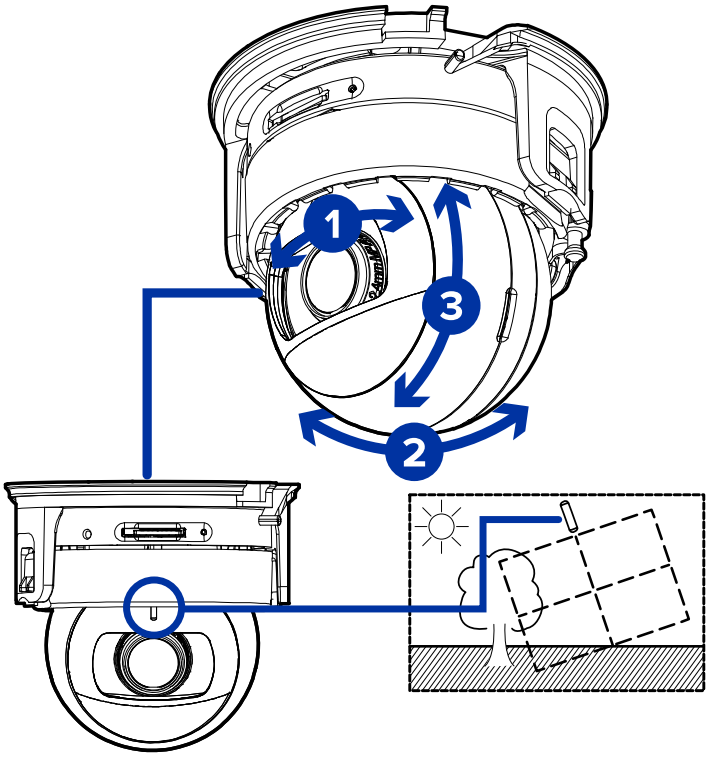
- Web browser interface: http://< *camera IP address*>/.
- Network Video Management software application (for example, the Avigilon Control Center™ software).

Aiming the Camera

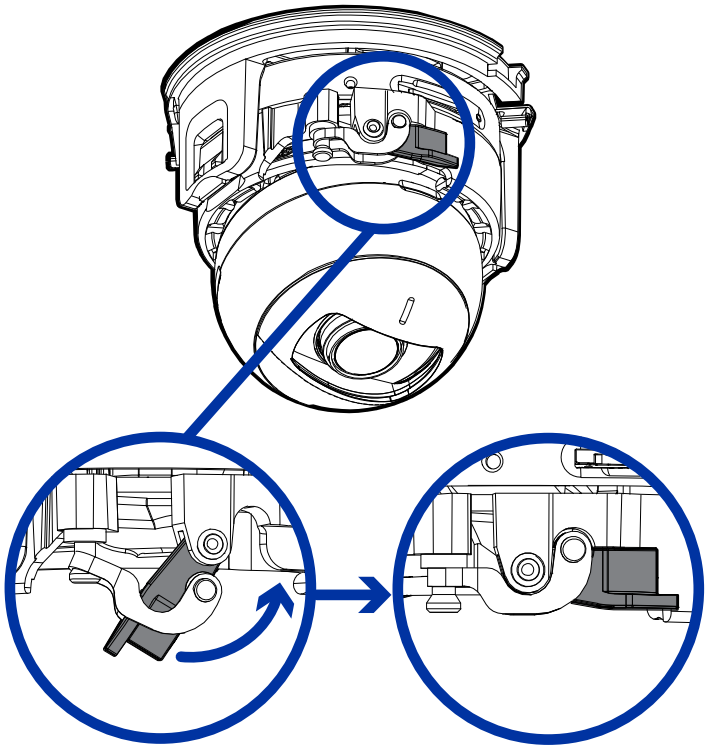
Note: When you are aiming the camera, reference the live stream for the camera.

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 (see number **1** in the image below) until the lens is pointed in the intended direction. Then make the necessary tilt (see number **2** in the image below)and azimuth (see number **3** in the image below) adjustments until the live view is adjusted to your satisfaction.



3. Swivel the locking latch to lock it into the closed position.



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

(Optional) Configuring Onboard Storage

To use the camera's onboard storage feature, you must insert a microSD card into the microSD card slot. For the location of the microSD card slots, see *Camera Body View* on page 7.

It is recommended that the microSD card have a capacity of 64 GB or more. 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.

   CAUTION — 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. 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 installed multiple cameras, you can use the Camera Configuration Tool to configure common settings. For more information, see the *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 Camera Configuration Tool User Guide*
- *Designing a Site with Avigilon Video Analytics*

These guides are available on **help.avigilon.com** and on the Avigilon website: **avigilon.com/support**.

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 *Avigilon High Definition H4 and H5 IP Camera Web Interface User Guide*.

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.

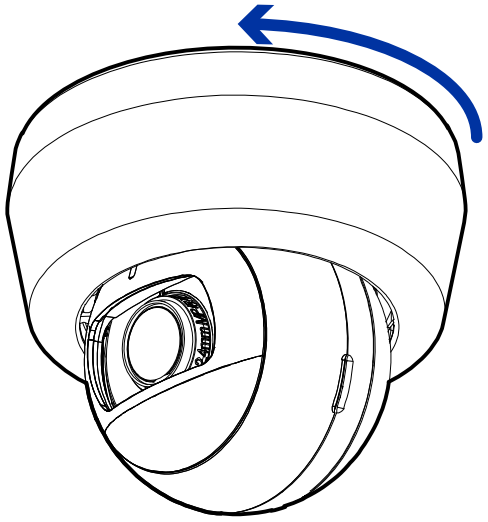
LED Behavior	Suggested Solution
Green LED is off and amber is on	Perform a factory reset of the camera using the physical firmware revert button. Resetting through the camera's web interface will not produce the desired result.
Both LEDs are off and the camera is not connected or streaming video	Check the **General** 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.

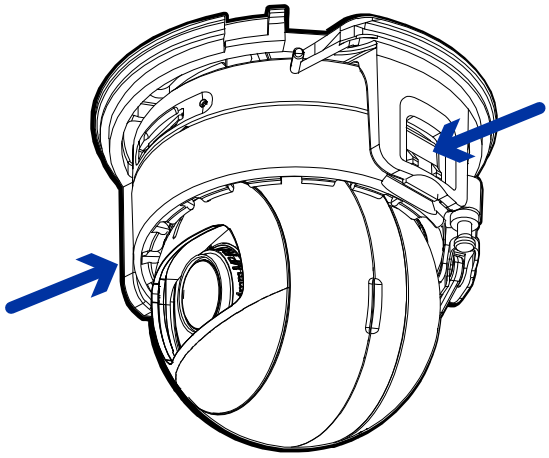
Disassembling an Installed Camera

Removing the Camera from the Surface Mounting Adapter

1. Twist the bezel counter-clockwise until it releases. Some force will be required to release the bezel and you will hear a click as it is released.

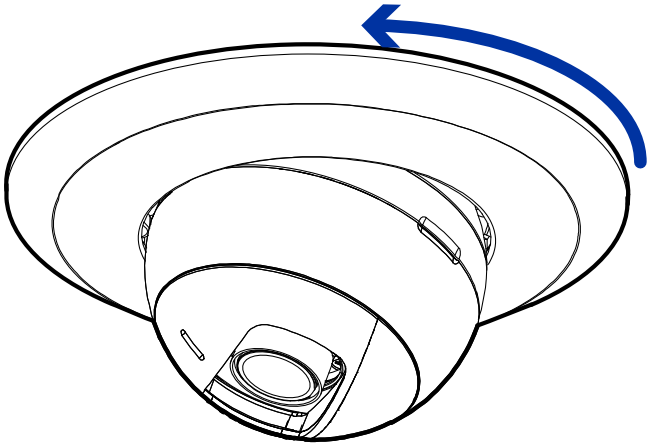


2. Pinch the camera housing clips in the attachment slots to release the camera body from the surface mount and pull the camera out of the mount.

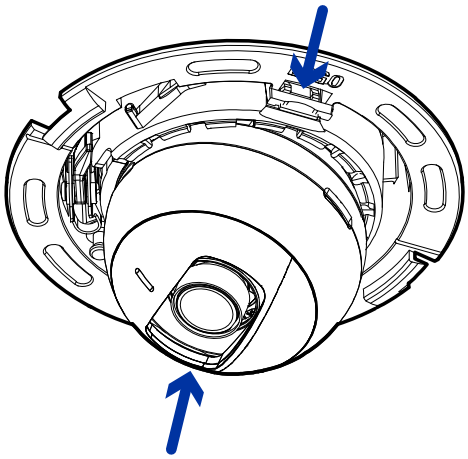


Removing the Camera from the In-Ceiling Mounting Adapter

1. Twist the bezel counter-clockwise until it releases. Some force will be required to release the bezel and you will hear a click as it is released.

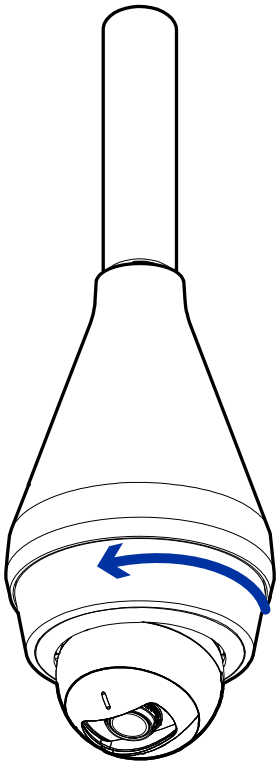


2. Pinch the camera housing clips in the attachment slots to release the camera body from the ceiling mount and pull the camera out of the mount.

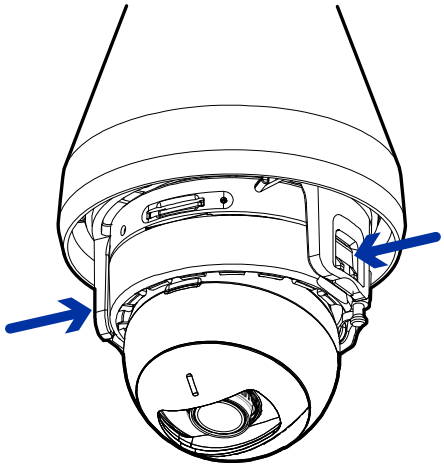


Removing the Camera from the Pendant Mounting Adapter

1. Twist the bezel counter-clockwise until it releases. Some force will be required to release the bezel and you will hear a click as it is released.



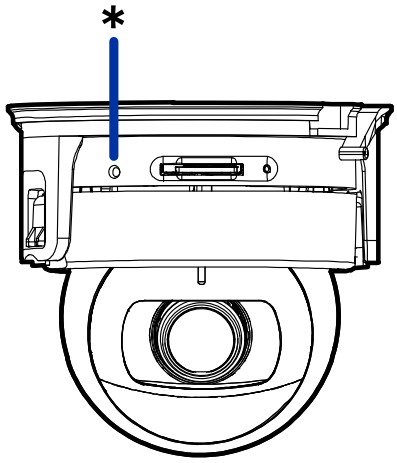
2. Pinch the camera housing clips in the attachment slots to release the camera body from the pendant mount and pull the camera out of the mount.



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:



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.

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**.

Warranty service and technical support can be obtained by contacting Avigilon Technical Support: **avigilon.com/contact**.