



310 Series Turret  
110 Series Turret  
IP Surveillance Camera

# Quick-Start Guide

## Box Contents

- Camera
- Self-adhesive mounting template
- 4 × wall anchors with screws
- Hex wrench
- Weatherproofing kit for PoE cable
- DC power plug with screw terminals

You must provide:

- A network connection (and an NVR, if desired)
- Admin rights to a computer that can access the network
- Mobile device with Luma Surveillance app (recommended)
- Power source: PoE or 12V DC
- Phillips screwdriver



**WARNING:** This product can expose you to chemicals including cadmium, which is known to the State of California to cause cancer. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

## Read this *before* you go on site!

**Install your camera with a connection to the Internet** via your NVR or through a network router. **This allows you to use OvrC**, a powerful remote maintenance tool (see [OvrC.com](http://OvrC.com)) and lets you use the Luma Surveillance mobile app to check on the camera from anywhere.

**For installation using this guide, you must be able to access this camera through a personal computer.** If your surveillance system is not on a network, you'll have to use the NVR's local interface for installation. See the NVR user's manual for details.

The web UI manual and other materials can be found on the product page at [SnapAV.com](http://SnapAV.com).

### Additional Resources

You can acquire a PDF of the web interface manual and other materials from the camera's product page at [SnapAV.com](http://SnapAV.com).

## Safety Tips

- Handle this device with care.
- Do not strike or shake this device.
- Protect the power cord from being stepped on or pinched, particularly where it connects to the device and the power outlet.
- Do not operate this device beyond its specified power ratings.
- Do not use this device near any heat sources such as radiators, heat registers, stoves, or other such heat-generating equipment.
- The performance and lifespan of the camera is affected by temperature. For best results, use this device in temperatures ranging from -20–140 °F.
- Clean this device with a dry cloth. Do not use strong or abrasive detergents when cleaning the device, especially the lens. If dirt is hard to remove, use a mild detergent and wipe gently.
- Save a copy of the configuration settings. This helps when changing the configuration, when upgrading the device, or with recovery if unexpected failure or trouble occurs.

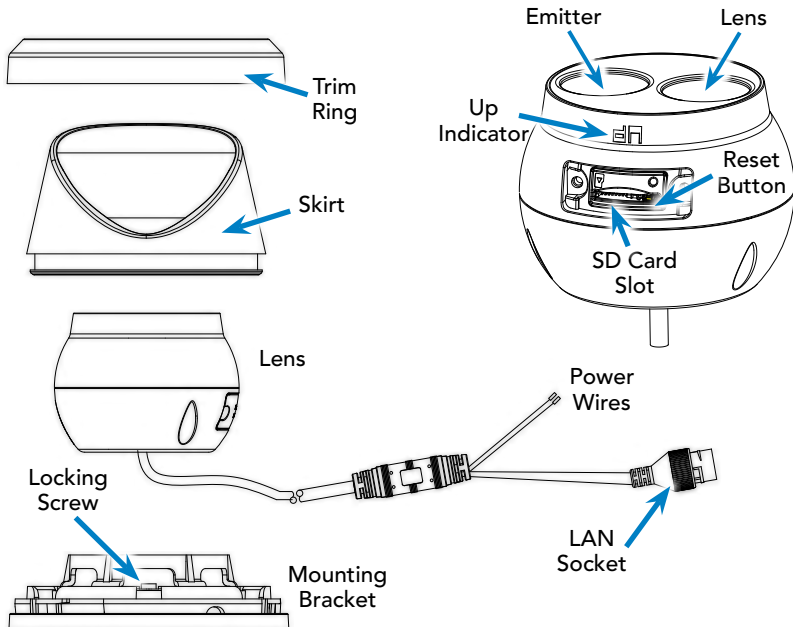
## Precautions

Before you start, ensure that the device is in good condition and all the assembly parts are included. **Also ensure that your recorder has the very latest firmware.** Use OvrC to update the firmware, or consult your NVR manual.

- Ensure that all equipment is powered off during installation.
- Ensure the mounting surface is strong enough to hold three times the weight of the camera and the mount.
- If the mounting surface is cement, use the included expansion screws to install the camera. If mounting to a wood surface, use self-tapping wood screws (not included) to secure the camera.
- If the product does not function properly, please contact technical support. Do not disassemble the camera for repair or maintenance.
- Do not remove the protective film from the lens until installation is complete.

## Your Camera

Before installing, familiarize yourself with your camera.



## Installation with an NVR

If you are installing with an NVR, follow these instructions. Otherwise, follow the instructions starting on the next page.

1. Ensure your NVR has the latest firmware. If it does not, your NVR may be unable to locate and activate your camera.
2. Perform the physical installation of your camera by following the instructions given on pages 10–14.
3. Plug your camera into your recorder. The NVR autodetects your camera, activates it (giving it the same admin password that it has), and assigns it an IP address.
4. Complete the installation using the instructions given in your NVR manual. You do not need to continue using this guide. [Where possible, we recommend changing settings using your NVR.](#)

## Install and Run the Luma Utility

Use the Luma Utility to locate your camera and set it up.



Visit your product page at [SnapAV.com](http://SnapAV.com) and download the Luma Utility installer from the Support tab. **You must use v3.0.0.53 build 20170426 or later! Earlier versions of the utility will not work!**

Run the installer. You can click through and accept the defaults.

### Pre-Installation Camera Configuration

**You'll find it easiest to connect the camera directly to your PC, making most adjustments to the camera from the convenience of your table (prior to physical installation), rather than from atop a ladder.**



Connect the camera to your PC and run the Luma Utility. It searches for attached Luma Surveillance devices. If your camera does not appear, check the connection, ensure the camera is powered up, then click the **Refresh** button.



## Activate the Camera

Click on the entry for your camera to view its details. If the camera is inactive, use the text boxes at the lower right of the Luma utility window to activate the camera by creating a new secure password.

- Passwords cannot be longer than 16 characters. To ensure compatibility with the local interface, only use numbers, letters, spaces, and the following special characters: . , : - /
- Use a password that is long and easy to remember. A password like *parisinthspring* is more secure and easier to remember than a password like *D3x-7b*.

|     |                    |             |          |               |      |      |     |                  |          |
|-----|--------------------|-------------|----------|---------------|------|------|-----|------------------|----------|
| 005 | EUM-500-DVR-16...  | Luma 16C... | Active   | 192.168.8.110 | 80   | 8000 | 554 | V3.0.4build 1... | snapshot |
| 006 | EUM-500-FSH-IP...  | IP CAMERA   | Inactive | 192.168.8.113 | 80   | 8000 | 554 | V3.0.4build 1... | snapshot |
| 007 | EUM-700-BUL-IP...  | IP CAMERA   | Active   | 192.168.8.144 | 80   | 8000 | 554 | V5.4.1build 1... |          |
| 009 | EUM-500-TUR-IP...  | IP CAMERA   | Active   | 192.168.8.145 | 8019 | 8000 | 554 | V5.4.1build 1... |          |
| 000 | EUM-500-TUR-IP...  | Sandflair   | Active   | 192.168.8.104 | 8025 | 0000 | 554 | V5.1.6build 1... | snapshot |
| 010 | EUM-500-BUL-IP...  | IP CAMERA   | Active   | 192.168.254.1 | 80   | 8000 | 554 | V5.4.1build 1... |          |
| 011 | EUM-500-BUL-IP-GR  | IP CAMERA   | Active   | 192.168.8.112 | 80   | 8000 | 554 | V5.4.1build 1... |          |
| 012 | EUM-700-DOOM-IP... | IP CAMERA   | Active   | 192.168.8.129 | 8016 | 0000 | 554 | V5.4.1build 1... |          |
| 013 | EUM-700-BUL-4PL    | IP CAMERA   | Active   | 192.168.254.4 | 80   | 8000 | 554 | V5.4.1build 1... |          |

The device is not activated.

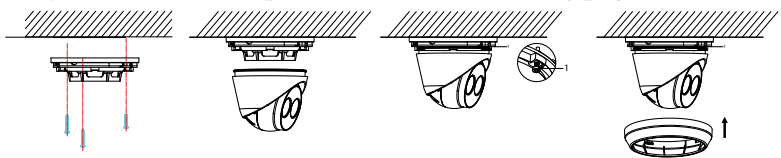
You can modify the network parameters after the device activation.

New Password:

Confirm Password:

## Physical Installation

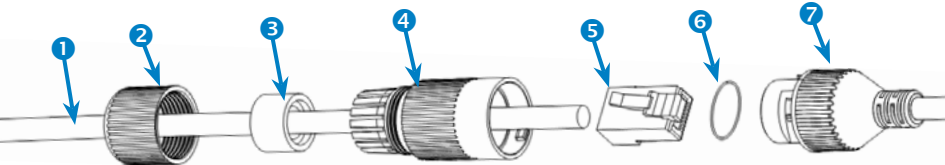
1. Drill pilot holes for your screws using the supplied template. Attach the mounting bracket to the mounting surface,
2. **CAUTION! Before terminating the cable for an outdoor install, you must weatherproof it! See the following pages for details.**



3. Secure the mounting base to the ceiling with screws.
4. Attach power to the camera.
  - **If using PoE**, attach the cable to the socket.
  - **If using 2-Wire power**, attach the hot line to the red wire, and the ground to the black wire.
  - **If using 12V**, attach the power plug to the red & black wires.
5. Remove the trim ring by gently twisting it clockwise.
6. Insert the camera into the mounting base and secure it with screws.
7. Replace the trim ring.

## Weatherproofing the PoE Cable

1. Slide the unterminated cable **1** through the lock nut **2**, the rubber gasket **3**, and the weatherproof endcap. Face the notched side of the rubber gasket **3** toward the endcap, as shown.
2. Terminate the RJ45 cable **1** with a network plug **5**.
3. Place the O-ring **6** onto the end of the camera's network interface socket **7** with the flat side toward the camera. Push it past the locking teeth as far as it easily goes.
4. Connect the RJ45 plug **5** to the camera's network socket **7**.
5. Align the teeth on the weatherproof endcap **4** with the gaps on the camera's network socket **7**. Insert the socket into the endcap. Twist until they click into position (the O-ring **6** gives you flexibility while still weatherproofing the connection).
6. Slide the rubber gasket **3** into the weatherproof endcap **4**. Secure it by screwing the lock nut **2** tightly onto the endcap **4**.



## Start the Web Interface

Open your browser and navigate to the camera's IP address.

Below the login area, you may see: “Please click here to download and install the plug-in. Close the browser when installing the plug-in.” If so, download the plug-in and close all browser windows.



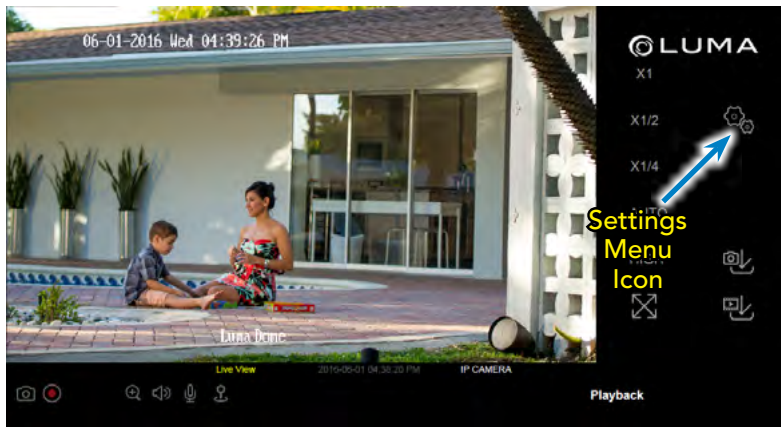
Install the *LumaWebComponents* plug-in, restart your browser and go to your camera's login window. Log in as *admin* using the password you created.

You might get a pop-up message that asks whether you want to run the Luma Web Components plug-in. You must allow the plug-in to access your system over the web.

Be sure to save your camera's web page as a favorite in your browser.

## Check the Camera

After logging in, your screen shows the live page, similar to the illustration below. If it does not appear, check the connection to your NVR or network, and ensure that the camera is powered up. Click the **Settings** icon to access the web interface and finish setup.



## Adjust the Camera

The camera itself is mounted in a free-floating ball within the camera body. This free-floating ball can be aimed freely. In addition, if the locking screw is loosened slightly, the entire camera body can rotate.

1. Remove the trim ring.
2. Loosen the locking screw slightly and rotate the camera skirt as desired.
3. Taking care to avoid touching the camera's lenses, aim the camera body in the direction desired. Ensure that the up indicator remains at the top of the camera body.
4. Tighten the locking screw to secure everything in place.
5. Replace the trim ring.

## Support

If you need help, email [support@SnapAV.com](mailto:support@SnapAV.com). For information, instructional videos, support documentation, or ideas, visit our website.

### 3-Year Limited Warranty

This Luma Surveillance™ product has a 3-Year Limited Warranty. This warranty includes parts and labor repairs on all components found to be defective in material or workmanship under normal conditions of use. This warranty shall not apply to products that have been abused, modified or disassembled. Products to be repaired under this warranty must be returned to a designated service center with an assigned return authorization (RA) number. Contact technical support for an RA number.

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