Grandstream Networks, Inc.

GXV3610_HD/GXV3610_FHD

Mounting and Installation Guide

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SAFETY COMPLIANCES

These instructions are intended to assist users with the operation of the GXV3610_HD/FHD and to instruct on how to avoid dangerous situations or damage to the device.

Warning: Serious injury or death may be caused if any of the warnings below are neglected.
Caution: Injury or damage to the equipment may occur if any of the following caution messages are neglected.

Warning: Follow these safeguards to prevent serious injury or death.

Caution: Follow these precautions to prevent potential injury or material damage.

Warning:

Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with DC 12V according to the IEC60950-1 standard. Please refer to the technical specifications for more details. Do not use a third-party power adapter or power cord. When the device installed on the wall or ceiling, make sure that it is firmly attached.

Notice：

Make sure that the power supply voltage is correct before using the camera.

- Do not drop the device or expose it to physical shock.

- Do not expose the device to temperatures outside the range of -20 ^{o}C to +50°C when the device is in operation.

- Do not expose the device to damp/wet conditions or high electromagnetism radiation. To avoid heat accumulation, make sure that your operating environment has proper ventilation.

- Do not attempt to open, disassemble, or modify the device

A few parts (e.g. electrolytic capacitor) of the equipment shall be replaced regularly according to their average lifetime. The average lifetime varies from the differences between operating environments and usage history. Regular maintenance checks are recommended for all users.

Please contact your dealer for more details.

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WARRANTY

If you purchased your GXV3610_HD/FHD from a reseller, please contact the company where you purchased the device for replacement, repair or refund.

If you purchased the product directly from Grandstream, please contact your Grandstream Sales and Service Representative for a RMA (Return Materials Authorization) number before you return the product. Grandstream reserves the right to remedy warranty policy without prior notification.

Caution:

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this User Manual, could void your manufacturer warranty. Please do not use a different power adaptor with the GXV3610_HD/FHD as it may cause damage to the products and void the manufacturer warranty.

- This document is subject to change without notice. The latest electronic version of this user manual is available for download at:
  http://www.grandstream.com/products/surveillance/GXV3610hd/documents/GXV3610HD_FHD_Mounting_Installation_Guide.pdf/

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EQUIPMENT PACKAGE CONTENTS

The GXV3610_HD/FHD package contains:

- GXV3610_HD/FHD IP Camera
- 12V DC Universal Power Adaptor
- Ethernet Cable
- 1 Hex Key and 4 Screws and Wall Anchors
- Quick Installation Guide

1 x GXV3610_HD/FHD   1 x 12V Power Supply

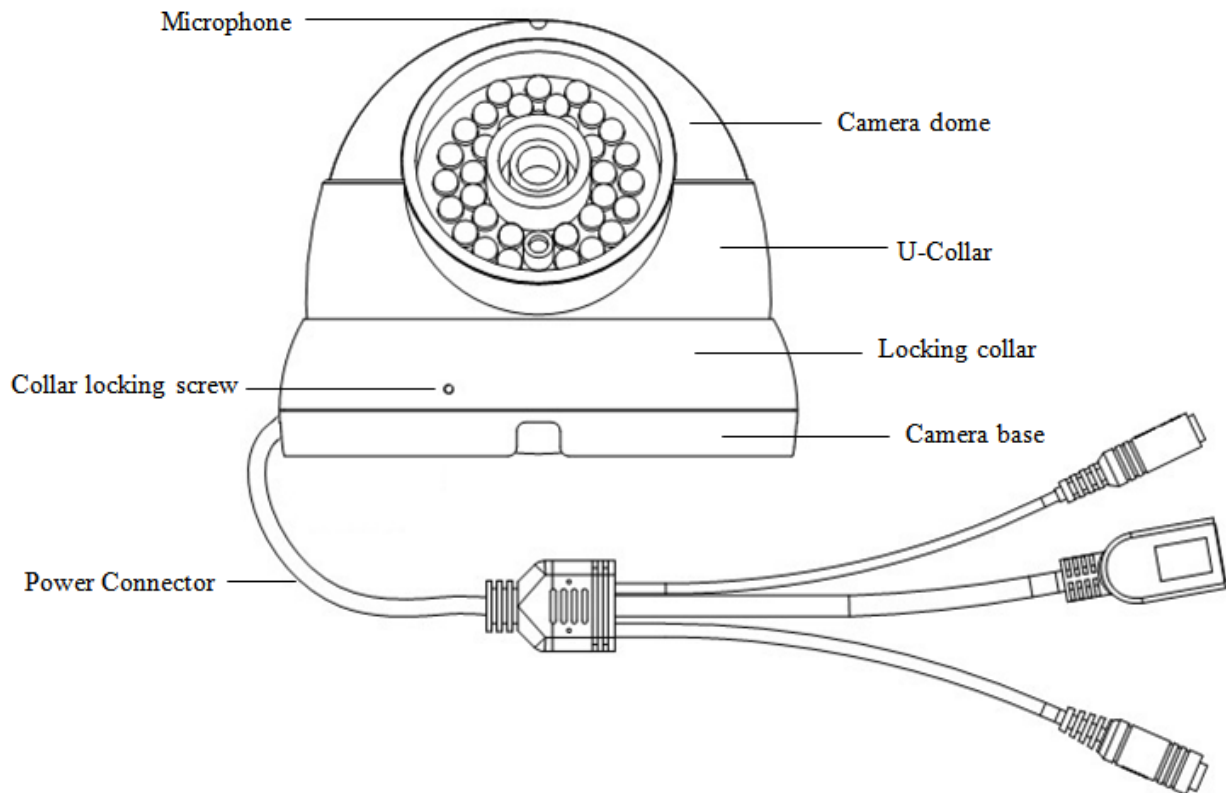1 x Ethernet Cable   4 x Wall Anchors

4 x Screws   1 x Hex Key   1 x Quick Start Guide

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COMPONENT TERMINOLOGY

Microphone — Camera dome — U-Collar — Locking collar — Camera base — Collar locking screw — Power Connector

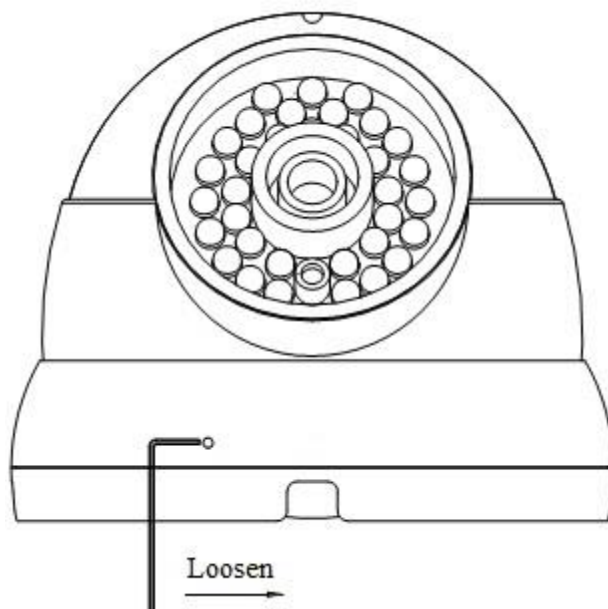www.voipon.co.uk sales@voipon.co.uk Tel: +44 (0)1245 808195 Fax: +44 (0)1245 808299
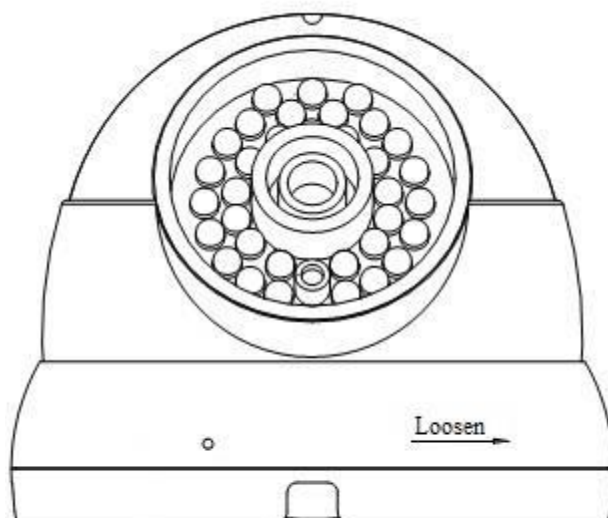
MOUNTING PROCEDURES

Step 1

Take out the device and all the accessories. Refer to equipment package content section for the item list. Use the hex tool to loosen the collar locking screw by turning counter-clockwise for a few turns.
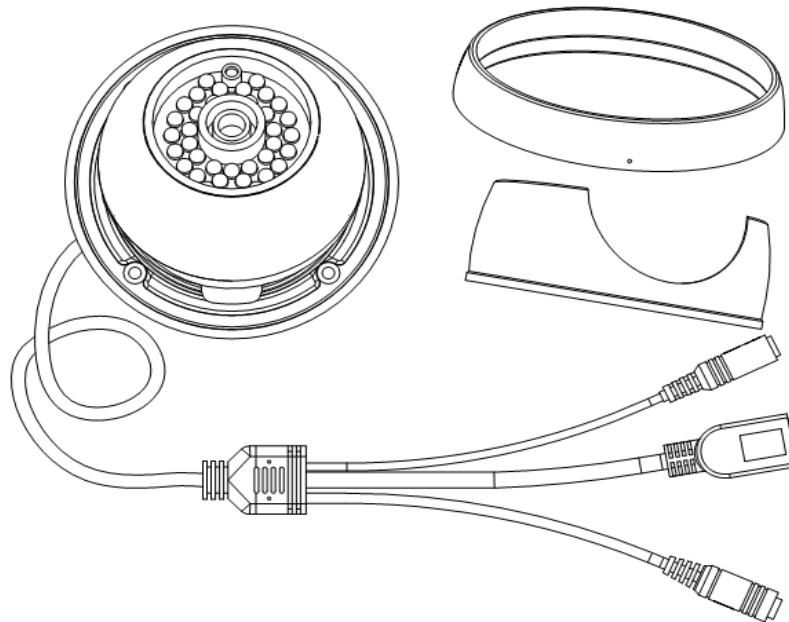**NOTE:** Do not completely remove the screw.

Loosen

Step 2

Loosen the locking collar by turning counter-clockwise.

Loosen

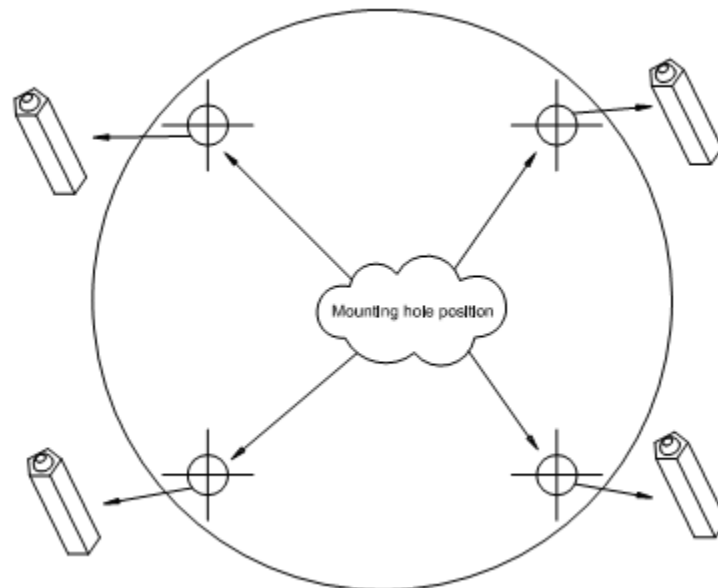www.voipon.co.uk sales@voipon.co.uk   Tel: +44 (0)1245 808195   Fax: +44 (0)1245 808299

Step 3

Separate the U-collar and the locking collar from the camera dome.
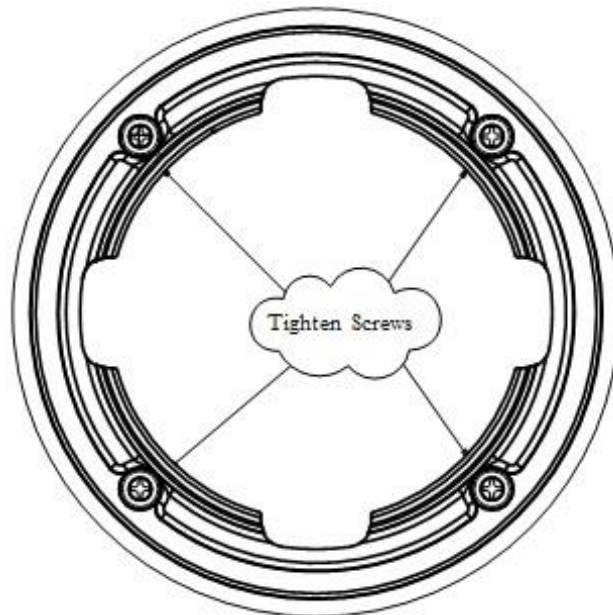

Step 4

Place the mounting template on the desired mounting surface as a reference. If not using wall anchors, please skip this step. If using wall anchors, use a drill to make the hole at the four screw locations to be approximately 7mm and then insert the wall anchor into the hole. Remove template when finished.
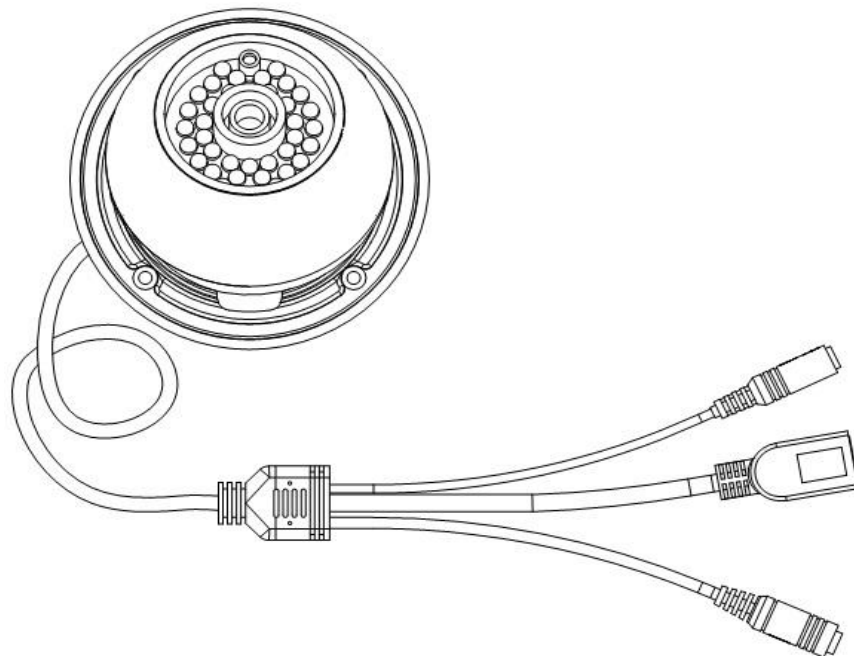

Mounting hole position

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Step 5

Use a Philips screwdriver to secure the four screws for the camera base. **NOTE:** Do not completely tighten the screws in this step. Please make sure there is sufficient space for the power connectors. If the power connectors are going inside the wall, then the screws could be fully secured in this step.
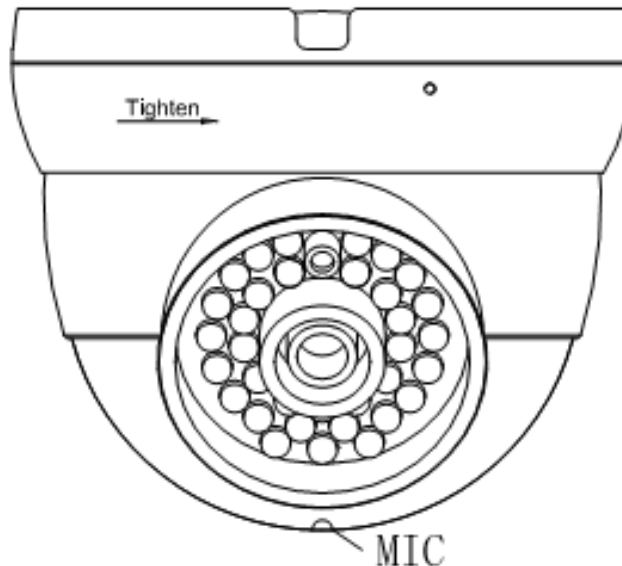

Step 6

Place the power connectors through the slot behind the camera base (or through the wall for in-wall installation) and hold the camera dome on the camera base. After finish positioning the power connectors, tighten the four screws.
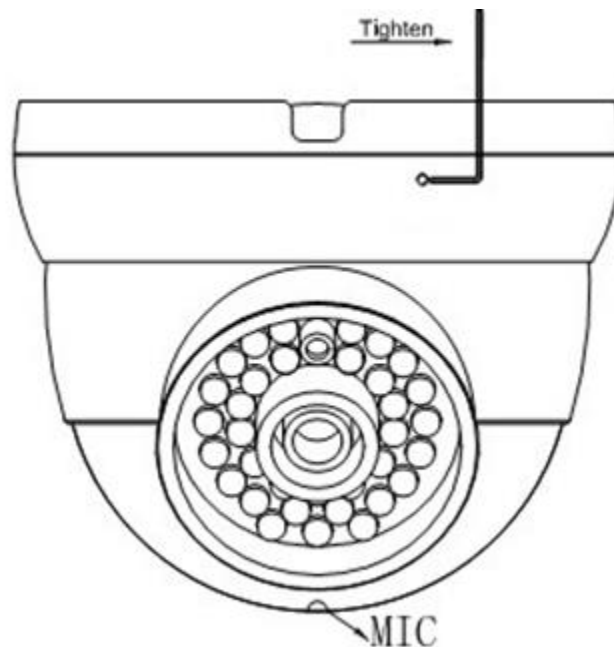
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Step 7

Insert the U-collar follow by the locking collar. Turn the locking collar clockwise for three turns to loosely secure the camera. Adjust the camera to the desired position. Please make sure the microphone is on the bottom of the camera dome to get the correct video orientation. Please also adjust the U-collar so the opening is not blocking the IR LED or light sensor. Fully secure the locking collar when finished.

Step 8

Tighten the collar locking screw with the hex tool by turning clockwise. Mounting is complete.

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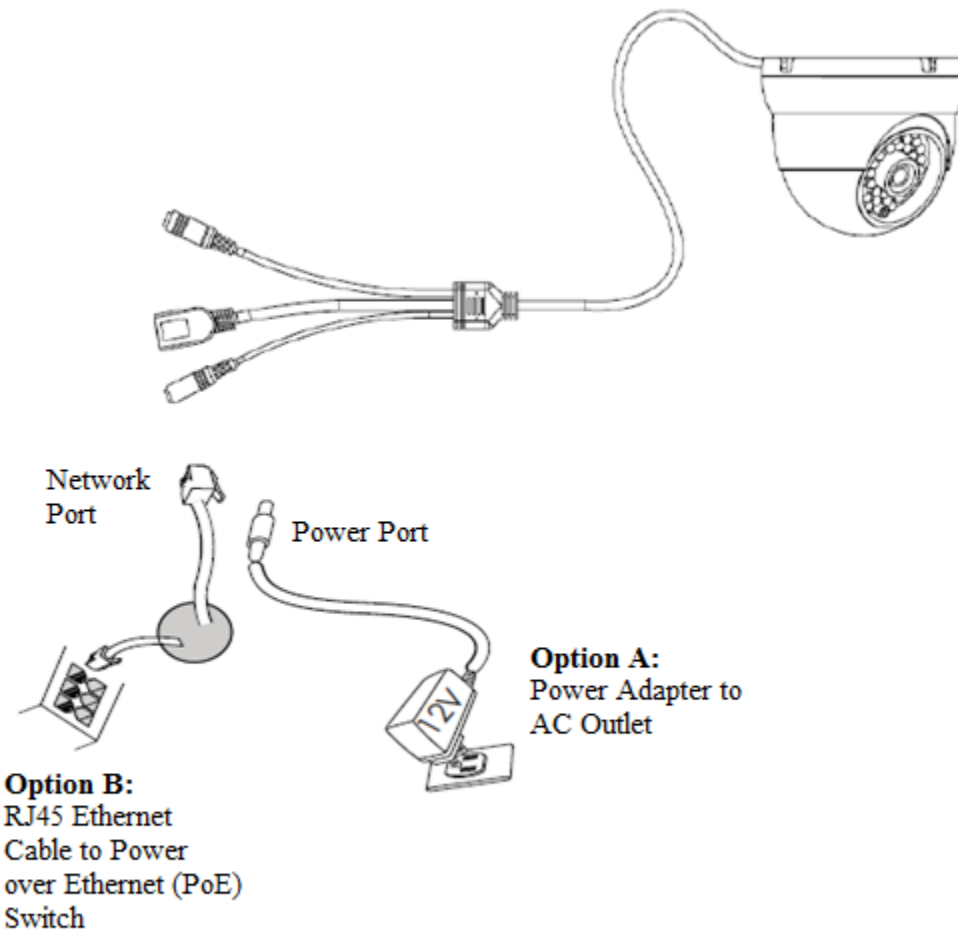
CONNECT YOUR GXV3610_HD/FHD

Using the Power Adapter as power supply

- Connect the RJ-45 Ethernet cable to the NETWORK port of the GXV3610_HD/FHD

- Connect the other end of the RJ-45 cable to your network (switch or router or PC)

- Connect the power supply to the DC 12V power jack on the back of the GXV3610_HD/FHD

Using PoE as power supply

- Connect the RJ-45 Ethernet cable to the NETWORK port of GXV3610_HD/FHD
- Connect the other end of the RJ-45 cable to your PoE switch.

Please refer to following connection diagram to hook up the camera.

Network Port

Power Port

Option A:
Power Adapter to
AC Outlet

Option B:
RJ45 Ethernet
Cable to Power
over Ethernet (PoE)
Switch

Note: Choose Option A if using the power supply or choose Option B if using a
Power over Ethernet (PoE) Switch.

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INSTALLATION GUIDE

Minimum Recommended Computer System Requirement

To install GXV3610_HD/FHD, you have to have a computer, PC recommend.
The minimum recommended PC system requirement listed below:

- Windows XP, Windows Vista, Windows 7 and Windows 8

- CPU: Intel Pentium 4 or higher, 2 GHz

- RAM: 1 GB (4 GB recommended for larger systems)

- Support for DirectX 8.0 and above.

Configure the GXV3610_HD/FHD via Web Browser

The GXV3610_HD/FHD has embedded Web server to respond to HTTP GET/POST requests. Embedded HTML pages allow user to configure the IP camera through Microsoft Internet Explorer (7.0 or above), Firefox and Chrome (plug-in from Grandstream required).

- Download Plug-in from Grandstream website:
  http://www.grandstream.com/products/tools/surveillance/webcontrl_plugin.zip
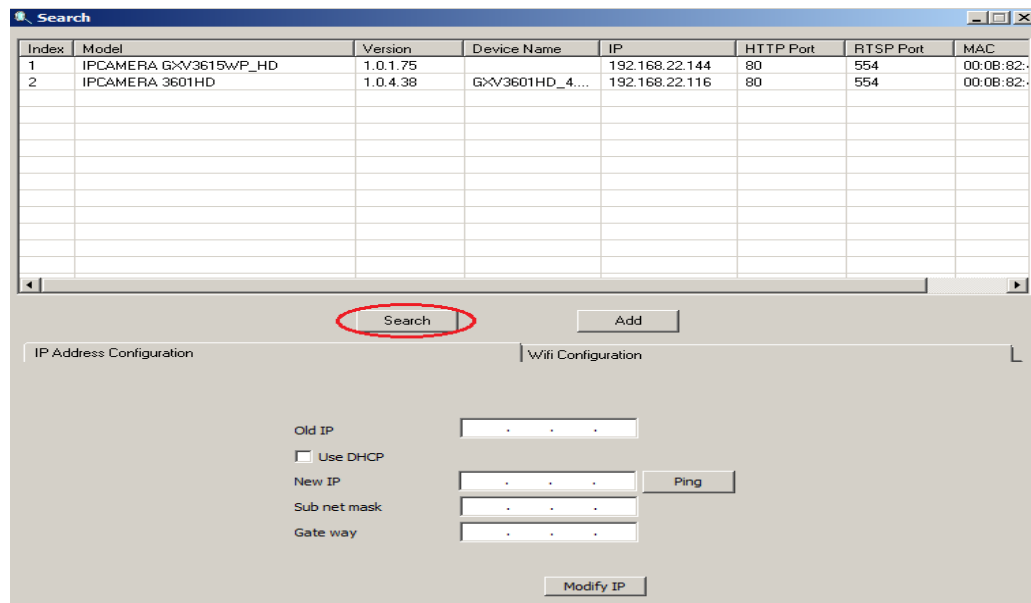
NOTE:

- *Apple Safari is NOT yet supported and status pending.*

- *Please temporarily disable Antivirus or Internet Security Software when download and install the Grandstream Plug-in Software.*

Connect the Camera to network with DHCP server (Recommended)

The GXV3610_HD/FHD by default enabled as DHCP client, it will automatically get IP address from the network with DHCP server running. User can know the IP address assigned to the camera from DHCP server log or using the Grandstream GS_Search tool.

1. Download the GS_Search tool from Grandstream website:

    http://www.grandstream.com/products/tools/surveillance/GS_Search.zip

2. Run the Grandstream GS_Search tool by double click the unzipped "GS_Search.exe".

3. Click on the "Search" button to begin device detection

4. The detected devices will appear in the output field like below

5. Double click the column of the detected camera, the browser will automatically open and link to the device IP and the web configuration page.

6. The browser will ask for plug-in or ActiveX if not installed, otherwise it will get to Home page and start to show the video captured by the camera (by default the camera enabled anonymous access)

7. Click "Configuration", the browser will ask credentials to authorize configuration.

8. Enter the administrator user name and password to access the Web Configuration Interface, the default user name and password are both set to **admin**.

9. In step 6, browser will indicate that "This website wants to install the following add-on: GSViewerX.cab from Grandstream Networks Inc.", allow the installation.

10. The plug-in can be download here:

    http://www.grandstream.com/products/tools/surveillance/webcontrl_plugin.zip
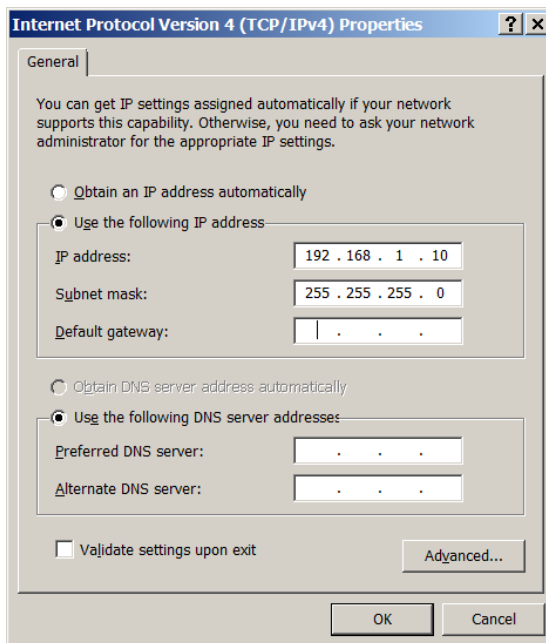
NOTE:
*   *Please temporarily disable Antivirus or Internet Security Software and close all browsers when download and install the Grandstream Plug-in Software.*

Connect to the Camera using Static IP

If no DHCP server in the network, or the camera does not get IP from DHCP server, user can connect the camera to a computer directly, using static IP to configure the camera.

The default IP, if no DHCP server; or DHCP offer time out (3 minutes), is *192.168.1.168*

1. Connect the computer RJ-45 via an Ethernet cable directly to the IP camera GXV3610_HD/FHD.
2. Configure the computer using Static IP: 192.168.1.XXX (1<XXX<255, but NOT 168) and configure the "Subnet mask" to "255.255.255.0". Leave the "Default Gateway" to "Blank" like below:

3. Power on the GXV3610_HD/FHD.
4. Start the browser when the network connection is up.
5. Enter 192.168.1.168 in the address bar of the browser.
6. The browser will ask for plug-in or ActiveX if not installed, otherwise it will get to Home page and start to show the video captured by the camera (by default the camera enabled anonymous access)
7. Click "Configuration", the browser will ask credentials to authorize configuration.
8. Enter the administrator user name and password to access the Web Configuration Interface, the default user name and password are both set to *admin*.
9. The plug-in can be downloaded from here:

    http://www.grandstream.com/products/tools/surveillance/webcontrl_plugin.zip

NOTE:

- *Please temporarily disable Antivirus or Internet Security Software and close all browsers when download and install the Grandstream Plug-in Software.*

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