

XX263-40-00

V9360W-E Network Hemispheric Camera



Vicon Industries Inc.

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Vicon Industries Inc. does not warrant that the functions contained in this equipment will meet your requirements or that the operation will be entirely error free or perform precisely as described in the documentation. This system has not been designed to be used in life-critical situations and must not be used for this purpose.

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Precautions

Read these instructions

Read all the safety and operating instructions before using this product.

Heed all warnings

Adhere to all the warnings on the product and in the instruction manual. Failure to follow the safety instructions given may directly endanger people, cause damage to the system or to other equipment.

Servicing

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

Trademarks

All other names and products used in this manual are registered trademarks of their respective companies.

Liability

Every reasonable care has been taken during the writing of this manual. Please inform your local office if you find any inaccuracies or omissions. The manufacturer will not be held responsible for any typographical or technical errors and reserves the right to make changes to the product and manuals without prior notice.

Hardware Manual

Federal Communications Commission Statement



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.

Warning: Changes or modifications to the equipment that are not expressly approved by the responsible party for compliance could void the user's authority to operate the equipment.

European Community Compliance Statement



This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to European Standard EN 55022 and EN 55024. In a domestic environment, this product may cause radio interference in which cause the user may be required to take adequate measures.

Safety Instructions

Cleaning

Disconnect this product from the power supply before cleaning.

Accessories and Repair Parts

Use only the accessories and repair parts recommended by the manufacturer. Using other attachments not recommended by the manufacturer may cause hazards.

Installation

Install other devices (such as PoE injector, alarm, etc.) that will be used with the camera in a dry place protected from weather.

Servicing

Do not attempt to service this product yourself. Refer all servicing to qualified service personnel.

Damage Requiring Service

Disconnect this product from the power supply immediately and refer servicing to qualified service personnel under the following conditions.

- 1) When the power-supply cord or plug is damaged
- 2) If liquid has been spilled, or objects have fallen into the product.
- 3) If the inner parts of product have been directly exposed to rain or water.
- 4) If the product does not operate normally even by following the operating instructions in this manual. Adjust only those controls that are covered by the instruction manual, as improper adjustment of other controls may result in damage, and will often require extensive work by a qualified technician to restore the product to its normal operation.

Safety Check

Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine if the product is in proper operating condition.

Introduction

The V9360W-E Model



6MP Outdoor Hemispheric Dome with Day/Night, Advanced WDR, ELLS, Fixed lens

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Package Contents

Check if the camera package comes with the following items.

Camera	Cable Gland	Conduit Gland
		
Hexagon Screwdriver	Screw Plugs	Screws for Surface Mount
		
Terminal Block (for Power)	Terminal Block (for DI/DO)	Terminal Block (for Audio In/Out)
		
Quick Installation Guide	Drill Template	
		

IMPORTANT: When the camera is taken out from the box, the lens cover is covered by a thin film. DO NOT remove this film. It is used to protect the lens from scratches or fingerprint marks which may happen during installation. Remove this film only after the camera is securely installed and all connections are complete.

Physical Description



Item		Description
1	Reset Button	Restores the factory default settings of the camera. To reset the camera, while the power is on, press and hold the Reset Button for at least 5 seconds or until the Power LED lights up.
2	Audio Input / Output	Connects to audio input and output devices, such as microphones and speakers. See Connecting Audio In / Out Devices (Optional) on page 27.
3	Ethernet Port	Connects to a network using an Ethernet cable.
4	DC 12V Power Input	In case the camera is connected to a non-PoE (Power over Ethernet) switch, use this connector to connect the camera to an external power adapter. See Connecting a Power Adapter (Optional) on page 22 for information.
5	Memory Card Slot	Insert a memory card (not included) into the slot for local recording purposes. See How to Install / Remove the Memory Card on page 29. NOTE: Supports only microSDHC and microSDXC cards.
6	Digital Input / Output	Connects to digital input or output devices, such as an alarm trigger, panic button, etc. Digital Input (DI) and Digital Output (DO) devices are used in applications like motion detection, event triggering, alarm notifications, etc. See Connecting DI/DO Devices (Optional) on page 24 for information.

Mounting Solutions

There are several mounting options that you can use to install the camera. Select the most suitable solution for your installation environment.

Mount Types	Accessories
Surface Mount	Suitable when mounting the camera on flat and smooth surface, like ceilings or walls. This solution directly installs the camera to the surface without additional accessories. See Installing the Camera on a Surface on page 11 for more information.
Tilted Wall Mount	Suitable when mounting the camera on high walls. The camera can be tilted 10° to capture a larger viewing angle below the camera and less on the ceiling.
Pendant Mount	Suitable when mounting the camera on hard and high ceilings.

NOTE:

- The mounting accessories are not included in the package. Contact your sales representative.

Installing the Camera on a Surface

This section describes the procedures in directly mounting the camera on a flat surface, such as a hard or dropped ceiling and straight or tilted walls.

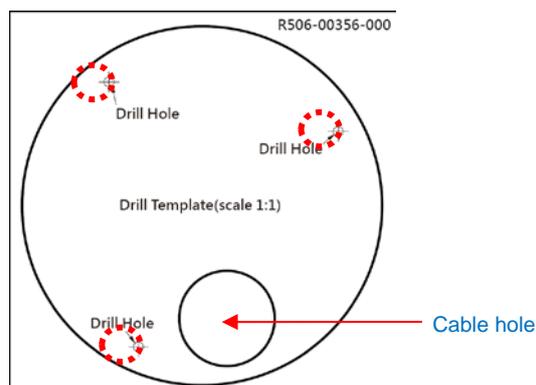
NOTE:

- The following camera images may vary from the actual camera but will be similar.
- Before installation, make sure the wall or the ceiling can bear more than the weight of the camera.

Step 1: Drill the Holes

Before drilling the holes on the ceiling or wall, note the direction of the connectors side of the camera, which is also the opposite side of the camera logo. This influences the camera placement and where you should drill the hole where the cables will pass through or how the cables will go along the ceiling or wall.

1. Attach the supplied drill template on the surface according to the preferred camera orientation.
2. Determine how the cables will be routed: ***pass through the surface*** or ***along the surface***.
 - ***If the cables will pass through the surface***, drill the cable hole and the three (3) screw holes on the surface.



- ***If the cables will be routed along the surface***, just drill the three (3) screw holes on the surface.

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3. Detach the drill template from the surface and insert the plastic plugs into the screw holes.
 - a. Drill the cable hole and the three (3) screw holes on the surface.
 - b. Remove the cap covering the bottom hole of the camera and attach the cap to the side hole to close it. The network cable will pass through the surface and the bottom hole to the camera.
- ***If the cables will be routed along the surface***, skip to the next step.

Step 2: Open the Camera Cover

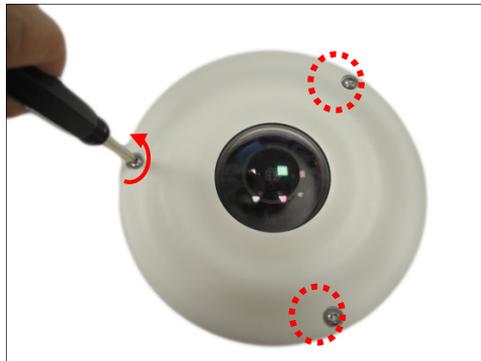
NOTE:

- To avoid scratches or leaving fingerprints on the dome cover, it is recommended to retain the plastic covering the dome cover until the camera is completely installed. However, the plastic has been removed on some of the pictures in this documentation to show clarity of the procedures being described.
- The camera images are for reference only, actual camera may differ.

1. ***If the cables will pass through the surface***, remove the cap covering the bottom hole of the camera and attach the cap to the side hole to close it. The network cable will pass through the surface and the bottom hole to the camera.



2. With the bundled hex screwdriver, loosen the three (3) screws securing the dome cover.



3. Carefully lift to open the cover and place it on the side of the camera.



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NOTE: Do not forcefully lift the cover; it is attached to the camera body with a safety strap.

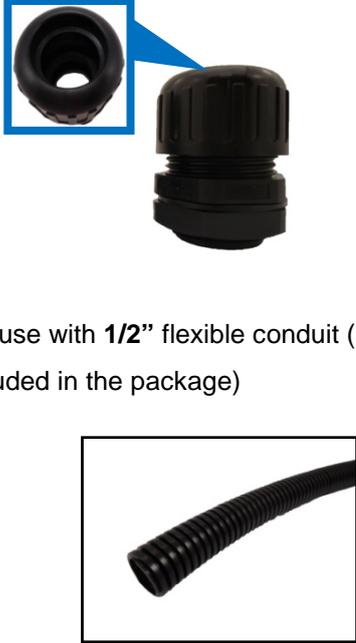
4. If necessary, insert a memory card, with the metallic contacts facing down, into the card slot of the camera. See [How to Insert the Memory Card](#) on page 29.

Step 3: Prepare to Waterproof and Connect the Cable

The camera comes with two (2) glands used for waterproof installation:

- **Cable Gland:** For use with an **Exterior-grade Ethernet cable**. Exterior-grade Ethernet cables are already waterproof. See [Waterproof Solution with Naked Cable](#) on page 15.
- **Conduit Gland:** For use with a flexible conduit. This solution is recommended when an exterior-grade Ethernet cable is not available or other cables, such as power adapter, DI/DO devices, etc. will be connected with the camera. See [Waterproof Solution with Conduit](#) on page 17.

Determine the type of waterproof solution that is applicable to your installation requirements and prepare the necessary accessories or purchase extra materials.

Cable Gland	Conduit Gland
 <p data-bbox="252 1458 746 1536">For use with an Exterior-grade Ethernet cable (not included in the package).</p>	 <p data-bbox="821 1458 1270 1536">For use with 1/2" flexible conduit (not included in the package)</p>

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Waterproof Solution with Naked Cable

This section describes the procedures to waterproof the cabling connections using an exterior-grade Ethernet cable.

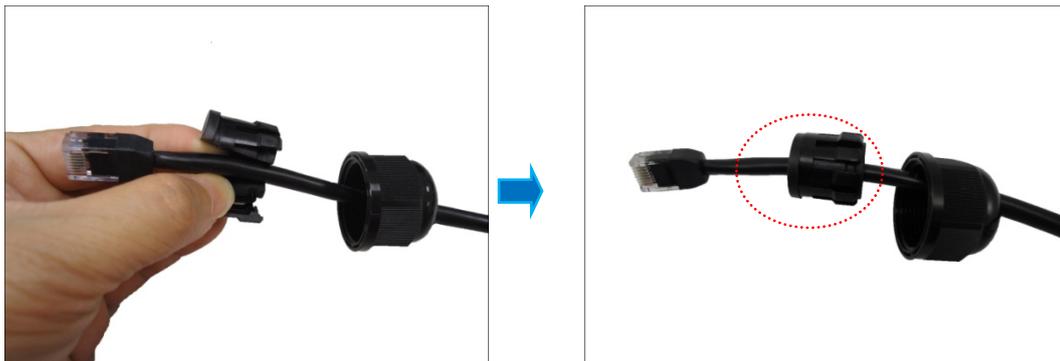
1. Disassemble the cable gland as shown below:



2. Insert the clamping nut into the Ethernet cable.



3. Insert the sealing insert with claw.



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4. Attach the cable gland body to the hole of the camera.



Attach to Camera Side Hole

or



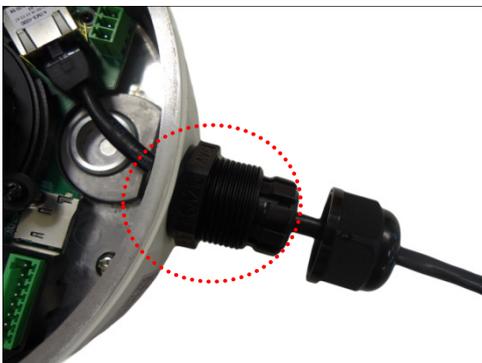
Attach to Camera Bottom Hole

NOTE: The following images are taken using the side hole of the camera; the same procedures apply when using the bottom side hole.

5. **If the cable will be routed along the surface**, mount the camera to the surface first before doing the following cabling procedures. See [Step 4: Install the Camera to the Surface](#) on page 20.
6. Insert the Ethernet cable through the cable gland body and connect it to the Ethernet port of the camera.



7. Insert the claw and rubber insert into the cable gland body and then attach the clamping nut to complete the cable solution.



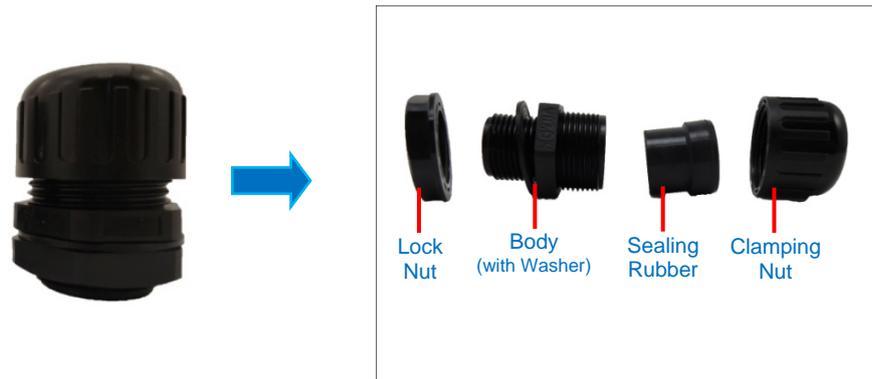
NOTE: Make sure the clamping nut is tightly attached to the cable gland body.

8. Proceed with [Step 4: Install the Camera to the Surface](#) on page 20.

Waterproof Solution with Conduit

This section describes the procedures to waterproof the cabling connections using a flexible conduit with 1/2" trade size (not supplied). This is the recommended solution when connecting an external power adapter, audio in/out, or digital input/output (DI/DO) devices to the camera.

1. Disassemble the cable gland as shown below:



NOTE: In this installation, the conduit gland body can be securely attached to the camera, therefore the use of lock nut is not necessary. Please set the lock nut aside.

2. Pull the Ethernet cable and other cables (if any) through the flex conduit.



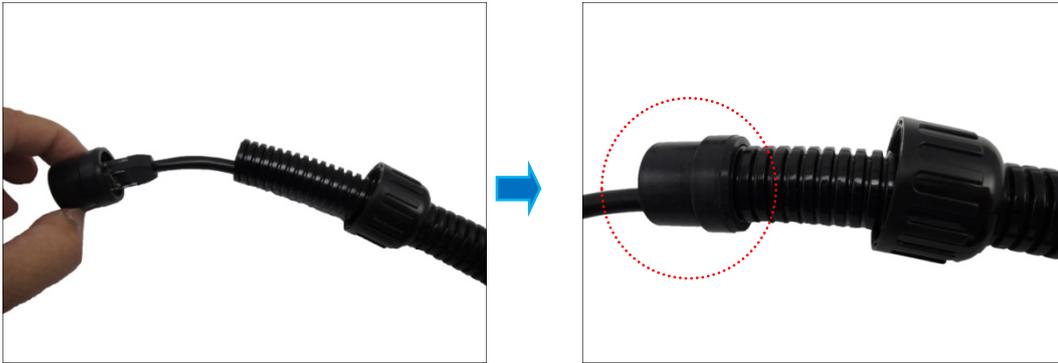
NOTE: To connect an external power adapter, audio in/out, or digital input/output (DI/DO) devices, insert the cables without connectors through the flex conduit together with the Ethernet cable at this point.

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3. Insert the clamping nut through the flex conduit.



4. Insert the sealing rubber and attach it at the end of the flex conduit.



5. Attach the conduit gland body to the hole of the camera.



Attach to Camera Side Hole

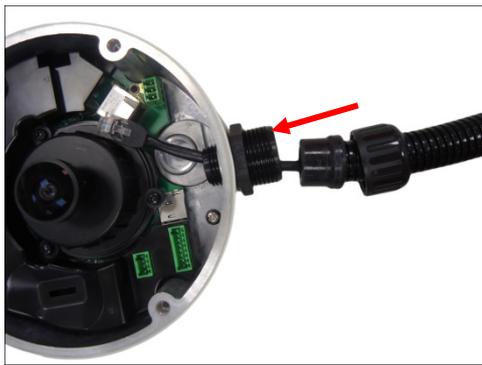
Attach to Camera Bottom Hole

NOTE: The following images are taken using the side hole of the camera; the same procedures apply when using the bottom side hole.

6. ***If the cables will be routed along the surface***, mount the camera to the surface first before doing the succeeding cabling procedures. See [Step 4: Install the Camera to the Surface](#) on page 20.

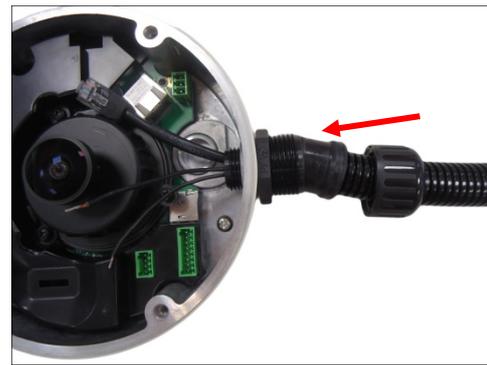
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7. Insert the Ethernet cable and other cables (if any) through the conduit gland body.



Ethernet Cable Only

or

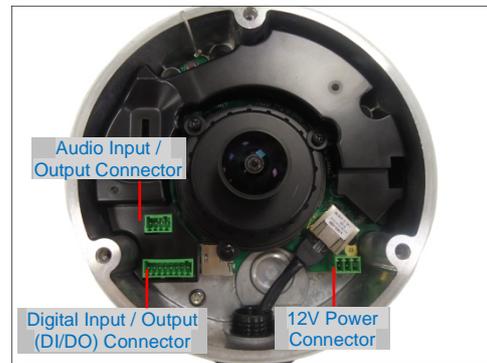


Ethernet and External Power Adapter Cable

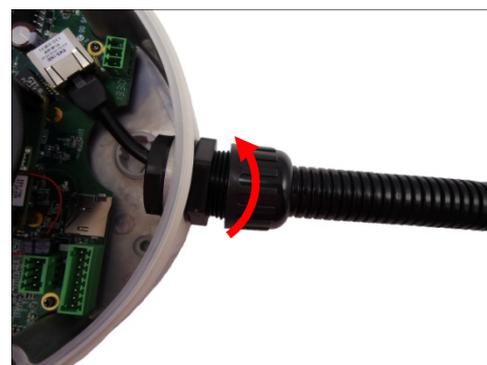
8. Connect the Ethernet cable to the Ethernet port of the camera. If connecting other cables, such as an external power adapter, audio in/out or DI/DO devices, connect the terminal blocks at this point and connect them to the corresponding connectors of the camera (see [Other Connections](#) on page 22 for more information).



or



9. Insert the sealing rubber into the conduit gland body and attach the clamping nut to complete the cable solution.



NOTE: Make sure the clamping nut is tightly attached to the conduit gland body.

10. Proceed with see [Step 4: Install the Camera to the Surface](#) on page 20.

Step 4: Install the Camera to the Surface

Attach the camera to the surface using the three (3) supplied screws. It is recommended to install the camera to the surface with the cable hole facing down to avoid water leaking concerns.



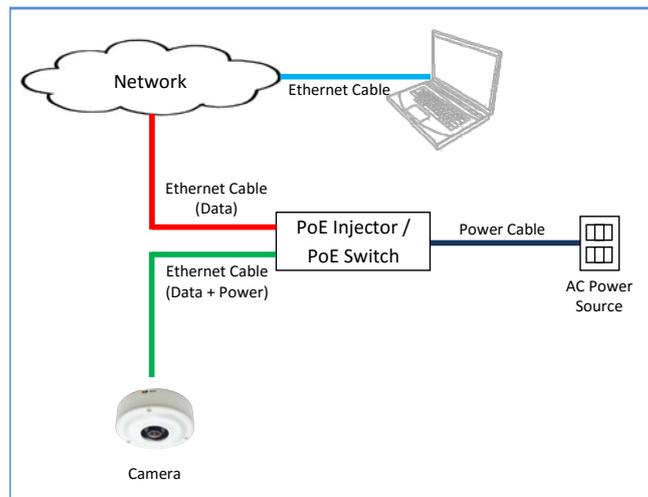
NOTE: Make sure the camera screws have rubber rings. If the screws you received do not have rubber rings, please contact your sales representative.

⚠ CAUTION: *When using electric screwdrivers*, be careful not to touch the internal camera components while attaching the screws. Since electric screwdrivers vary in sizes, speed, and force, they may bruise and damage the internal camera components.

DISCLAIMER: The manufacturer will not be responsible for camera damage caused by improper installations or the misuse of equipment for installation.

Step 5: Connect Camera to Network

Connect the other end of the network cable to a switch or injector. Then connect the switch or injector to a network or PC and a power source. See Power-over-Ethernet (PoE) example connection diagram below.



In case of using a non-PoE switch, power up the camera using a power adapter (not supplied). As needed, power up the other connected devices.

Step 6: Access the Camera Live View

See [Accessing the Camera](#) on page 30 for more information.

Based on the live view, adjust the viewing angle orientation as needed. See [How to Rotate the Viewing Orientation](#) on page 28.

Step 7: Close the Cover

After all adjustments have been made, tighten the three (3) screws to secure the cover.



Other Connections

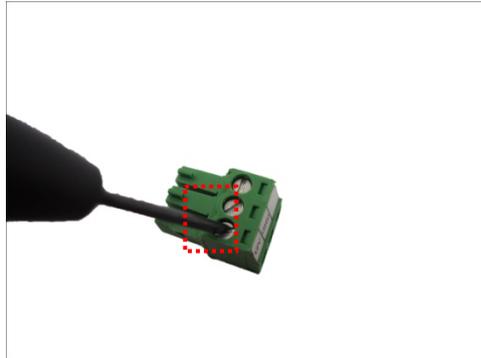
This section describes the procedures in preparing the external devices that you can connect to the camera. The camera supports 12 VDC power input, Digital Input and Output (DI/DO) and Audio Input and Output devices using the bundled terminal blocks. The use of these devices, however, is optional.

Connecting a Power Adapter (Optional)

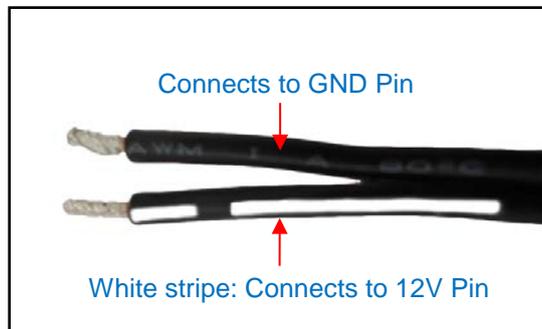
The camera consumes 9.6W power when powered by a Power over Ethernet (PoE) switch that is IEEE802.3af compliant. In case of using a non-PoE switch or your PoE switch has limited power supply, you can purchase a power adapter and directly connect the camera to a power outlet. The power adapter must be connected to the supplied terminal block before use.

To do this, follow the procedures below:

1. Loosen the screws of the **12V** and **GND** pins of the power terminal block.

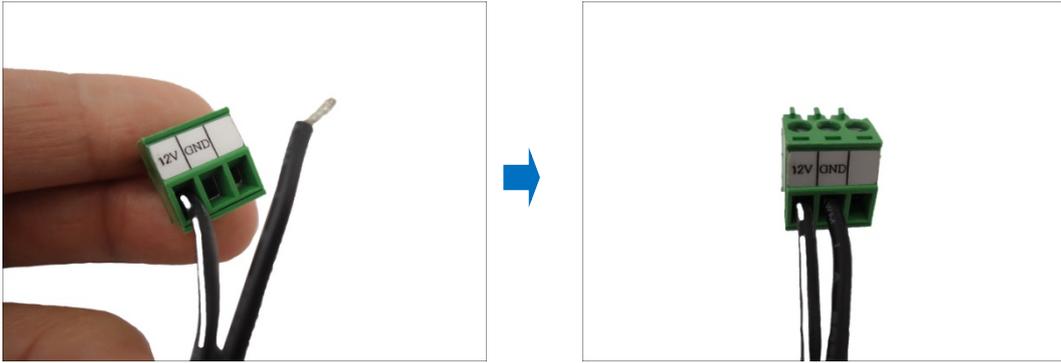


2. Take note that a standard power adapter cable has two (2) different wires:



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3. Connect the wire with the white stripe to the **12V** pin and the other to the **GND** pin.



4. Tighten the screws of the **12V** pin and the **GND** pins to secure the wire connection.



5. Set the prepared power adapter for connection later. Below is an example of a power adapter with an attached terminal block.



NOTE: The power adapter is not bundled in the package.

Connecting DI/DO Devices (Optional)

Depending on your surveillance needs, you may connect digital input or output devices to your camera to trigger events or notifications.

Digital Input (DI) devices can be used to notify the camera about an activity in the camera site. DI can be triggers of events. For example, you can connect a “panic button” to the camera, so when the panic button is pressed, the alarm signal will be sent through the camera. Other common DI device applications are emergency button, smoke detector, passive infrared sensor, etc.

Digital Output (DO) devices are external devices that are activated by the camera upon an event inside the camera. For example, you can connect an “alarm horn” to the camera, so when an event occurs inside the camera (e.g., detected intruder), the alarm horn will sound. Other common DO device applications are motion-triggered lights, electric fence, magnetic door locks, etc.

You can connect up to two DI and two DO devices to your camera.

Press and hold the orange tab as you insert the wire through the pin slot, then release the orange tab to secure the wire.



To connect input devices (DI), map the pins to one of the pin combinations below:

Device	Pin	Mapping Instructions
Digital Input 1 (DI1)	GND	Connect the wires of the first input device to GND and DI1 .
	DI1	
Digital Input 2 (DI2)	GND	Connect the wires of the second input device to GND and DI2 .
	DI2	

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To connect output devices (DO), map the pins to one of the pin combinations below:

Device	Pin	Mapping Instructions
Digital Output 1 (DO1)	12V	Connect the wires of the first output device to 12V and DO1 .
	DO1	
Digital Output 2 (DO2)	12V	Connect the wires of the second output device to 12V and DO2 .
	DO2	

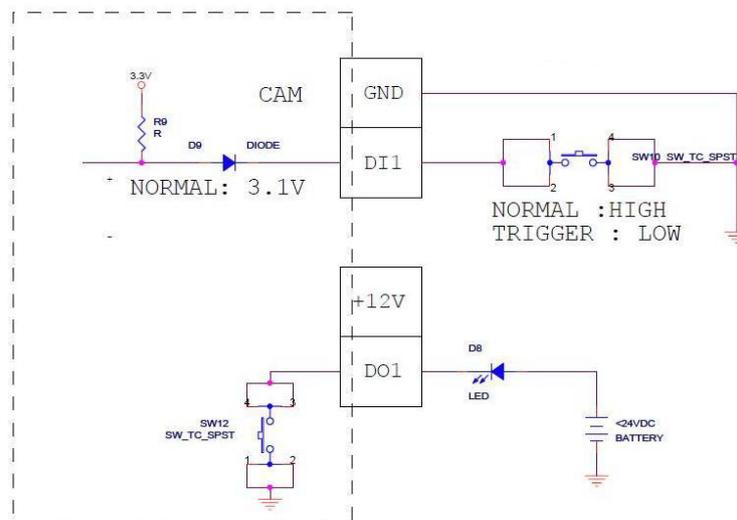
The table below shows the DI/DO connection specifications:

Device			
DI	Connection design		TTL - compatible logic levels
	Voltage	To trigger (low)	Logic level 0: 0V ~ 0.4V
		Normal (high)	Logic level 1: 3.1V ~ 30V
	Current		10mA ~ 100mA
DO	Connection design		Transistor (Open Collector)
	Voltage & Current		< 24V DC, < 50mA

Typical Connection

Based on these specifications, if the DI device has a voltage of 0V ~ 30V or the DO device has a voltage of < 24V (<50mA), then the camera can supply internal power to these devices and there is no need to connect the DI/DO device to an external power source.

In this case, wire connection to **GND** and **DI1** pins to connect a DI device and use the **12V** and **DO1** pins to connect a DO device. See wiring scheme below:

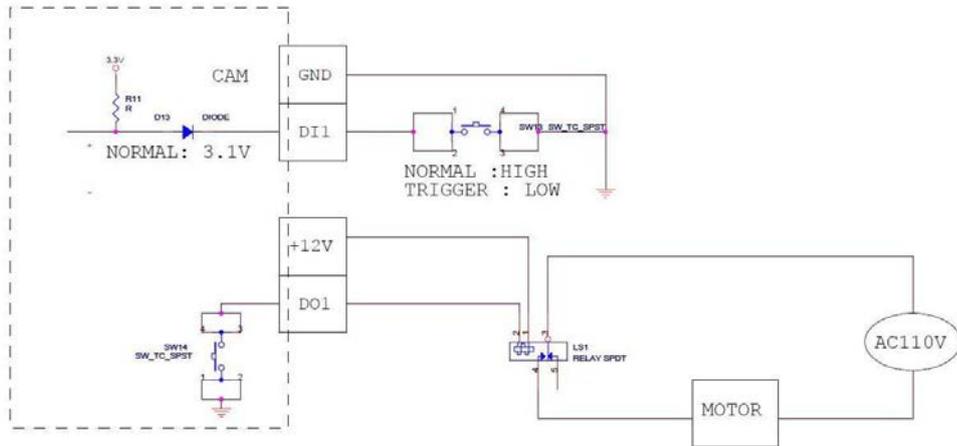


Consequently, wire the connection to **GND** and **DI2** to connect a second DI or to **12V** and **DO2** to connect a second DO device.

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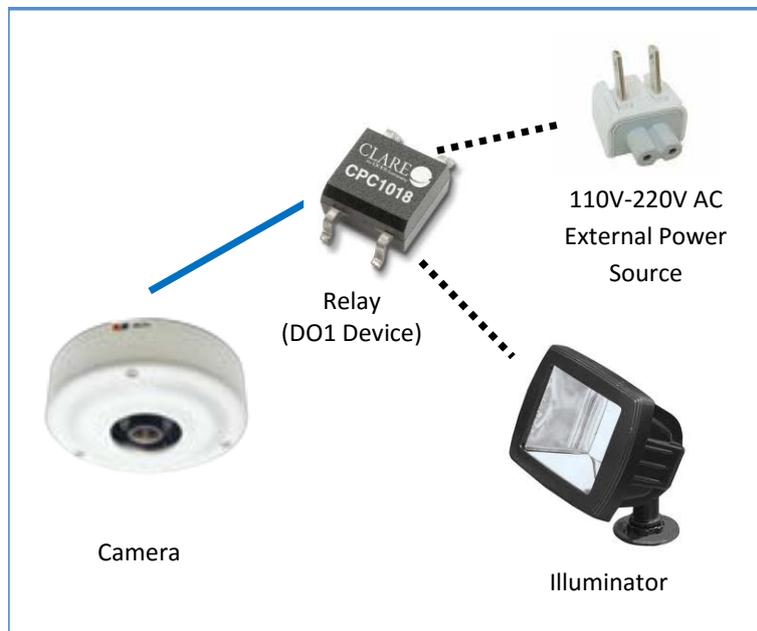
High Voltage DO Device Connection

Even though the camera provides 12V power, this may not be enough for some high voltage DO devices, such as a ceiling light or a motor that opens or closes a gate. In this case, there is a need to connect an external relay. See wiring scheme below:



Note that when choosing an appropriate relay, please refer to its specifications and make sure they match the above design. The triggering circuit voltage has to be around 12 VDC and the switch-controlled circuit voltage has to match the external power supply (e.g. 110V AC or 220V AC).

The illustration below is a graphic example of connecting a relay to a high voltage DO device.



Connecting Audio In/Out Devices (Optional)

Depending on your surveillance needs, you may connect audio input or output device, such as an active microphone or speaker, to your camera. In this case, you need to connect the audio input/output device to the supplied audio terminal block.



To connect audio input / output devices, map the pins to one of the pin combinations below:

Device	Pin	Mapping Instructions
Audio Output	GND	Connect the wires of the audio output device to GND and AUDIO.OUT .
	AUDIO.OUT	
Audio Input	GND	Connect the wires of the audio input device to GND and AUDIO.IN .
	AUDIO.IN	

Press and hold the orange tab as you insert the wire through the pin slot, then release the orange tab to secure the wire.

Other Adjustments and Accessories

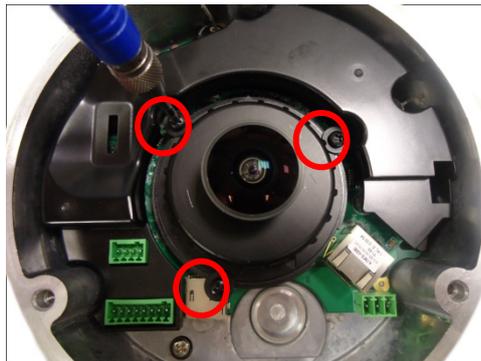
How to Rotate the Viewing Orientation

The viewing orientation of the camera is indicated by the arrow as shown below.



To change the orientation, do the following steps:

1. Slightly loosen the three (3) screws securing the lens module.



2. Turn the lens module according to the preferred orientation.



3. Tighten the three (3) screws to fix its position.

How to Install/Remove the Memory Card

The camera supports local video recording to a memory card (not supplied).

NOTE: Camera supports microSDHC and microSDXC cards.

How to Insert the Memory Card

1. Open the dome cover.
2. Insert the memory card with the metal contacts facing down the camera.



3. Push the card until it clicks into place.

Once inserted, make sure to access the camera Web Configurator and “mount” the card to prepare the card for local recording. Refer to the camera Firmware User’s Manual for more information.

How to Remove the Memory Card

In case there is a need to remove the card, make sure to access the camera Web Configurator to safely “unmount” the card first (see the camera Firmware User’s Manual for more information). Once unmounted from the firmware, push the card to eject it from the slot.

Accessing the Camera

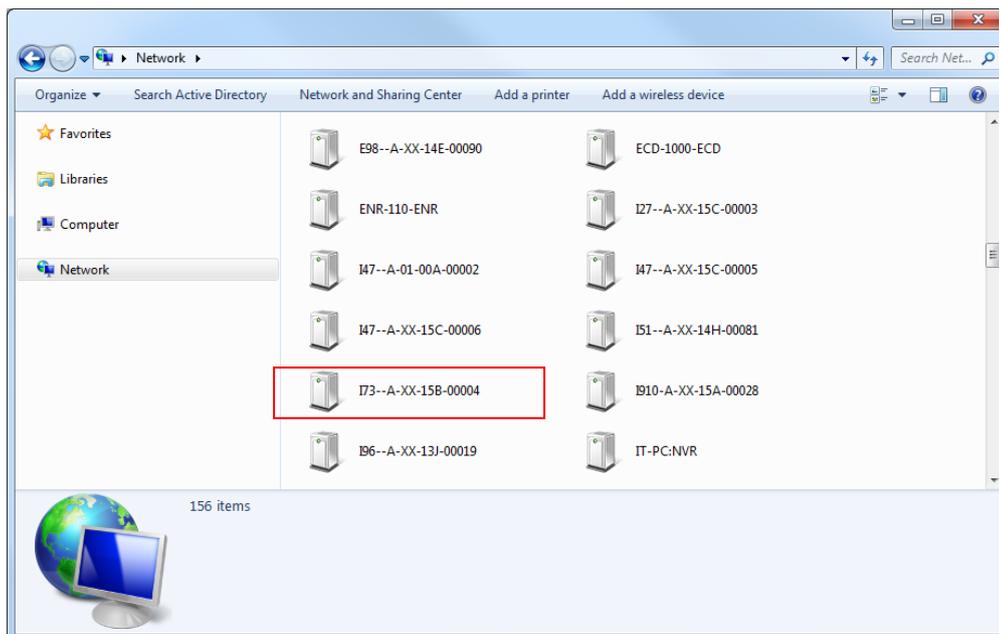
Configure the IP Addresses

In order to be able to communicate with the camera from your PC, both the camera and the PC have to be within the same network segment. In most cases, it means that they both should have very similar IP addresses, where only the last number of the IP address is different from each other. There are 2 different approaches to IP Address management in Local Area Networks – by DHCP Server or Manually.

Using DHCP server to assign IP addresses

If you have connected the computer and the camera into the network that has a DHCP server running, then you do not need to configure the IP addresses at all – both the camera and the PC would request a unique IP address from the DHCP server automatically. In such case, the camera will immediately be ready for the access from the PC. The user, however, might not know the IP address of the camera yet. It is necessary to know the IP address of the camera in order to access it using a Web browser.

The quickest way to discover the cameras in the network is to use the simplest network search, built in the Windows system; by just pressing the “Network” icon, all the cameras of the local area network will be discovered by Windows, thanks to the UPnP function support of the camera. In the example below, the camera that has just been connected to the network is successfully found.



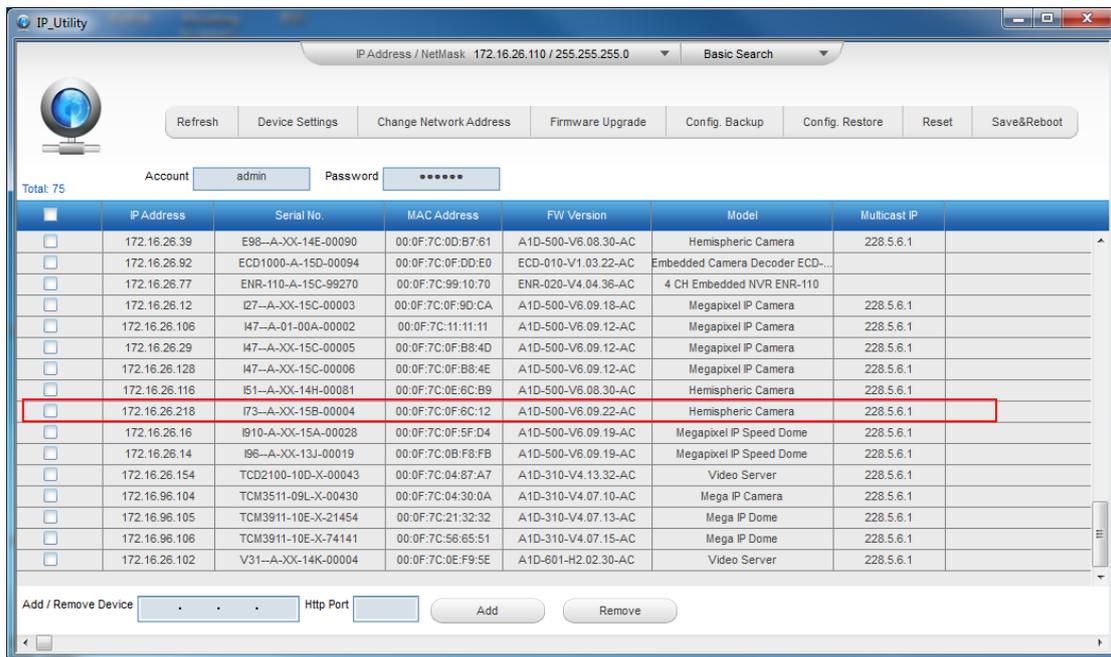
Double-click the mouse on the camera model name; the default browser of the PC is automatically

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launched and the IP address of the target camera is already filled in the address bar of the browser.

There is even a better way to discover the cameras in the network – by using **IP Utility**. The IP Utility is a light software tool that can not only discover the cameras, but also list lots of valuable information, such as IP and MAC addresses, serial numbers, firmware versions, etc., and allows quick configuration of multiple devices at the same time.

Search and download IP Utility on the website. When you launch IP Utility, the list of connected cameras in the network will be shown. See sample illustration below:



You can quickly notice the camera model in the list. Click on the IP address to automatically launch the default browser of the PC with the IP address of the target camera already filled in the address bar of the browser.

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Use the default IP address of the camera

If there is no DHCP server in the given network, the user may have to manually assign the IP addresses to both the PC and the camera to make sure they are in the same network segment.

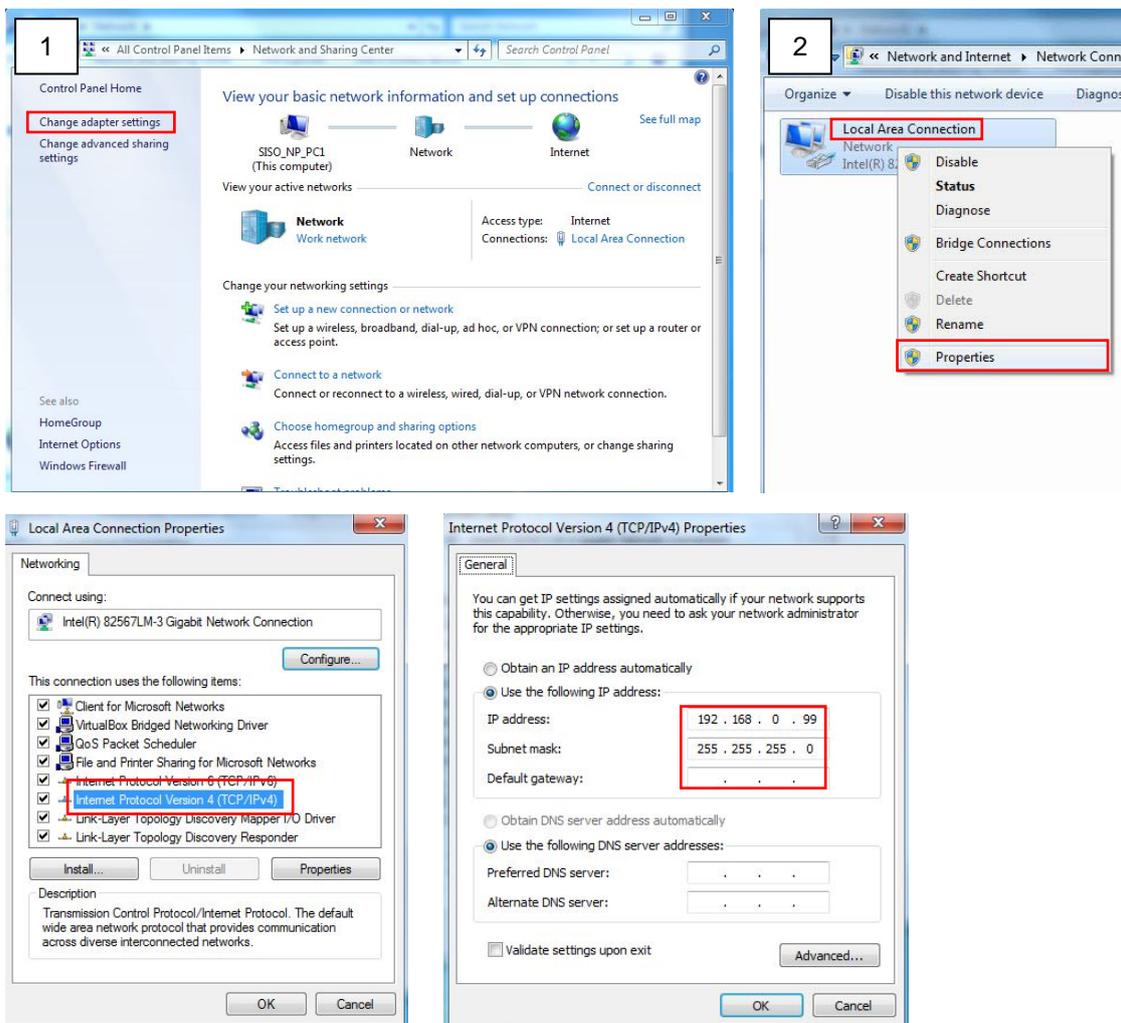
When the camera is plugged into the network and it does not detect any DHCP services, it will automatically assign itself a default IP:

192.168.0.100

The default port number would be **80**. In order to access that camera, the IP address of the PC has to be configured to match the network segment of the camera.

Manually adjust the IP address of the PC

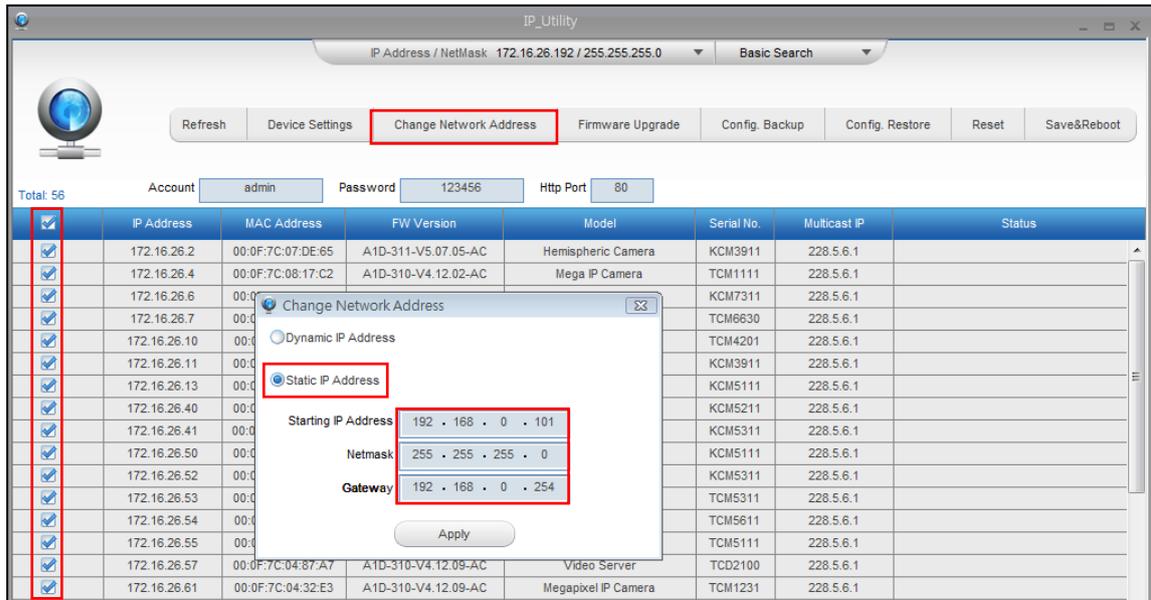
In the following example, based on Windows 7, we will configure the IP address to **192.168.0.99** and set Subnet Mask to **255.255.255.0** by using the steps below:



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Manually adjust the IP addresses of multiple cameras

If there are more than one camera to be used in the same local area network and there is no DHCP server to assign unique IP addresses to each of them, all of the cameras would then have the initial IP address of **192.168.0.100**, which is not a proper situation for network devices – all the IP addresses have to be different from each other. The easiest way to assign cameras the IP addresses is by using **IP Utility**:



With the procedure shown above, all the cameras will have unique IP addresses, starting from 192.168.0.101. In a case where 20 cameras are selected, the last one of the cameras would have the IP 192.168.0.120.

Later, by pressing the “Refresh” button of the IP Utility, you will be able to see the list of cameras with their new IP addresses.



Please note that it is also possible to change the IP addresses manually by using the Web browser. In such case, please plug in only one camera at a time and change its IP address by using the Web browser before plugging in the next one. This way, the Web browser will not be confused about two devices having the same IP address at the same time.

Access the Camera

Now that the camera and the PC are both have their unique IP addresses and are under the same network segment, it is possible to use the Web browser of the PC to access the camera.

You can use **any of the browsers** to access the camera, however, the full functionality is provided only for **Microsoft Internet Explorer**.

The browser functionality comparison:

Functionality	Internet Explorer	Other browsers
Live Video	Yes	Yes*
Live Video Area Resizable	Yes	No
PTZ Control	Yes	Yes
Capture the snapshot	Yes	Yes
Video overlay based configuration (Motion Detection regions, Privacy Mask regions)	Yes	No
All the other configurations	Yes	Yes

* When using non-Internet Explorer browsers, free third-party software plug-ins must be installed to the PC first to be able to get the live video feed from the camera:

Browser	Required Plug-In
Safari	QuickTime (http://www.apple.com/quicktime/download/)
Other non-Internet Explorer browsers	Basic VLC Media Player (http://www.videolan.org)

***Disclaimer Notice:** Vicon does not guarantee the compatibility of its cameras with VLC player or QuickTime, since these are third party softwares. The third party has the right to modify their utility any time, which might affect the compatibility. In such cases, please use Internet Explorer browser.*

When using Internet Explorer browser, the ActiveX control for video stream management will be downloaded from the camera directly – the user just has to accept the use of such control when prompted so. No other third party utilities are required to be installed in such case.

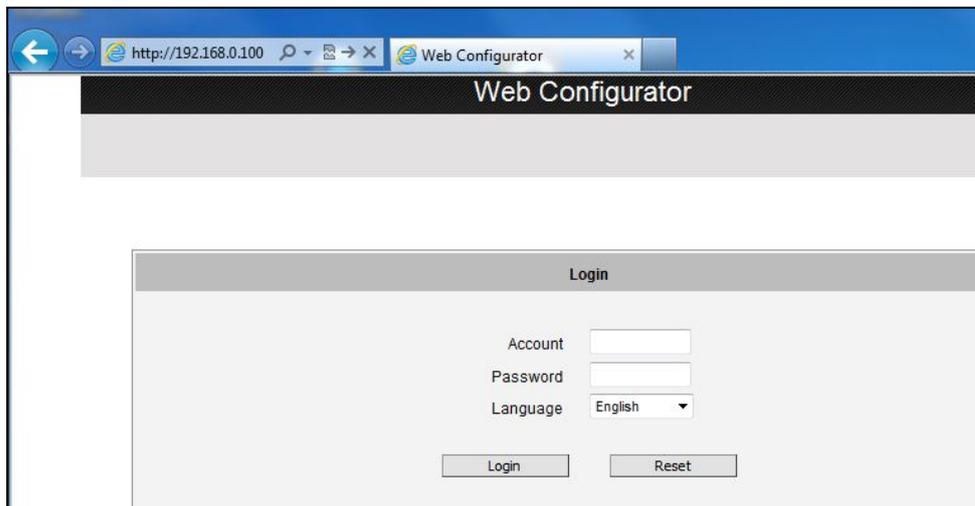
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The examples in this manual are based on Internet Explorer browser in order to cover all functions of the camera.

Assuming that the camera's IP address is **192.168.0.100**, you can access it by opening the Web browser and typing the following address into Web browser's address bar:

http://192.168.0.100

Upon successful connection to the camera, the user interface called **Web Configurator** would appear together with the login page. The HTTP port number was not added behind the IP address since the default HTTP port of the camera is 80, which can be omitted from the address for convenience.



Before logging in, you need to know the factory default Account and Password of the camera.

Account: **Admin**

Password: **123456**

For further operations, please refer to the **Firmware User Manual**.

Shipping Instructions

Use the following procedure when returning a unit to the factory:

1. Call or write Vicon for a Return Authorization (R.A.) at one of the locations listed below. Record the name of the Vicon employee who issued the R.A.

Vicon Industries Inc.

135 Fell Court

Hauppauge, NY 11788

Phone: 631-952-2288; Toll-Free: 1-800-645-9116; Fax: 631-951-2288

For service or returns from countries in Europe, contact:

Vicon Industries Ltd

Unit 4, Nelson Industrial Park,

Hedge End, Southampton

SO30 2JH, United Kingdom

Phone: +44 (0)1489/566300; Fax: +44 (0)1489/566322

2. Attach a sheet of paper to the unit with the following information:
 - a. Name and address of the company returning the unit
 - b. Name of the Vicon employee who issued the R.A.
 - c. R. A. number
 - d. Brief description of the installation
 - e. Complete description of the problem and circumstances under which it occurs
 - f. Unit's original date of purchase, if still under warranty
3. Pack the unit carefully. Use the original shipping carton or its equivalent for maximum protection.
4. Mark the R.A. number on the outside of the carton on the shipping label.

Vicon Standard Equipment Warranty

Vicon Industries Inc. (the "Company") warrants your equipment to be free from defects in material and workmanship under Normal Use from the date of original retail purchase for a period of three years, with the following exceptions:

1. All IQEYE Cameras: Two years if purchased before 1/1/2011.
2. Alliance-mini (IQD3xx), Alliance-mx (IQMxxx) and 3 Series (IQ03xx): Five years if purchased between 1/2/2011 – 12/31/2014.
3. Alliance-Pro (IQA3xx): Five years if purchased between 3/2/2012 – 12/31/2014. Three years if the motorized lens (IQA3xx-A3) option.
4. Access Control System Components: Two year from date of original retail purchase.
5. Uninterruptible Power Supplies: Two years from date of original retail purchase.
6. VDR-700 Recorder Series: One year from date of original retail purchase.
7. V5616MUX: One year from date of original retail purchase.
8. Arecont Cameras: One year from date of original retail purchase.
9. FMC series fiber-optic media converters and associated accessories: Lifetime warranty.
10. For PTZ cameras, "Normal Use" excludes prolonged use of lens and pan-and-tilt motors, gear heads, and gears due to continuous use of "autopan" or "tour" modes of operation. Such continuous operation is outside the scope of this warranty.
11. Any product sold as "special" or not listed in Vicon's commercial price list: One year from date of original retail purchase.

NOTE:

- If the product is to be used outdoors or in dusty, humid, or other hostile environments, it must be suitably protected.
- Camera products must be protected, whether in use or not, from exposure to direct sunlight or halogen light as the light may damage the camera image sensor. This applies to both indoor and outdoor use of the cameras.
- For camera products supplied without a lens, extreme care should be used when mounting a lens on these products. Damage to the product due to incorrectly mounted lenses will invalidate this limited hardware warranty.
- Failure to comply with any of the aforementioned requirements will invalidate this Limited Hardware Warranty.

Date of retail purchase is the date original end-user takes possession of the equipment, or, at the sole discretion of the Company, the date the equipment first becomes operational by the original end-user.

The sole remedy under this Warranty is that defective equipment be repaired or (at the Company's option) replaced, at Company repair centers, provided the equipment has been authorized for return by the Company, and the return shipment is prepaid in accordance with policy. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer. When a

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product or part is exchanged the replacement hardware becomes the property of the original purchaser and all hardware or part thereof that is replaced shall become the property of Vicon.

The warranty does not apply (a) to faulty and improper installation, maintenance, service, repair and/or alteration in any way that is not contemplated in the documentation for the product or carried out with Vicon consent in writing, operation adjustments covered in the operating manual for the product or normal maintenance, (b) to cosmetic damages, (c) if the product is modified or tampered with, (d) if the product is damaged by acts of God, misuse, abuse, negligence, accident, normal wear and tear and deterioration, improper environmental conditions (including, but not limited to, electrical surges, water damage, chemical exposure, an/or heat/cold exposure) or lack of responsible care, (e) if the product has had the model or serial number altered, defaced or removed, (f) to consumables (such as storage media or batteries) (g) to products that have been purchased "as is" and Vicon the seller or the liquidator expressly disclaim their warranty obligation pertaining to the product, (h) to any non-Vicon hardware product or any software (irrespective of packaged or sold with Vicon hardware product) and Vicon products purchased from an unauthorized distributor/reseller, (i) to damage that occurs in shipment or (j) to damages by any other causes not related to defective design, workmanship and/or materials.

The warranty for the products shall run from Vicon to End User customers only (including product purchased through authorized partners and resellers). Vicon is not obligated under any circumstances to honor warranties on product(s) purchases from internet auction sites including eBay, uBid or from any other unauthorized resellers. Except as explicitly provided herein, Vicon disclaims all other warranties, including the implied warranties of fitness for a particular purpose and merchantability.

Software supplied either separately or in hardware is furnished on an "As Is" basis. Vicon does not warrant that such software shall be error (bug) free. Software support via telephone, if provided at no cost, may be discontinued at any time without notice at Vicon's sole discretion. Vicon reserves the right to make changes to its software in any of its products at any time and without notice.

The Warranty and remedies provided above are exclusive and in lieu of all other express or implied warranties including, but not limited to, the implied warranties of merchantability or fitness for a particular purpose. Certain jurisdictions do not allow the exclusion of implied warranties. If laws under such jurisdictions apply, then all express and implied warranties are limited to the warranty period identified above. Unless provided herein, any statements or representations made by any other person or firm are void. Except as provided in this written warranty and to the extent permitted by law, neither Vicon nor any affiliated shall be liable for any loss, (including loss of data and information), inconvenience, or damage, including, but not limited to, direct, special, incidental or consequential damages, resulting from the use or inability to use the Vicon product, whether resulting from breach of warranty or any other legal theory. Notwithstanding the foregoing, Vicon total liability for all claims under this warranty shall not exceed the price paid for the product. These

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limitations on potential liabilities have been an essential condition in setting the product.

No one is authorized to assume any liability on behalf of the Company, or impose any obligations on it in connection with the sale of any Goods, other than that which is specified above. In no event will the Company be liable for indirect, special, incidental, consequential, or other damages, whether arising from interrupted equipment operation, loss of data, replacement of equipment or software, costs or repairs undertaken by the Purchaser, or other causes.

This warranty applies to all sales made by the Company or its dealers and shall be governed by the laws of New York State without regard to its conflict of laws principles. This Warranty shall be enforceable against the Company only in the courts located in the State of New York.

The form of this Warranty is effective August 1, 2015.

THE TERMS OF THIS WARRANTY APPLY ONLY TO SALES MADE WHILE THIS WARRANTY IS IN EFFECT. THIS WARRANTY SHALL BE OF NO EFFECT IF AT THE TIME OF SALE A DIFFERENT WARRANTY IS POSTED ON THE COMPANY'S WEBSITE, *WWW.VICON-SECURITY.COM*. IN THAT EVENT, THE TERMS OF THE POSTED WARRANTY SHALL APPLY EXCLUSIVELY.

Vicon Industries Inc.

For office locations, visit the website:

www.vicon-security.com