
Indoor/Outdoor Turret Camera (ADC-VC836) Installation Guide

Pre-setup checklist

- ADC-VC836 camera (included)
- AC power adapter (required for non-PoE connections)
- Broadband (Cable, DSL or Fiber Optic) Internet connection with router
- A computer or mobile device with Internet access
- An Ethernet / Cat5 cable
- Login and Password for the Alarm.com account to which you will add the camera

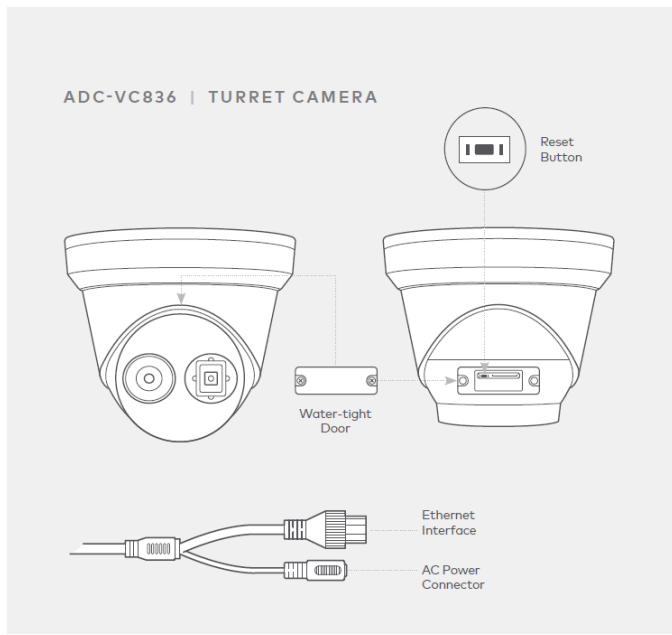
For a detailed list of this video device's features, see [Indoor/Outdoor Turret Camera \(ADC-VC836\) Data Sheet](#).

Add the camera to an Alarm.com account

Complete these steps prior to installing the camera in its final location.

1. Connect the camera to the router via an Ethernet cable. For more information about connecting video devices using PoE, see [Connect a video device using Power-Over-Ethernet \(PoE\)](#).
2. If the Ethernet connection does not provide power, connect the camera to the optional AC power adapter (sold separately) and plug the adapter into a non-switched outlet.
3. Wait a few minutes for the camera to connect to the Internet.
4. Add the device to the account by selecting the account in the MobileTech app, by using the Customer app Video Installation Wizard, or by using a web browser and entering the following web address: www.alarm.com/addcamera (you will need the customer's user name and password if using the Customer Website or app).
5. Follow the on-screen instructions to add and set up the video device. For more information about adding a camera to an account, see [Enroll the video device to the customer account](#).
6. Once the camera is enrolled on the account, power down the camera and install it in its final location using the included hardware.





Troubleshooting

If you have issues connecting the camera to the account, power cycle the camera and try again.


If issues persist, reset the camera to factory defaults by following these steps:

- Disconnect the camera from the power supply.
- Use a Phillips-head screwdriver to remove the water-tight door (see diagram) and locate the Reset button.
- Press and hold the Reset button while reconnecting power. Continue to hold the Reset button for 10 seconds.

Questions?

Visit the [Alarm.com Support Center](#).

Additional resources

 Enroll in the [Video as a Service 201](#) training course today! For more information on accessing Academy Training, see [How can I access the Training Center?](#)

