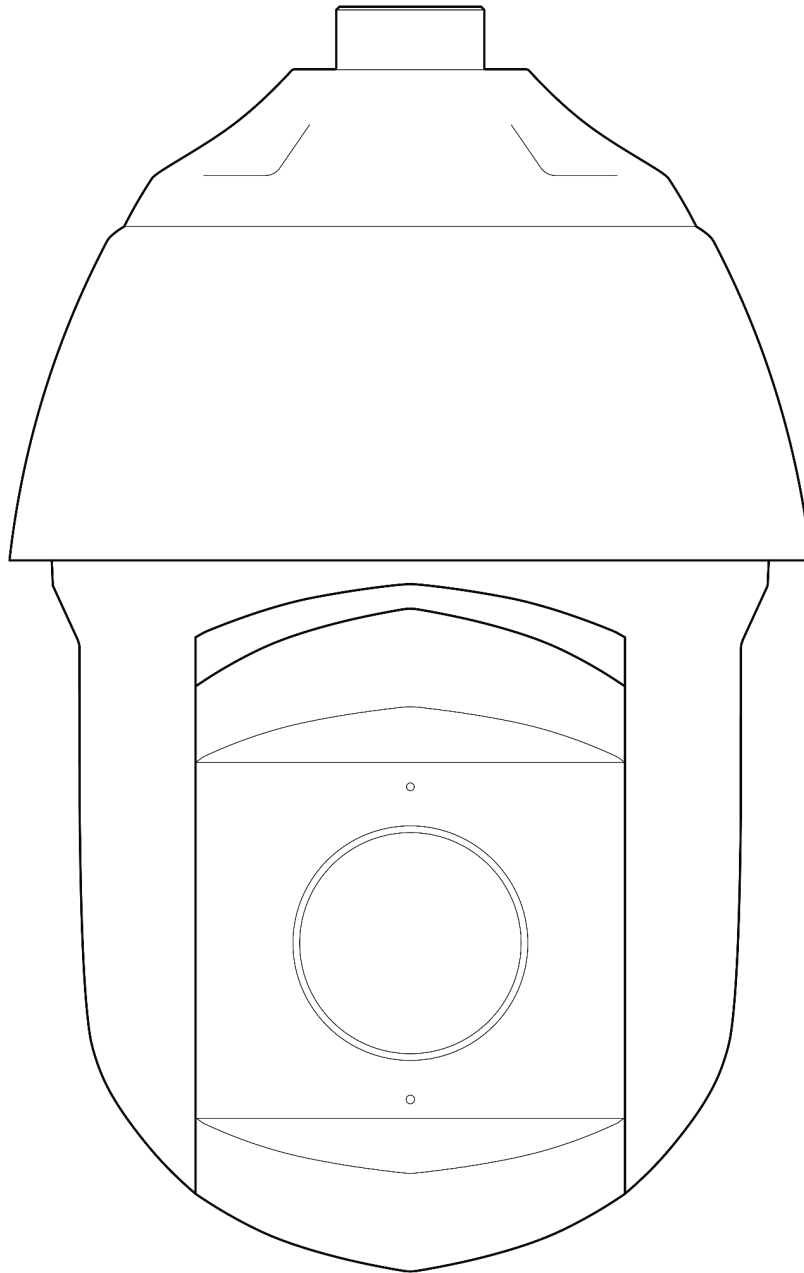


# CP63-E Pan-Tilt-Zoom Camera



## Document

### Document Details

**V1.7** (20241218)

(V1.0 first published 20230208)

### Firmware

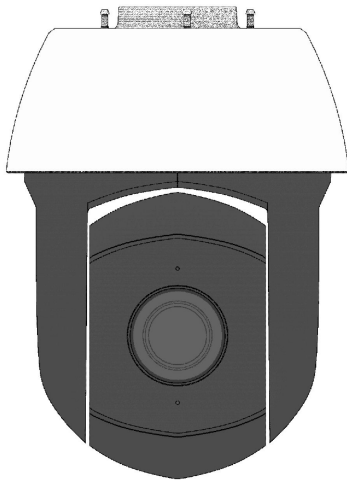
Firmware version can be verified on  
Verkada Command [command.verkada.com](http://command.verkada.com).

### Product Models

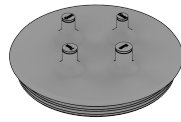
This install guide pertains to models CP63-E-HW.



## What's in the box



Pan-Tilt-Zoom Camera



Rubber Cap



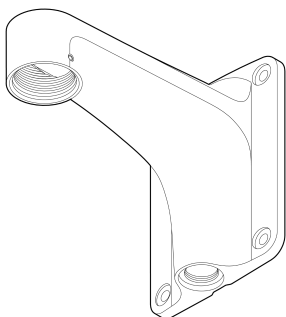
T30 Security Wrench



Pendant Cap

## What you'll need

- A working Internet connection
- A smartphone or laptop
- Arm Mount Accessory (sold separately)
- PoE++ (802.3bt-2018) power injector (sold separately)
- Utility knife



Arm Mount Accessory is required for installation.

## Connect

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to: [verkada.com/start](https://verkada.com/start)

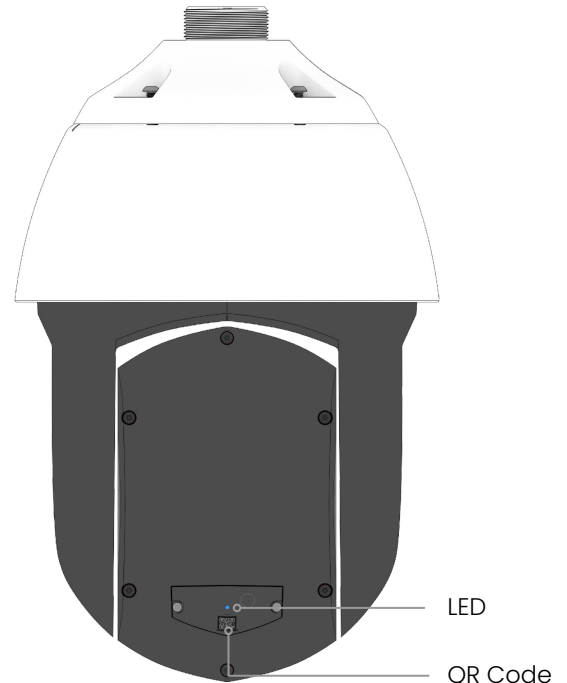
## Placement

Mount the camera on a wall, using arm mount accessory (not included), 8 to 10 feet above the ground.

# LED Behaviors

## General operation

- **Solid Blue**  
Camera is running, connected, and recording data.
- **Solid Orange**  
Camera is on and booting up.
- ☀ **Flashing Orange**  
Camera is updating firmware.
- ☀ **Flashing Red**  
Specific error, see "Network errors" below.
- **Solid Red**  
Contact support.



## Network errors

The LED will flash a specific number of times depending on the error state.

### 1 Red – No IP Address

Camera has not received an IP address.

### 2 Red – Duplicate IP

Camera has detected duplicate IP addresses on the LAN.

### 3 Red – No Gateway

Camera is not able reach the configured Gateway.

### 4 Red – No Switch

Camera is connected with PoE, but unable to connect to the Switch.



Example of **5 Red** flashes on Status LED

### 5 Red – DNS error

Camera is not able to resolve Verkada hostnames.

### 6 Red – NTP Error

Camera is not able to receive a response from the NTP Server.

### 7 Red – Not Connected to Command

Verkada endpoints are not reachable after boot up.

## Installation

### Mounting 1/4

Mount the Arm Mount accessory into the wall (sold separately), refer to Arm Mount instructions



Assemble the pendant cap with the Arm Mount accessory by rotating the threads of the pendant cap into the Arm Mount.

Make sure to lock the pendant cap in place by tightening the Arm Mount headless screw using the L-Key wrench (Included with the Arm Mount accessory).



Connect the Ethernet cable through the center hole of the pendant cap.

The cable will be bent, so leave some extra slack.

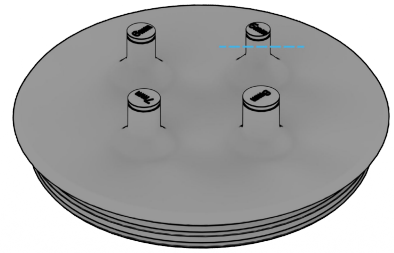


## Installation

### Mounting 2/4

Determine the diameter of the Ethernet cable that will be used.

Using a utility knife, cut the rubber plug that matches the Ethernet cable size.

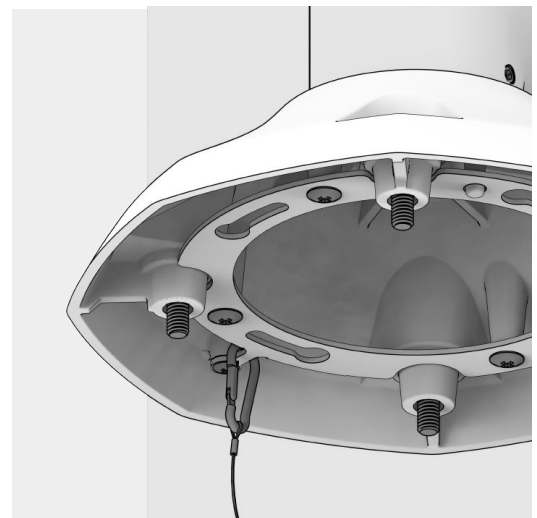


Route the Ethernet cable through the rubber cap.

Make sure to have 1-4 inches or 80-100 mm of slack.



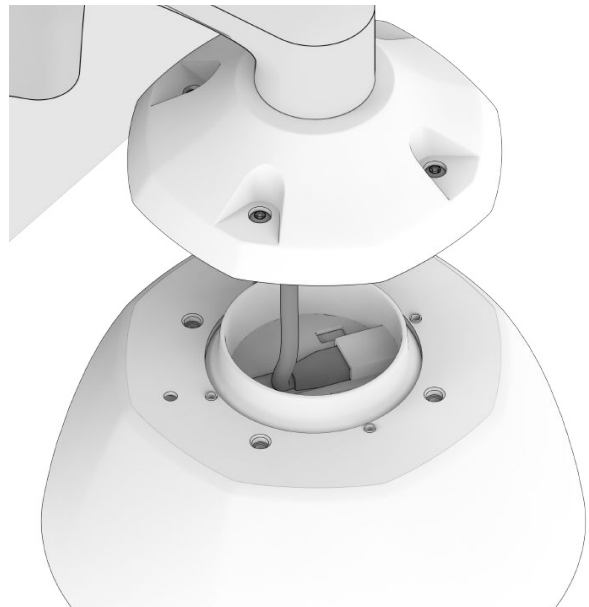
Use the carabiner on the base of the main camera to hook it to the pendant cap.



## Installation

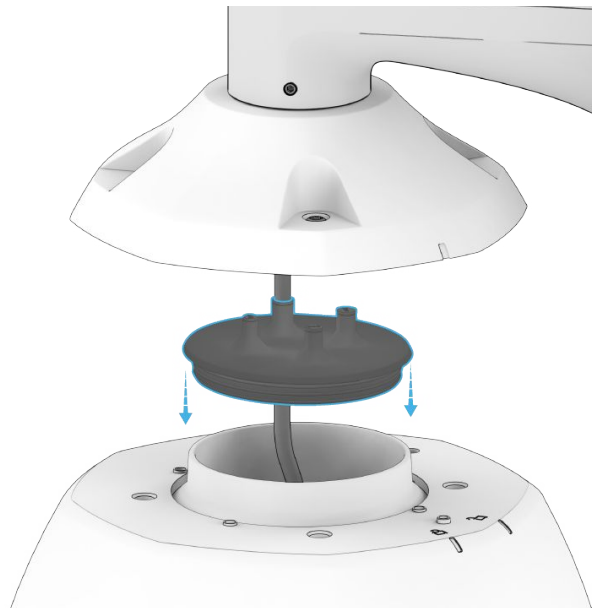
### Mounting 3/4

Connect the Ethernet cable to the camera and assemble the rubber cap to the main camera.

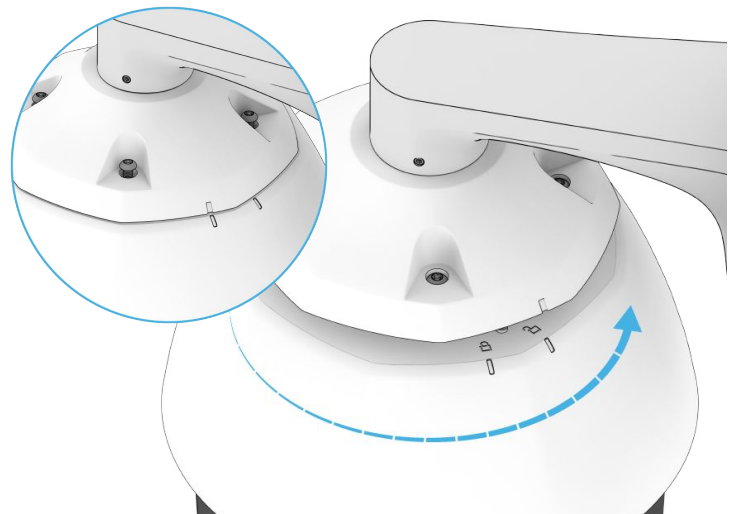


Assemble the main camera to the installed pendant cap.

Align the indent on the cap to the 'unlock'-symbol on the main camera base and rotate counter-clockwise to lock into position.



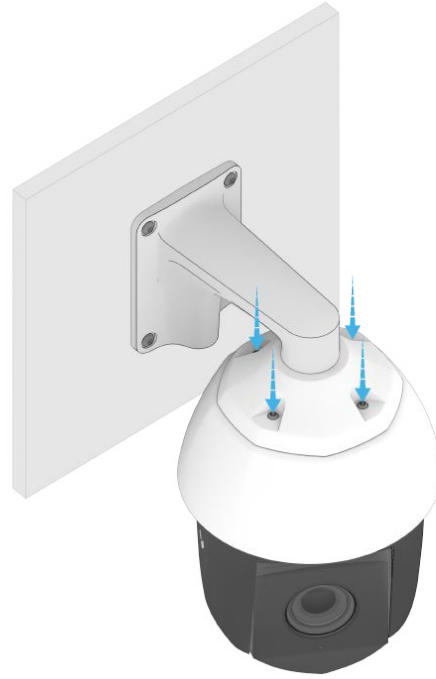
Once it is locked, the indent on the pendant cap and indent on the main camera should align.



## Installation

### Mounting 4/4

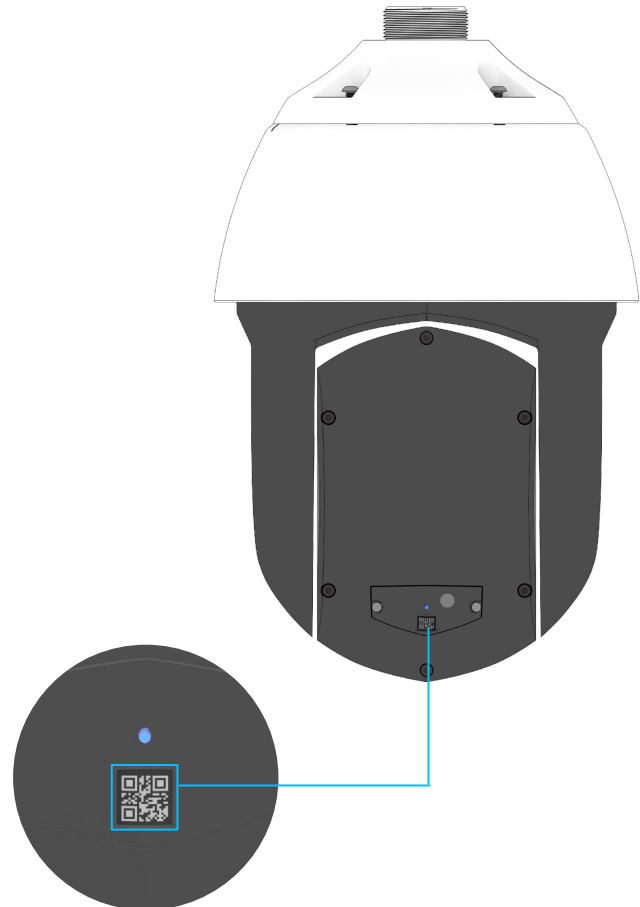
Tighten the four screws on the pendant cap with the provided T30 Security Wrench.



The status LED will turn orange to indicate the camera has power. The LED will turn blue to indicate the camera is active. See additional LED states and definitions in the 'LED Behaviors' section.

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[verkada.com/start](https://verkada.com/start)





Appendix

CP63-E Compliance

Caution	<div><div>1.</div><div>Maintenance and repair work must always be carried out by qualified technical personnel. Disconnect power from the unit when performing a maintenance task.</div></div> <div><div>2.</div><div>Wiring methods used for the connection of the equipment to earth shall be in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part I, CSA C22.1.</div></div> <div><div>3.</div><div>The product must be installed and protected in a location that is not easily accessible and is away from impacts or heavy vibration.</div></div> <div><div>4.</div><div>The device is only to be connected to PoE networks without routing to outside plants.</div></div> <div><div>5.</div><div>If powered by a power adapter, the adapter should be properly grounded.</div></div> <div><div>6.</div><div>Please contact certified dealers for power adapters.</div></div>
FCC Statement	<p>NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.</p>
IC Statement	<p>This device complies with ISED’s licence-exempt RSSs. 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.</p> <p>Le présent appareil est conforme aux CNR d’ ISED applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.</p>



## Appendix

### Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,  
The Verkada Team  
[verkada.com/support](https://verkada.com/support)

