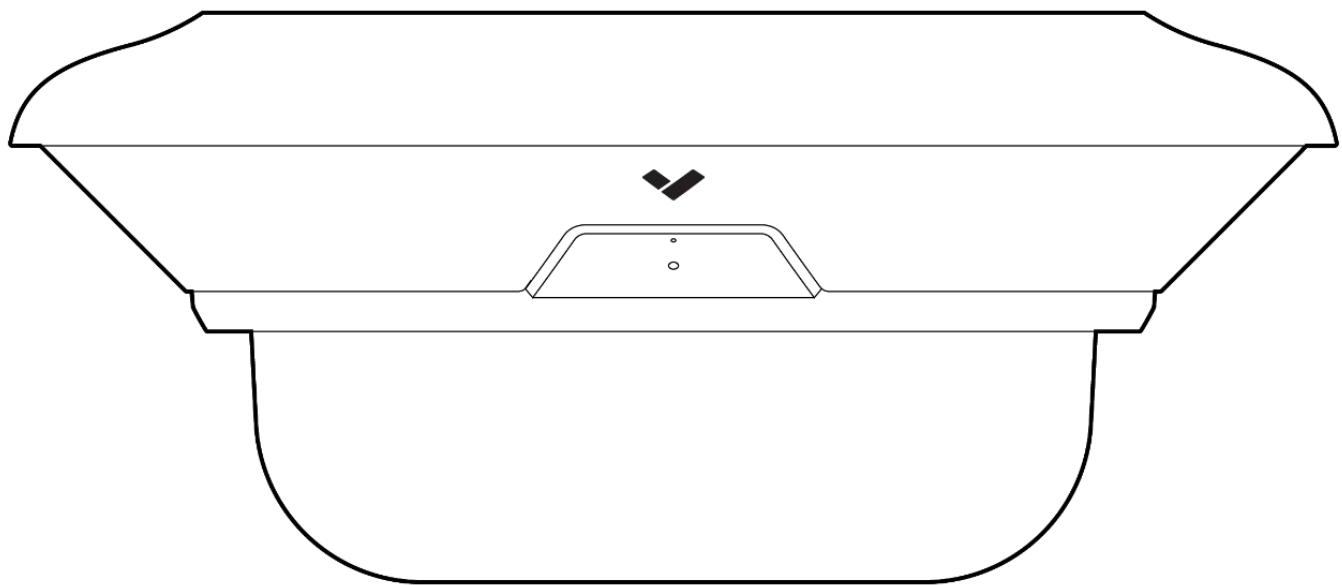


Install Guide

CH52-E Multisensor Camera



Document Details

v1.6 (20250509)

(v1.0 first published 20220801)

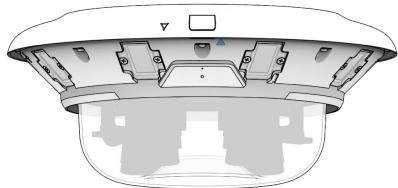
Firmware

Firmware version can be verified on
Verkada Command command.verkada.com.



Introduction

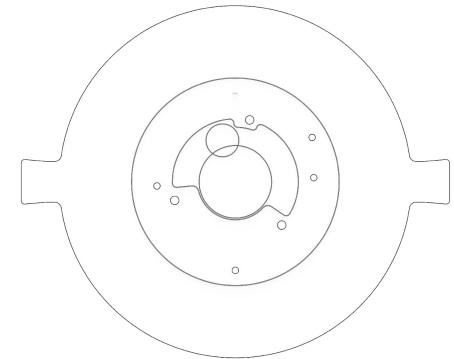
What's in the box



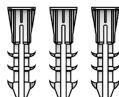
CH52-E Multisensor Camera



IR Cover



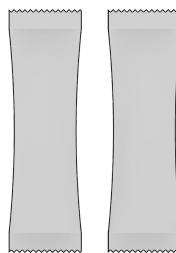
Mounting template



3 Wall anchors



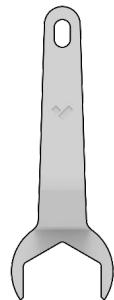
3 M5 Mounting screws
Length: 33.1mm, Width: 11.8mm



2 Desiccants



T10 Security screwdriver



Offset Wrench

What you'll need

- A working Internet connection.
- A smartphone or laptop
- A #2 Phillips screwdriver or power drill with a #2 Phillips driver bit
- 5/16 inch (8 mm) drill bit for wall anchors
- 1/8 inch (3mm) drill bit for pilot holes
- PoE BT power injector (sold separately)
- Flat screwdriver
- A Cat5 or Cat6 Ethernet cable with a 0.2-0.25 inch outside diameter (5-6.5mm)

Connect

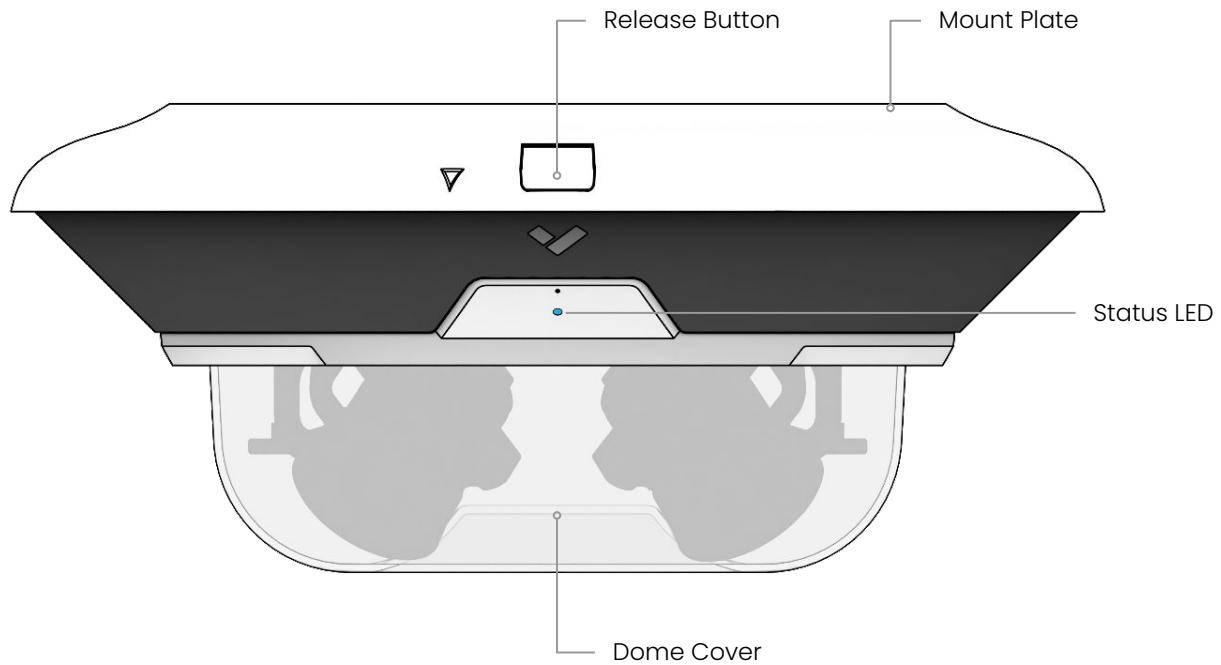
For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to: verkada.com/start



Introduction

Overview

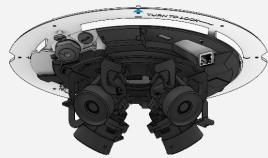


Components

Mount Plate



Camera Body



Dome Cover



IR Cover



LED Behaviors

Regular operation

● **Solid Orange**

Camera is on and booting up.

● **Flashing Orange**

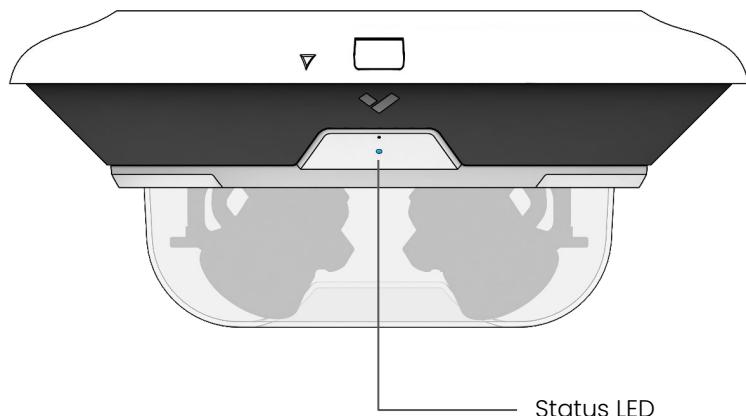
Camera is updating firmware.

● **Solid Blue**

Camera is running, connected, and recording data.

● **Flashing Blue**

Generic network error. Contact support.



Network errors

The LED will flash in a specific order, depending on the error state. You will see 1 blue flash, followed by a number of orange flashes.

1 Blue, 1 Orange

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

1 Blue, 2 Orange

Camera has not received an IP address.

1 Blue, 3 Orange

Camera is not able to reach the configured Gateway.

1 Blue, 4 Orange

Camera has detected duplicate IP addresses on the LAN.



Example of **1 Blue, 5 Orange** flash sequence

1 Blue, 5 Orange

Camera is not able to resolve Verkada hostnames.

1 Blue, 6 Orange

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

1 Blue, 7 Orange

Camera is not able to certify the SSL connection, likely due to SSL inspection.

1 Blue, 8 Orange

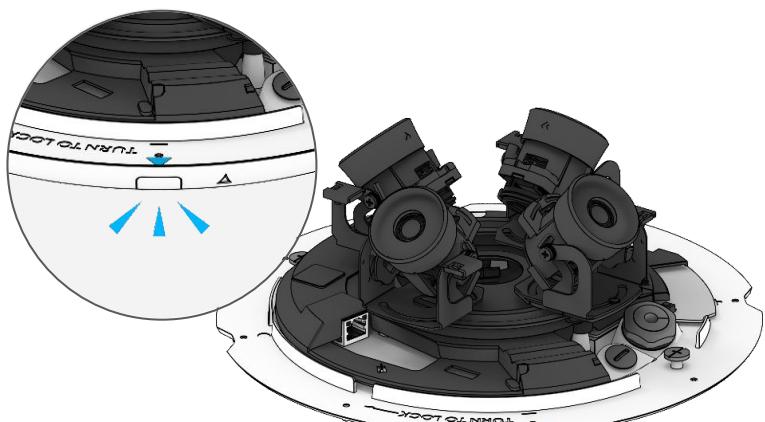
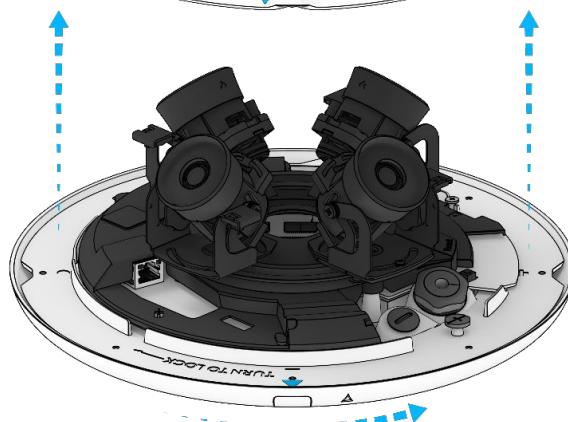
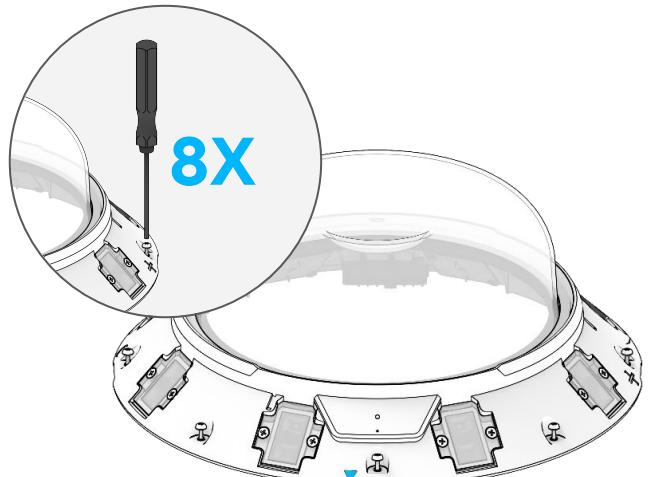
Verkada endpoints are not reachable after boot up.

Installation

Mounting 1/5

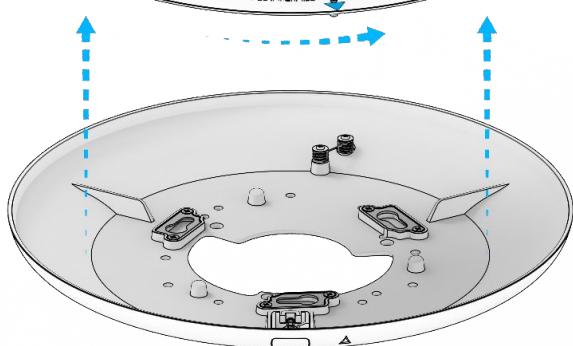
To remove the dome cover, loosen all 8 T10 torx security screws on the top housing

Turn slightly counter-clockwise and lift to remove the dome cover.



To remove the camera body from the mount plate, press the release button.

While pressing the button, turn the camera body counter-clockwise, and then lift it off the mount plate.

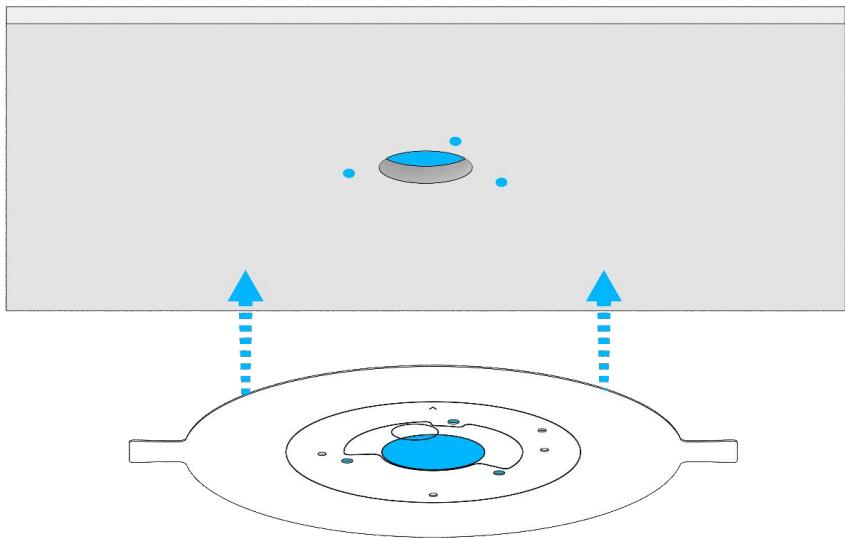
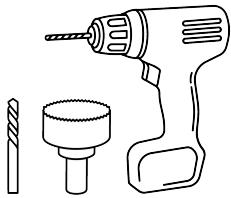


Installation

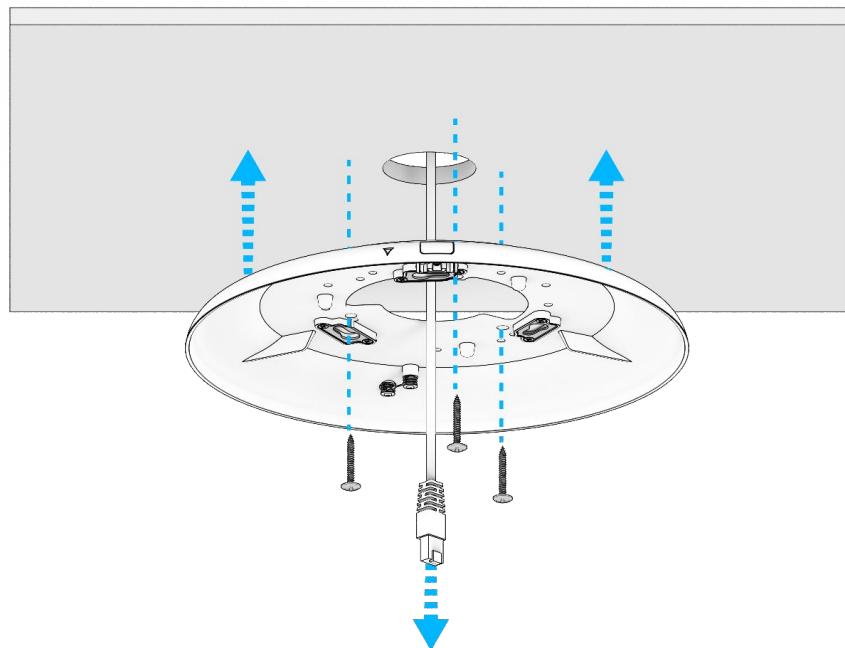
Mounting 2/5

If you are mounting a unit directly to a surface, attach the mounting template to the position you prefer.

Drill screw holes and a cable routing hole.



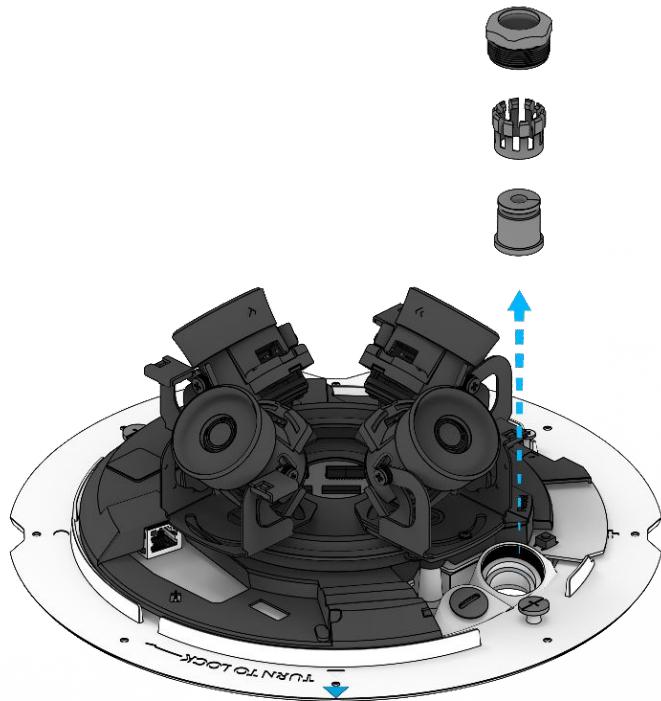
Pass the ethernet cable through the cable routing hole and center opening on the mount plate. Secure the mount plate to the mounting surface with the included screws and wall anchors, if necessary.



Installation

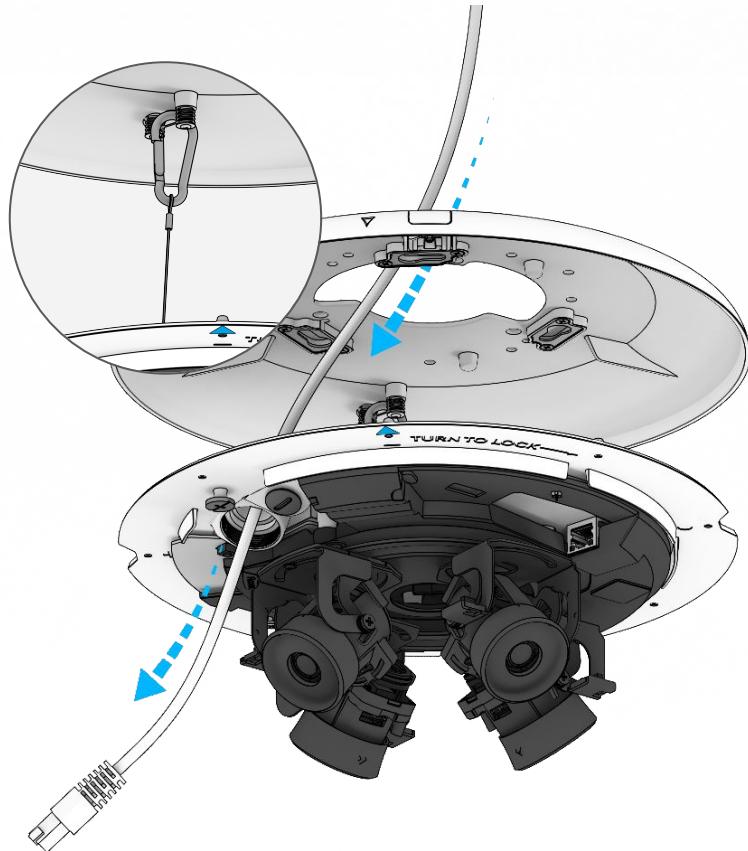
Mounting 3/5

Remove the cable gland assembly from the camera body.



Secure the camera body to the mount plate by attaching the tether to the anchor point on the mount plate. The anchor is located opposite the release button.

Once secured, route the ethernet cable through the mount plate, and again through the cable gland hole.

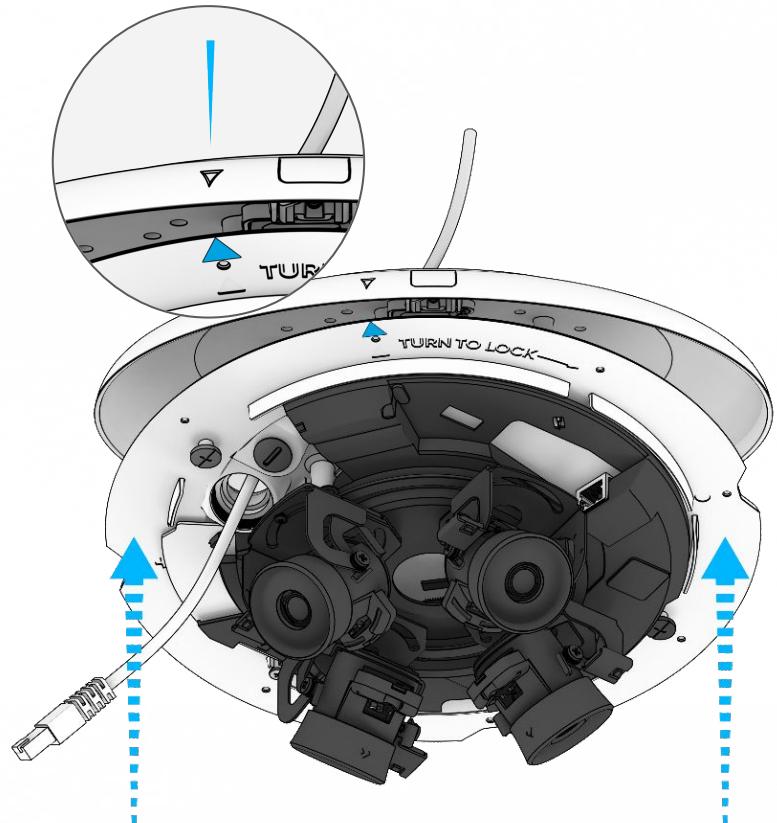


Installation

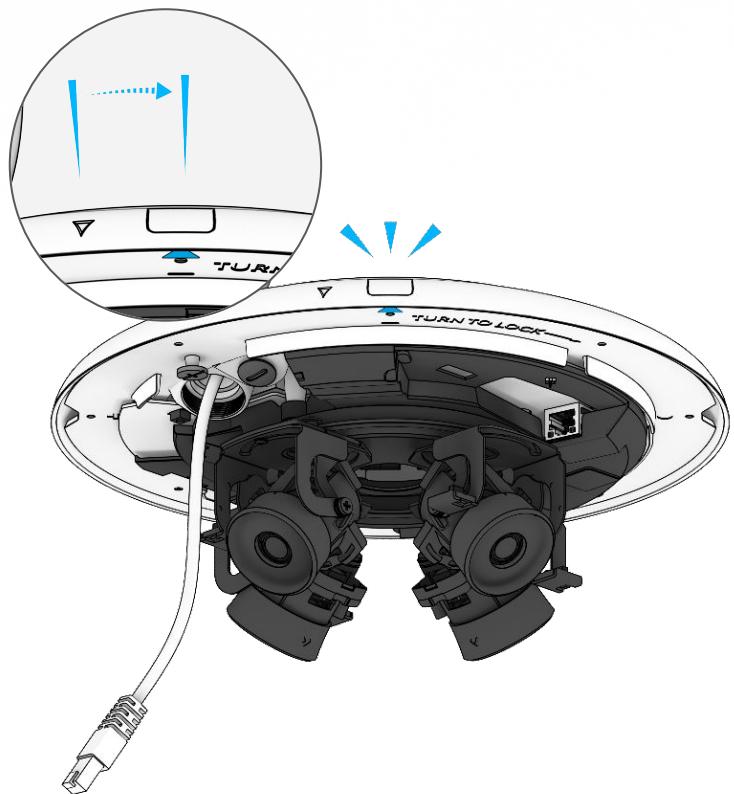
Mounting 4/5

Secure the camera body to the mount plate by aligning the blue arrow on the bottom cover with the indented arrow on the mount plate.

Once aligned, push the camera base into the mount plate



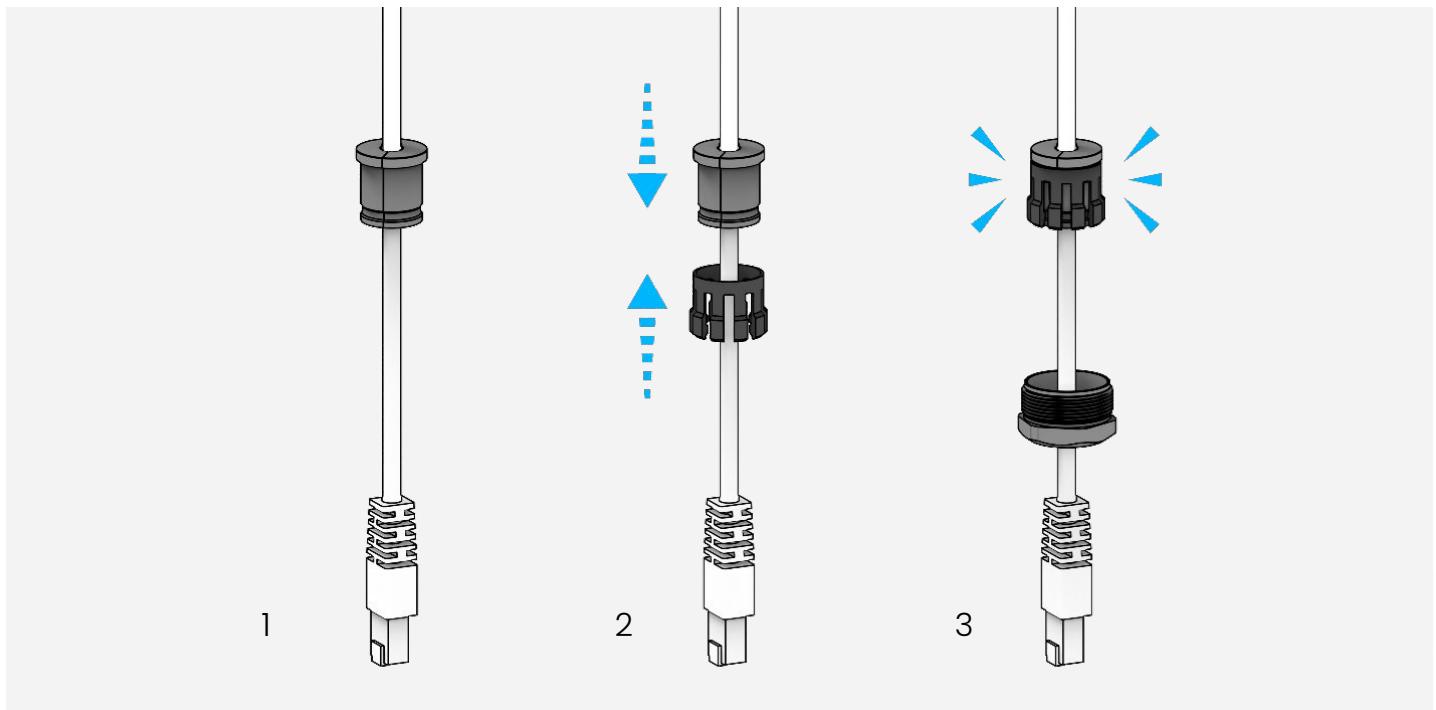
Rotate clockwise until you hear and feel a *click*.



Installation

Mounting 5/5

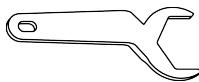
Install the components of the cable gland assembly around the ethernet cable.



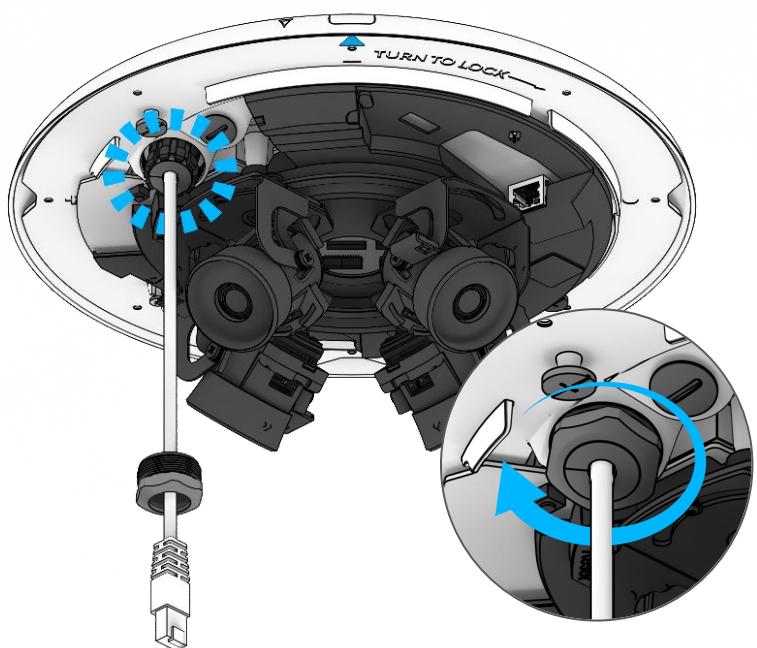
Insert the assembled cable gland into the threaded cable gland hole.

Use the provided wrench to tighten the cable gland nut for water sealing.

Make sure to tighten the nut as tight as possible, using the provided wrench. Note that some threads will still be exposed after tightening.



Provided offset wrench

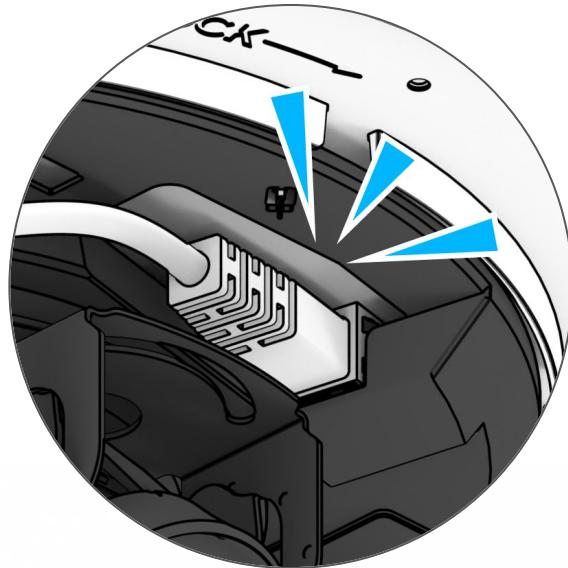


Connect

Connect the Ethernet cable to the RJ45 connector.

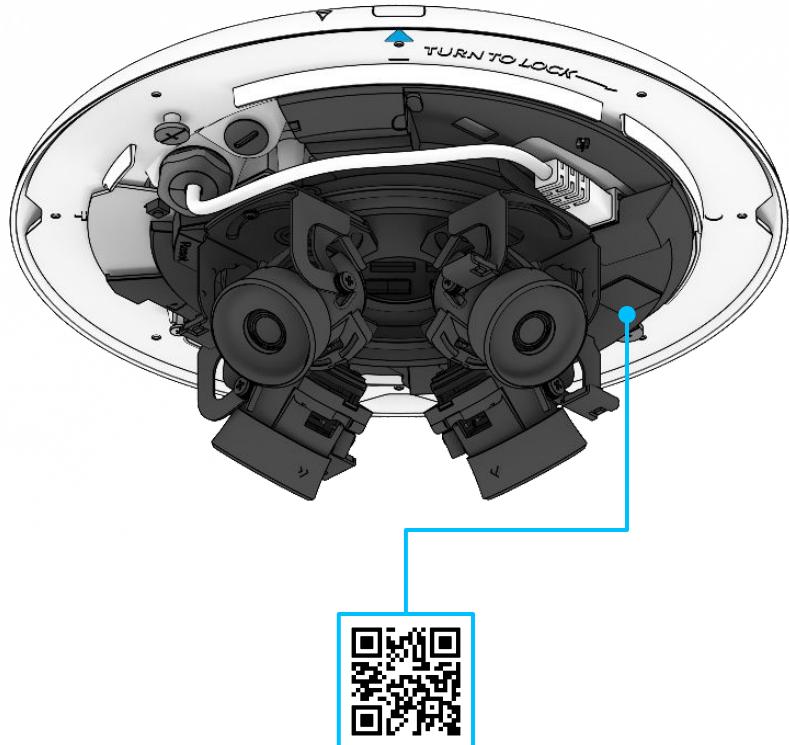
Connect the camera to an 802.3 BT Power over Ethernet port on your network.

Note: Need BT PoE power injector (AT or AF PoE power injector will not suffice)



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

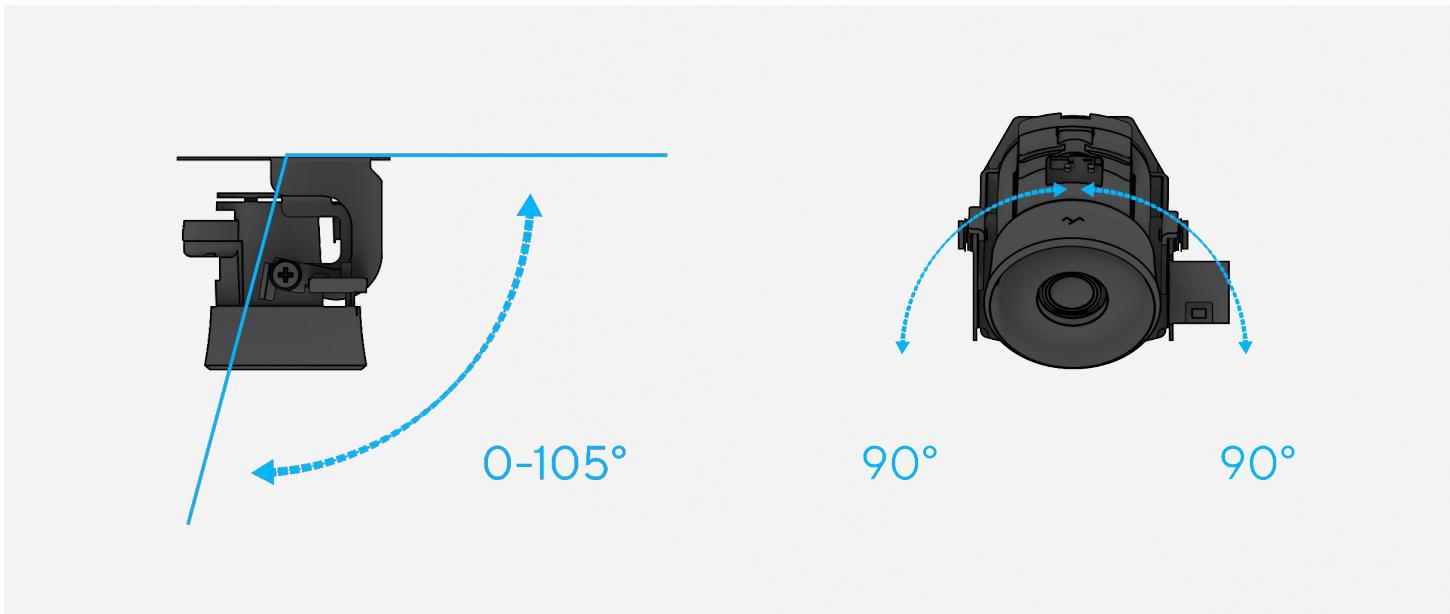
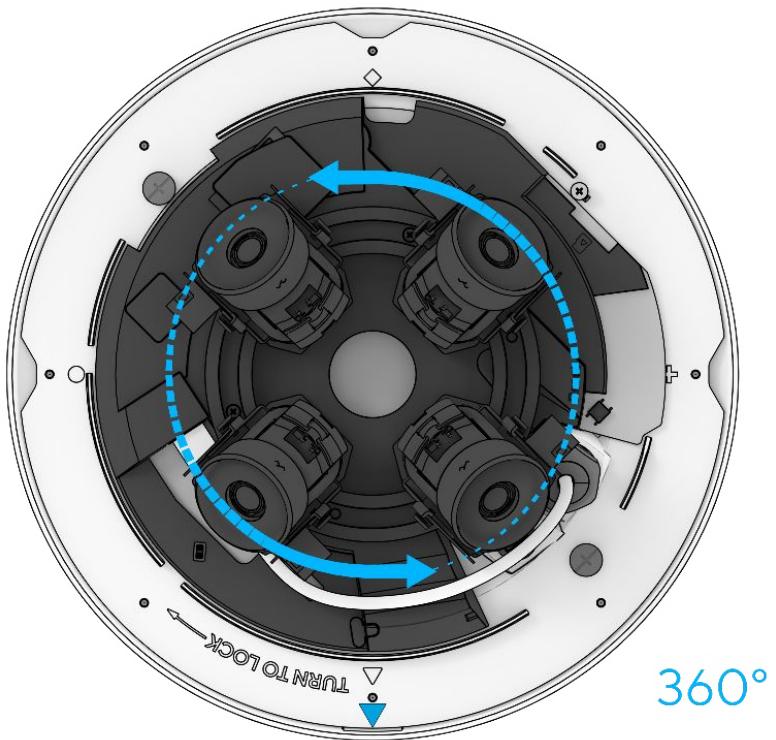


Adjust

The ranges of pan, tilt, and rotation for each lens are illustrated below.

You can pan a lens module from side to side, tilt the lens up or down, or rotate the module to cover the area of interest.

Note that you do not need any tools when changing the lens positions.

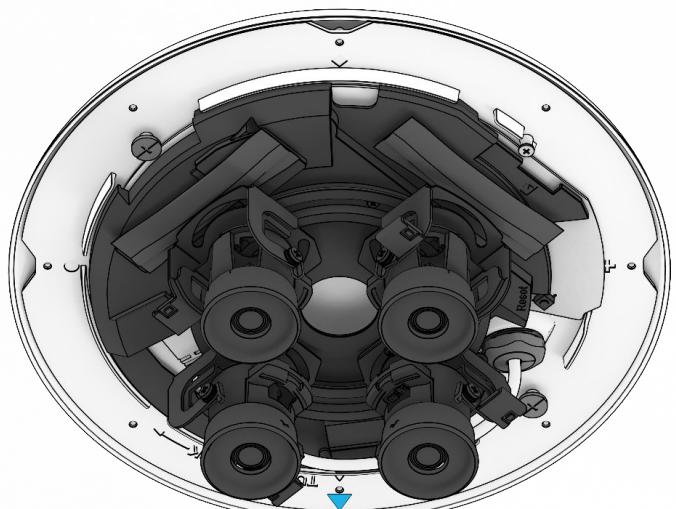
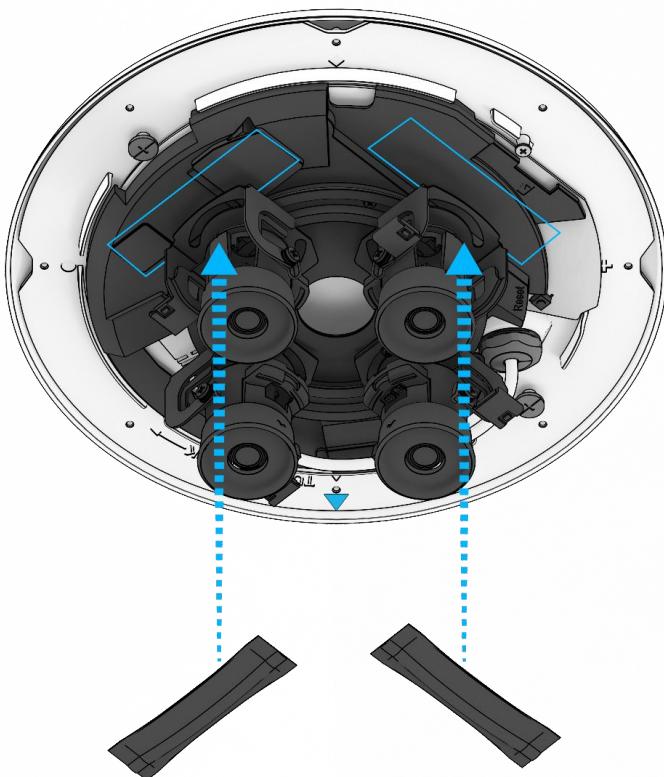
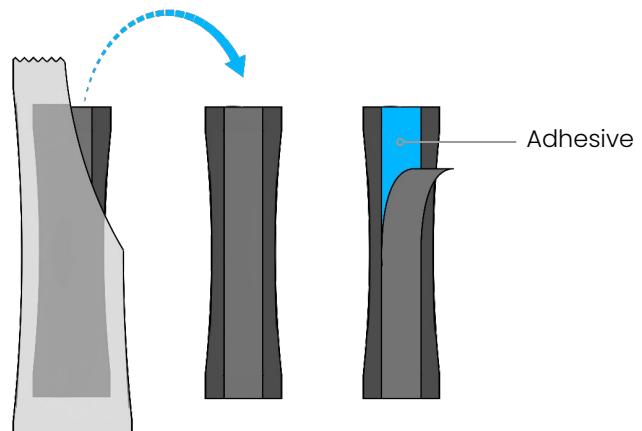


Installation

Secure 1/3

After the camera views are adjusted, install the 2 desiccant bags by adhering them to the sides of the camera. Ensure the outer 'flap' is facing outwards, away from the camera modules to avoid any snagging.

This ensures the components are free from moisture. Replace the desiccant every time you open the dome cover.

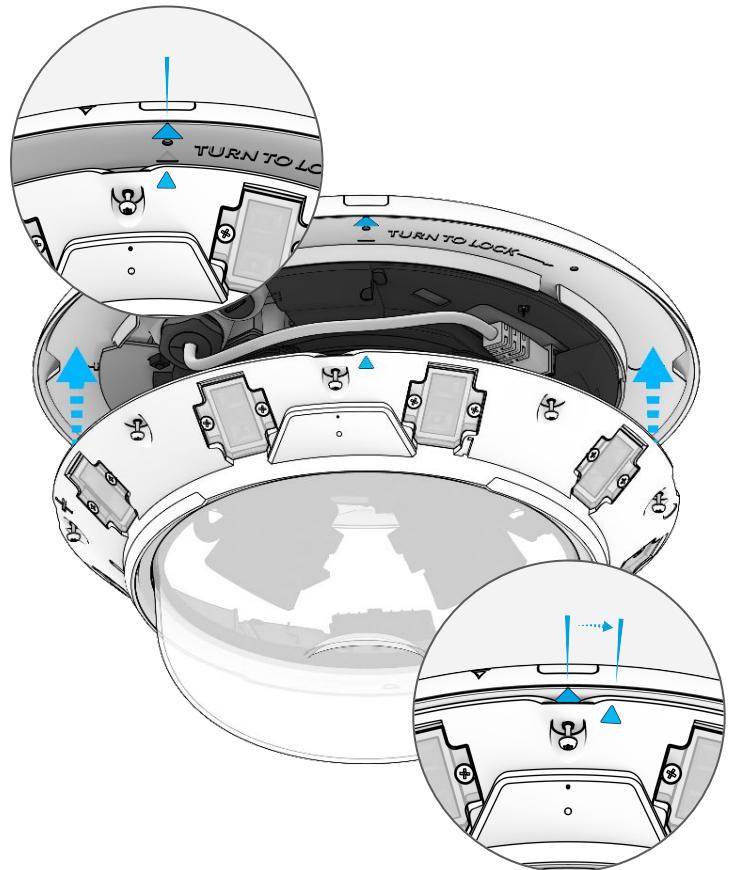


Installation

Secure 2/3

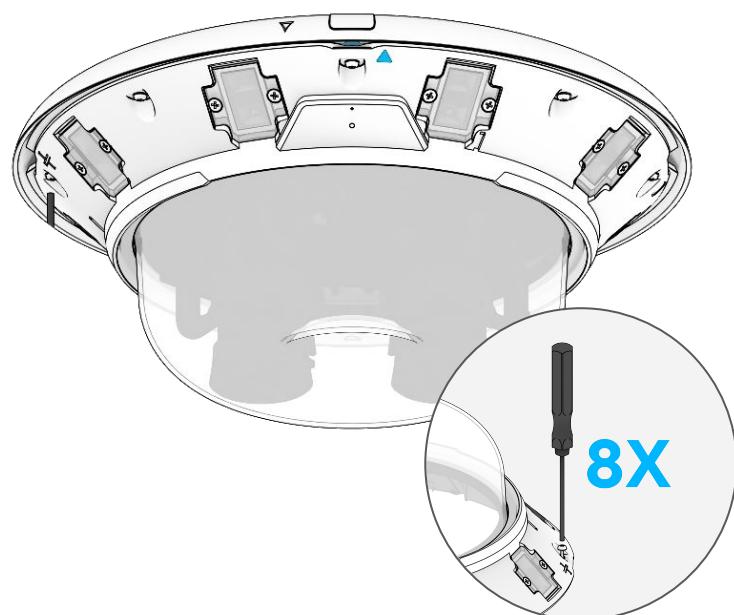
Line up the blue arrow on the dome cover with the blue arrow on the camera body.

Turn clock-wise to lock.



Use a T10 screwdriver to screw down the 8 screws on the dome cover.

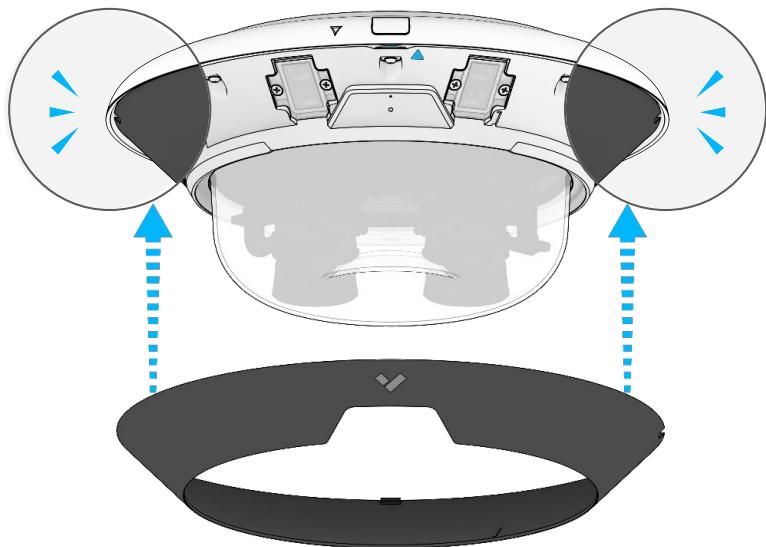
Make sure to tighten the screws securely to prevent water ingress.



Installation

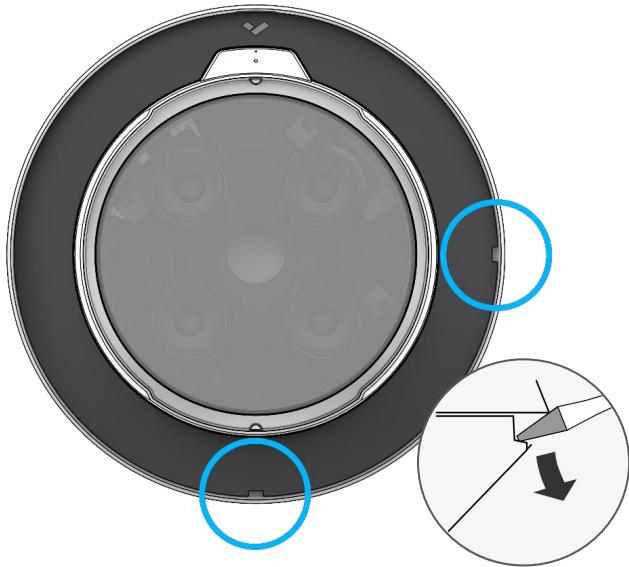
Secure 3/3

Install the IR cover by aligning the Verkada logo with the status LED, then press firmly toward the base. Press on all sides until the cover snaps into place.

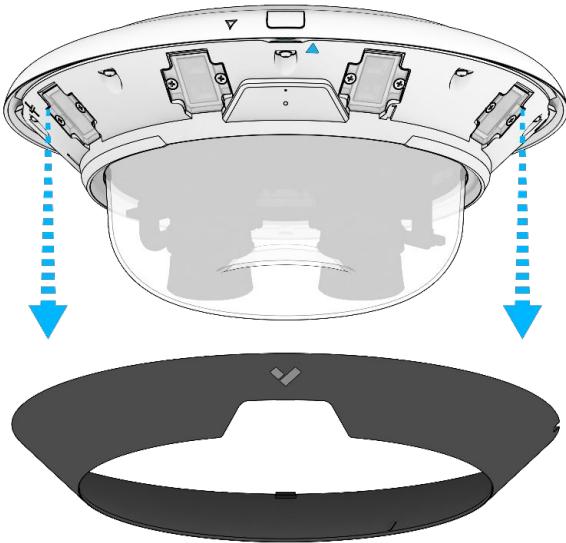


If you need to open the dome cover, you need to remove the IR cover first.

- Use a medium size flat-blade screwdriver as a lever.
- Find the small access holes on the side and the rear of the IR cover.
- Use the screwdriver to slowly yet firmly lever down on the edge of the cover. You need to perform this action on both access points.



The IR cover can then be removed.



Installation

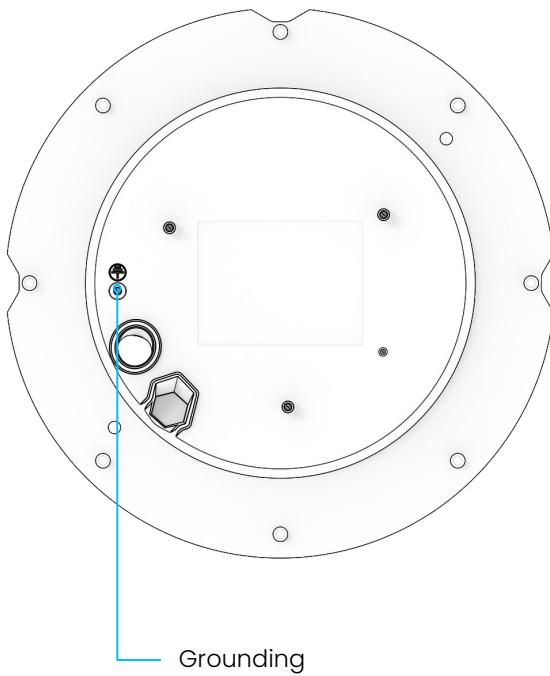
Grounding

In order to attach the green-yellow grounding cable to the camera, perform the following:

Remove the pre-installed M4 x 6mm screw from the indicated grounding point. Replace the nylon washer with a knurled washer (not included) and align the ring terminal of a 20AWG or larger grounding cable with the grounding point on the back of the device. Drive the M4 x 6mm screw through the washer and terminal into the grounding point on the back of the device.

Attach the other terminal of a grounding cable directly to a circuit breaker, ground rod or earth ground.

This unit is powered by PoE through a UL Listed ITE.



Appendix

CH52-E Compliance

Caution	<ol style="list-style-type: none">1. Maintenance and repair work must always be carried out by qualified technical personnel. Disconnect power from the unit when performing a maintenance task.2. 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 1, CSA C22.1.3. The product must be installed and protected in a location that is not easily accessible and is away from impacts or heavy vibration.4. The device is only to be connected to PoE networks without routing to outside plants.5. If powered by a power adapter, the adapter should be properly grounded.6. Please contact certified dealers for power adapters. <p>Note: 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 consulting the dealer or an experienced radio/TV technician for help.</p> <p>이 기기는 업무용 환경에서 사용할 목적으로 적합성평가를 받은 기기로서 가정용 환경에서 사용하는 경우 전파간섭의 우려가 있습니다.</p>
PoE Adapter	To reduce potential safety issues, only use the PoE adapter provided with the product, a replacement PoE adapter provided by Verkada, or a PoE adapter purchased as an accessory from Verkada.
South Africa Compliance	 <p>TE-2024/0335 APPROVED</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

