CY53-E CY63-E
Two-Camera Multisensor
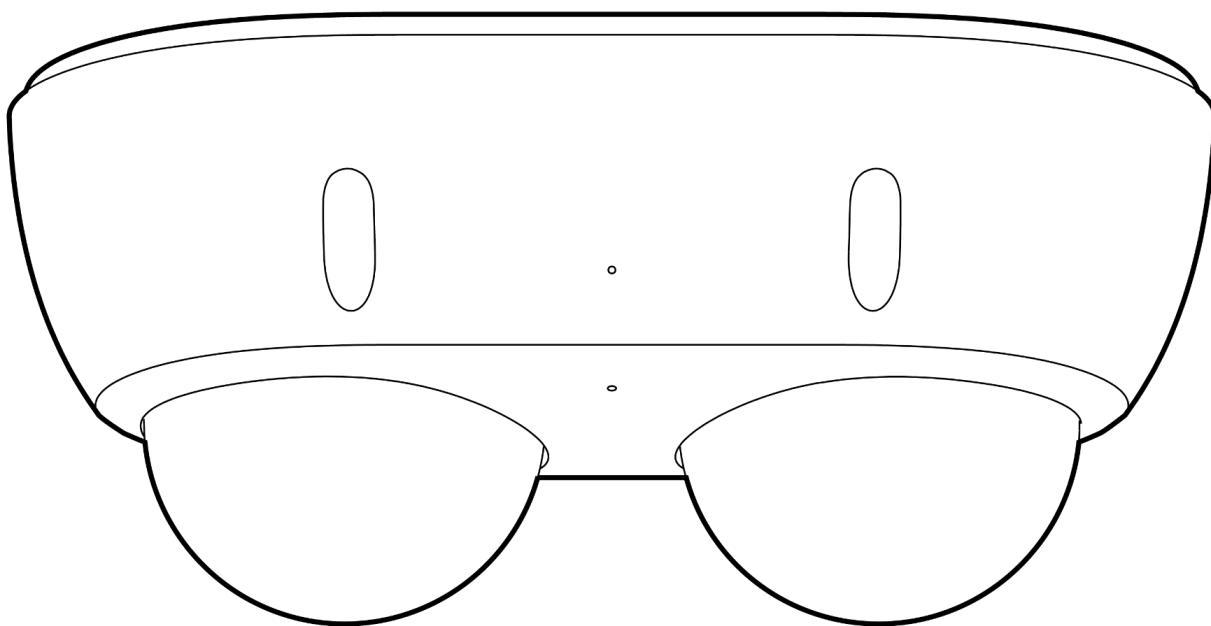
Document
Document Details

Version
V1.3 20251017
(V1.0 published 20250922)

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

Product Models
This install guide pertains to models CY53-E-HW and CY63-E-HW.

Introduction
What's in the Box

Two-Camera Multisensor
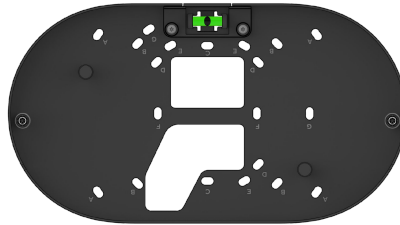
Mount Plate

T10 Torx Security Screwdriver

Wall Mount Screws (4 pcs)
Length: 25mm **Diameter:** 4mm
Drive: #2 Phillips

Desiccant (1 pc)
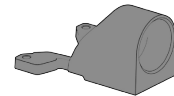
Conduit Adapter
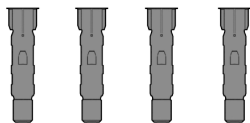
Wall Anchors (4 pcs)

Cable Gland (1 pc)
Size: 6.5-7.5mm

Cable Gland (1 pc)
Size: 5.0-6.5mm
(Attached to camera)

What you'll need

- A working internet connection.
- 802.3at Power over Ethernet (PoE) switch, or a PoE injector.
- A smartphone or laptop
- A #2 Phillips screwdriver or power drill with a #2 Phillips driver bit
- 1/4 inch (6.5mm) drill bit for wall anchors (if using mount plate)
- 1/8 inch (3mm) drill bit for pilot holes (if using mount plate)
- A Cat5 or Cat6 Ethernet cable with a 0.2-0.25 inch 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
Exterior LED Behavior

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**
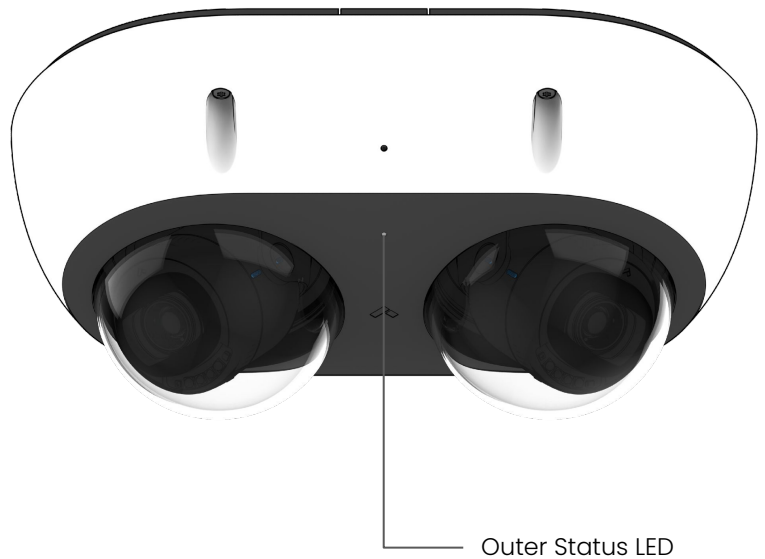 Specific error, see "Network errors" below.

- 🔴 **Solid Red**
  Contact support.

Outer Status LED

Network errors

When the camera top cover is on, an error will be communicated through the outer Status LED, which will flash a specific number of times depending on the error state.

☀️ ☀️ ☀️ ☀️ ☀️

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

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.

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.

Interior LED Behavior

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** (x3)
  Contact support

Status	LAN	WAN
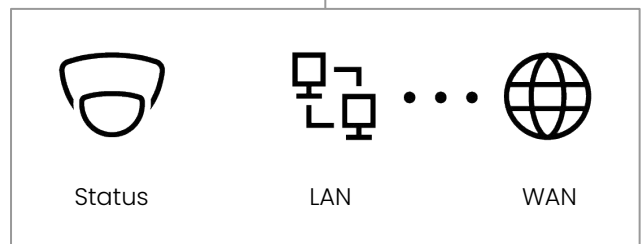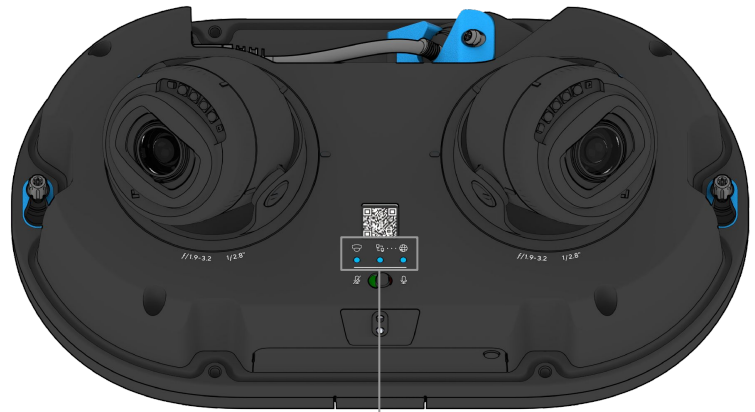
Network errors (Interior 'Debug' LEDs)

When the camera top cover is removed, the specific error will be communicated locally on the LAN or WAN debug LED, while the device Status LED will show solid red.

Example of **2 Red** flashes on LAN Debug LED

⊟ LAN errors

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.

⊕ WAN errors

1 Red – DNS error
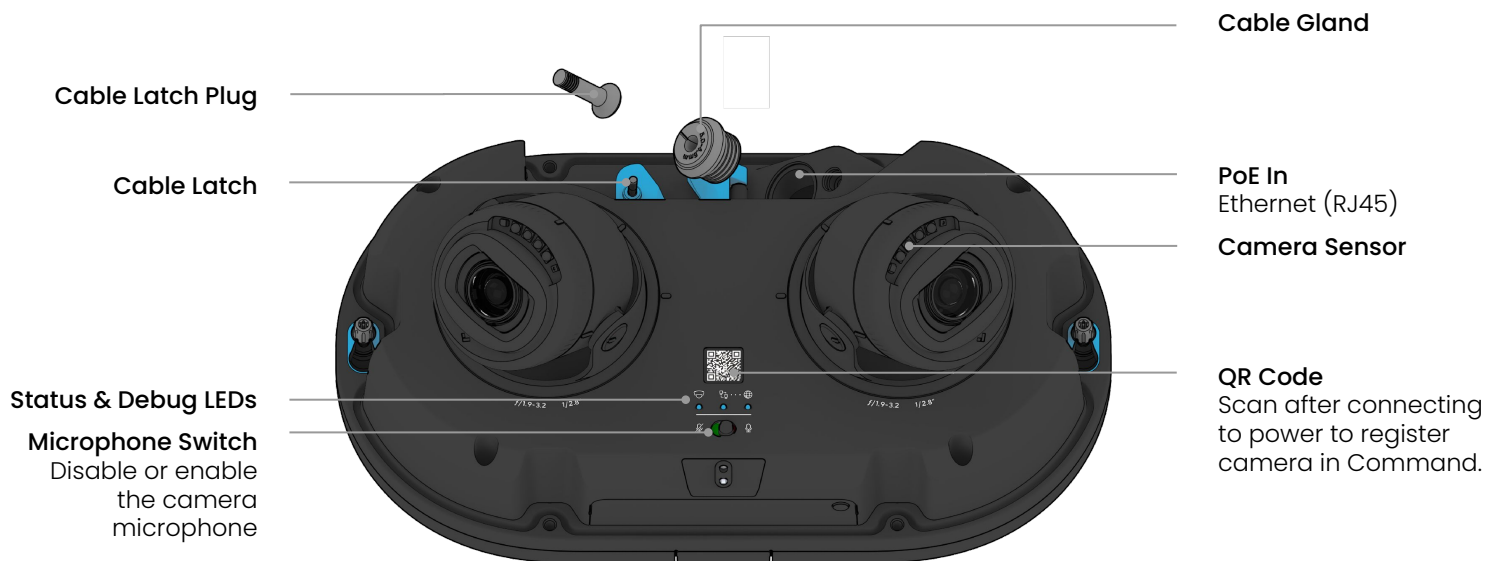Camera is not able to resolve Verkada hostnames.

2 Red – NTP Error
Camera is not able to receive a response from the NTP Server.

3 Red – Not Connected to Command
Verkada endpoints are not reachable after boot up.

Overview

Cable Gland

Cable Latch Plug

Cable Latch

PoE In
Ethernet (RJ45)

Camera Sensor

Status & Debug LEDs

Microphone Switch
Disable or enable
the camera
microphone

QR Code
Scan after connecting
to power to register
camera in Command.

Mount Plate

A   Wall Mount
B   4" Square Junction Box
C   Single Gang Junction Box
D   3.5" Round Junction Box
E   Double Gang Junction Box
F   European Junction Box

Thumb Screws

Level
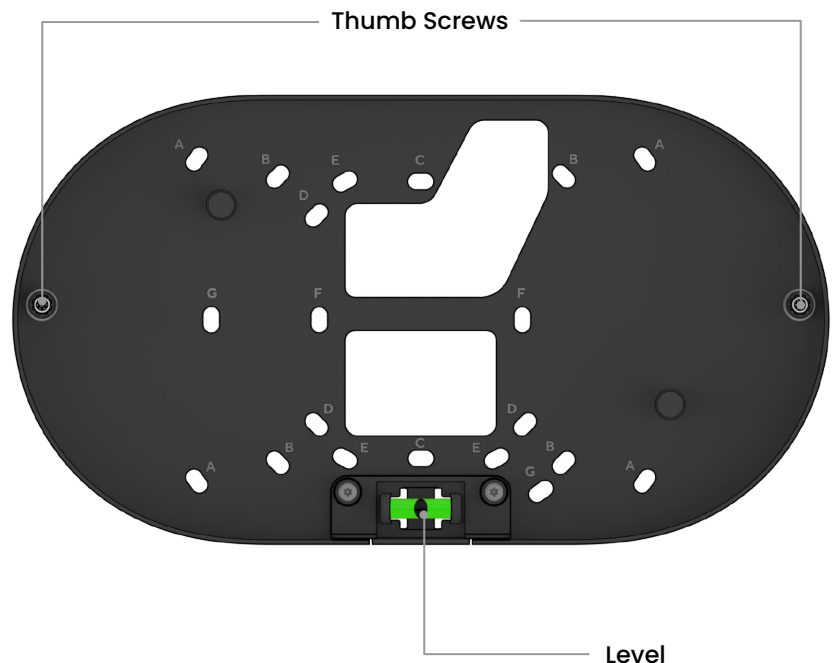
Microphone

The microphone switch allows you to physically disconnect the microphone in the camera unit, guaranteeing that no audio will be recorded.

Camera Audio is enabled by default.

To disable Camera Audio, move the switch into the left position.

Alternatively, Camera Audio can be disabled in your Command account.
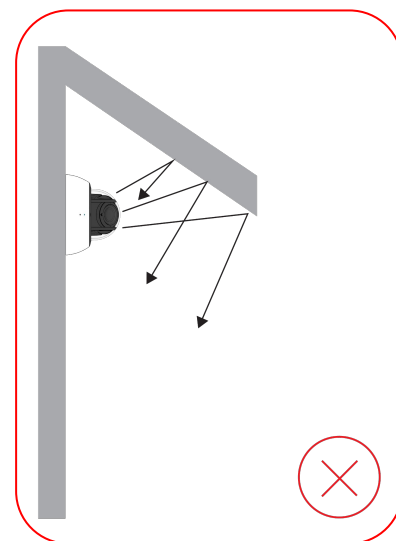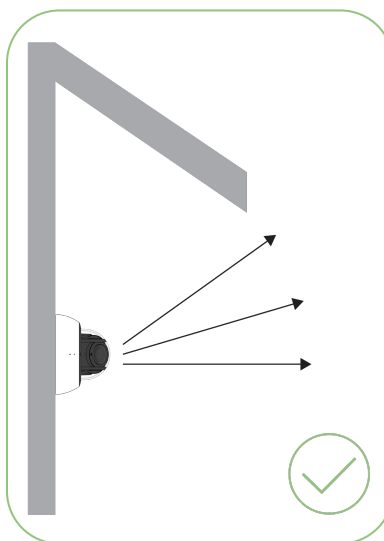
Microphone Enabled

Microphone Disabled

Microphone Switch

Placement

Mount the camera on the wall or ceiling. Try to keep the camera 8 to 10 feet above the ground.

For best night vision, avoid overhangs or obstructions, which may reflect the camera's IR illumination and reduce the image clarity in night mode.

Preparation
Connect Device

Note: This step can be done after mounting, although registering the product first will ensure it is in working order prior to mounting.
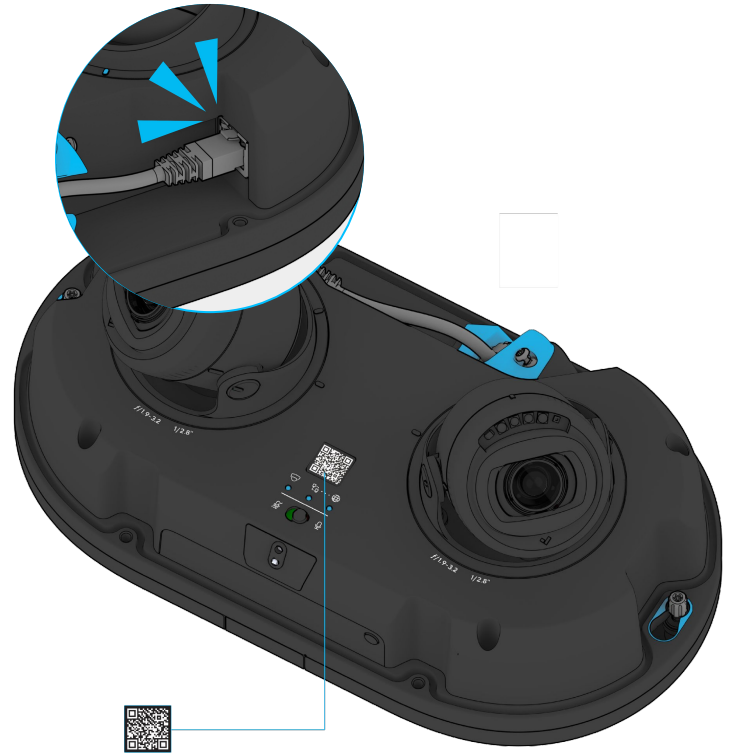
Connect the camera to your network using the Ethernet port located behind the cable door on the device.

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

Enter the serial number printed on the back of the device, the packaging, or the order number.

Camera Preparation 1/4

Note: Keep the protective film on the camera until the installation is completed.

Unscrew the four Torx security screws on the top cover.

x4

Lift the top cover and set it aside. Be careful to not scratch the clear bubble.

Camera Preparation 2/4

Loosen the two thumbscrews on the mount plate, using the T10 Security Torx Screwdriver.

x2

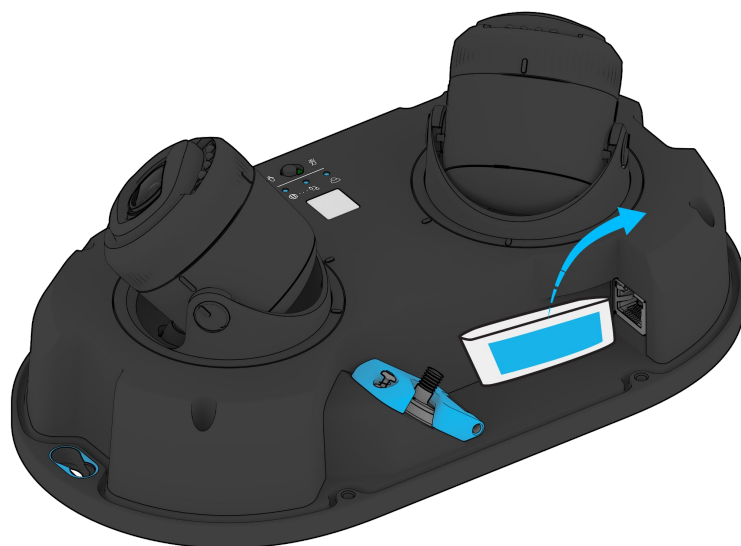Slide the camera off of the thumbscrews.

Camera Preparation 3/4

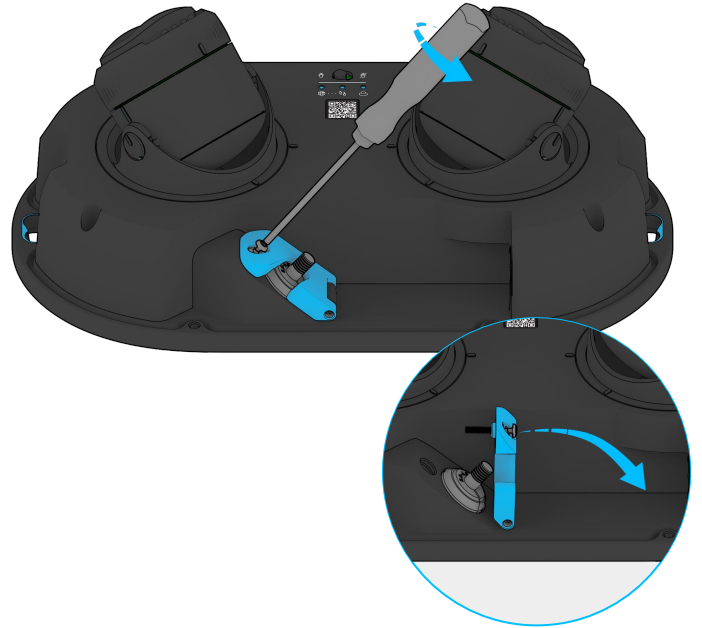Lift the camera off of the mount plate.

Remove and discard the desiccant
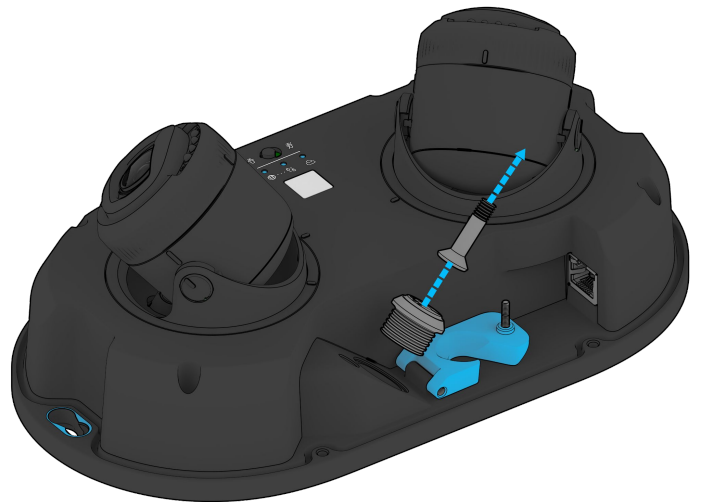adhered to the camera base.

Camera Preparation 4/4

Loosen the screw on the cable latch,
using the T10 Torx Security Screwdriver.

Open the cable latch.
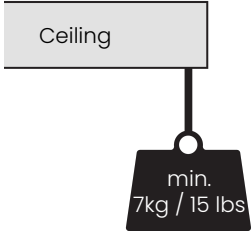
Remove the cable gland and set it aside.

Set the camera aside.

Mounting 1/8

Please ensure mounting surface can support 7kg / 15 lbs.

Use the mount plate as a template to mark mounting holes and the cutout for the cable.

Drill 5/64 inch (2mm) pilot holes.

**If using wall anchors**, drill 1/4" (6mm) pilot holes.

For a junction box mount, refer to the "hole pattern" page to use the appropriate hole pattern for mounting.

For a solid material like wood or metal, drill 1/8 inch pilot holes. Drive mounting screws directly into the pilot holes.

For drywall, drill 1/4 inch holes, Insert plastic anchors into holes and drive mounting screws into anchors.

For drop ceiling, make sure there is proper support before mounting.

Lead the Ethernet cable through the opening on the mount plate.
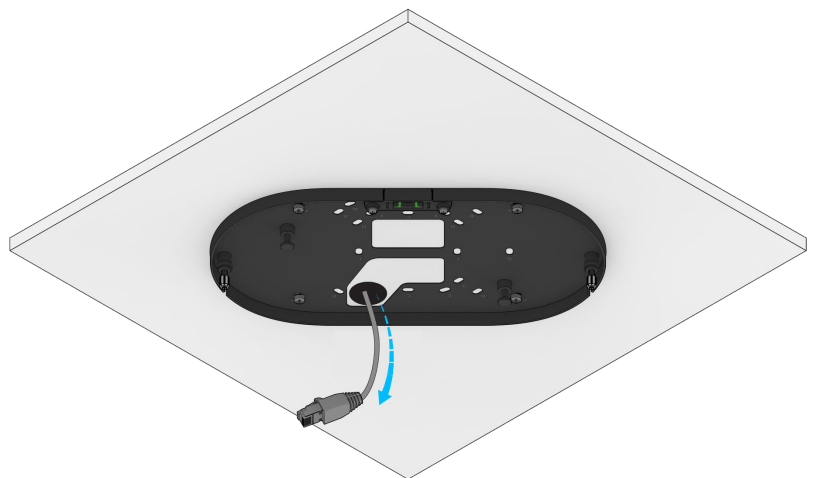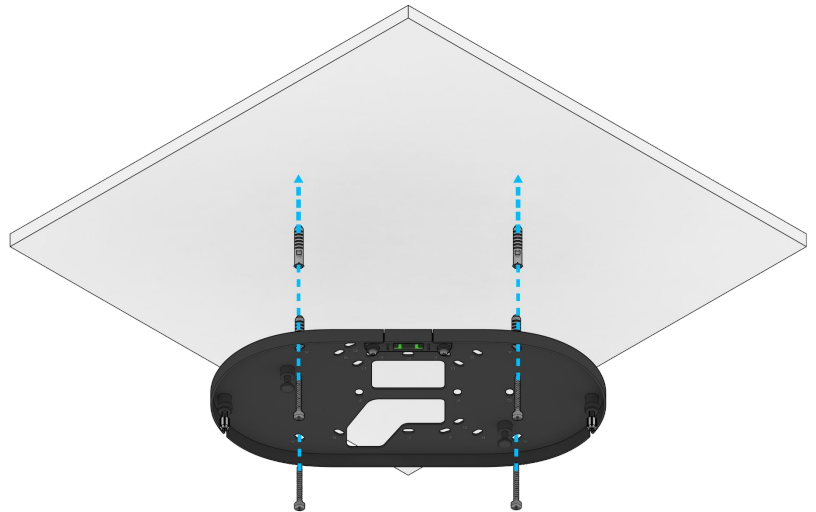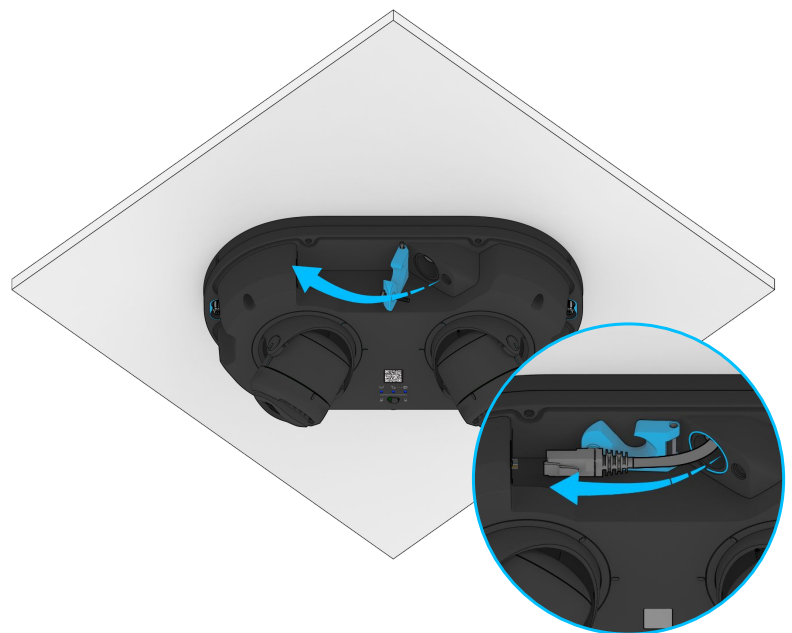
Mounting 2/8

Align the blue holes to the thumbscrews and shift the camera to lock the device in place.

Tighten the thumbscrews using the T10 Security Screwdriver to secure.

x2

Open the latch and pull cable through.

Mounting 3/8
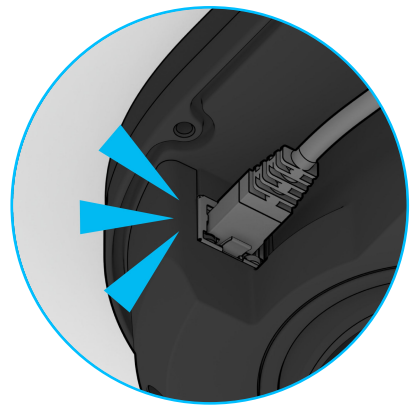
Lead the Ethernet cable though the cable gland hole and latch.

Select the appropriate sized cable gland and wrap it around the Ethernet cable.
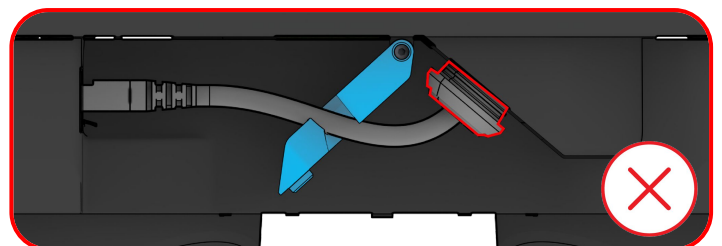

Connect the Ethernet cable to the camera.

Press the cable gland into the cable gland hole.

In case of cable slack, press the excess Ethernet cable into the cable gland.

Ensure that the cable gland is firmly in place with no gap or unevenness.
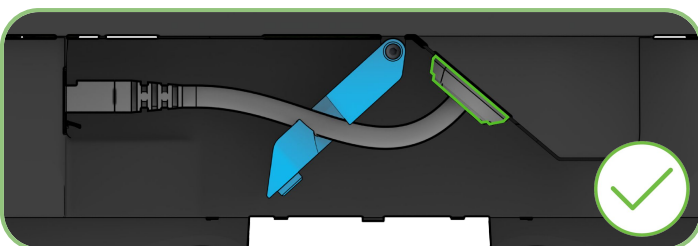
Make sure the slit in the grommet is positioned under the latch. Incorrect installation may result in water ingress that could damage the device.

Ensure the latch is fully down and closed before tightening the security screw.
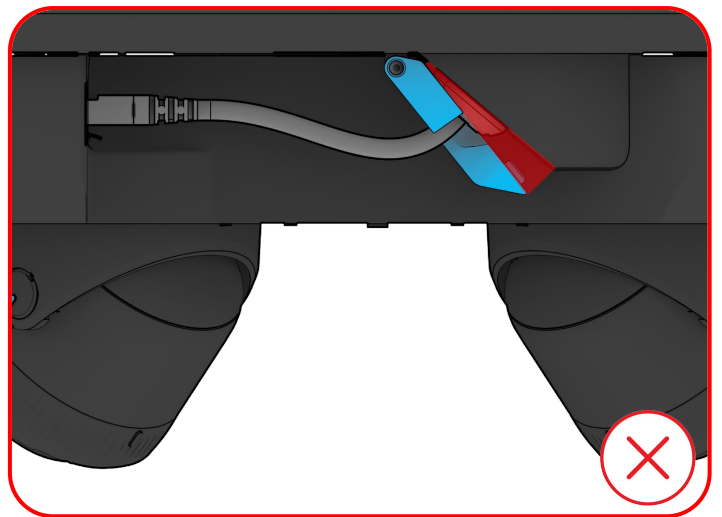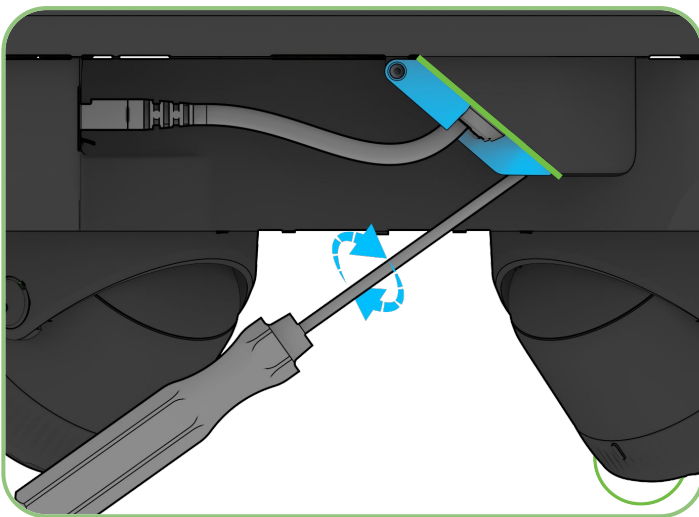
Mounting 5/8

Close the latch and use the provided T10 Security Screwdriver to secure and seal the Ethernet cable.

Scan QR code to register on Verkada Command. Refer to Connect Device section to continue.

Mounting 6/8

Adjust the camera to the desired viewing angle and rotation. Note the markings on the camera to help with alignment.

View the camera feed through Command to get an accurate idea of orientation and the field of view.

Note: Image can also be rotated 90˚, 180˚, 270˚ in Command.

65º

180º

360º
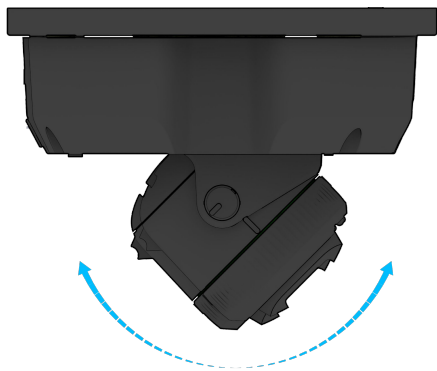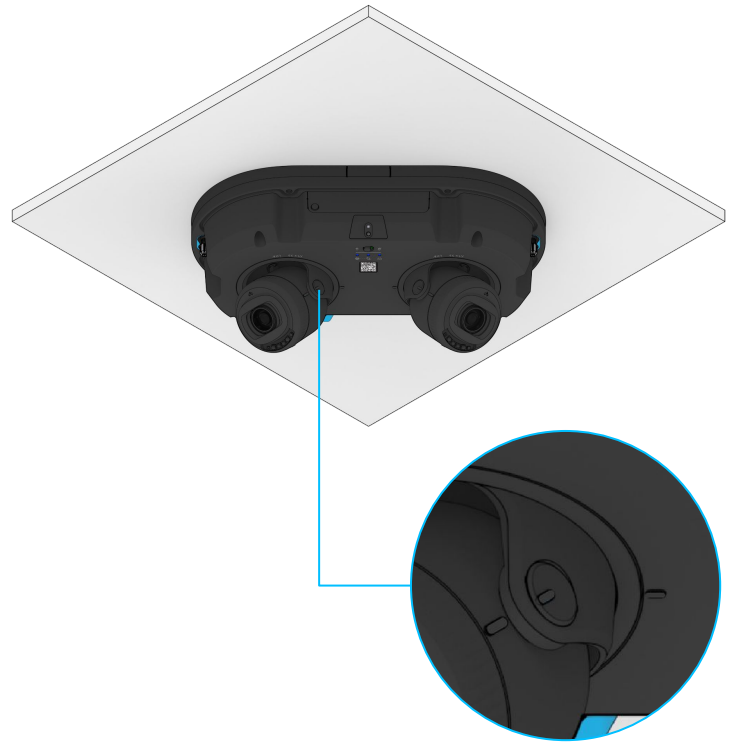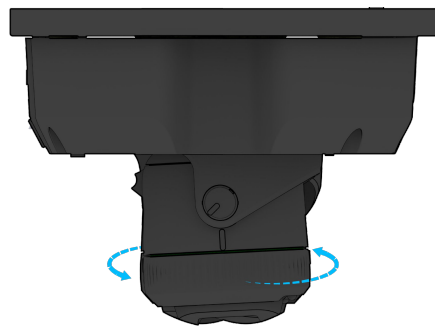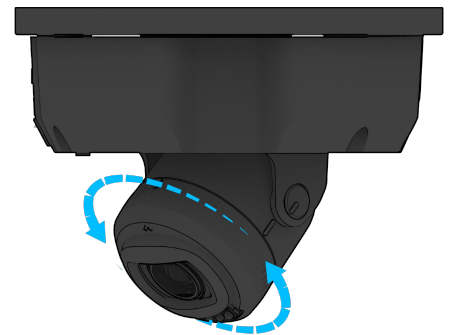
Mounting 7/8

Open and remove the desiccant pack from its outer pouch.

Peel the backing from the double-sided tape on the desiccant pack.

Place the pack behind the Ethernet cable after routing.

Mounting 8/8

Replace the cover on the camera by
aligning the cover to the screw holes.

To secure, tighten the four T10 Torx
Security Screws.

Remove the plastic film from the clear
bubble.

x4

Appendix
Compliance

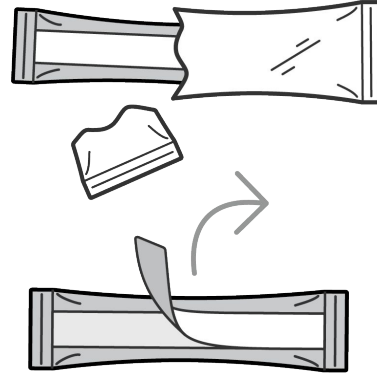| Caution	1. Maintenance and repair work must always be carried out by qualified technical personnel. Disconnect power from the unit when performing a maintenance task. 2. Wiring methods used for the connection of the equipment to earth shall be in accordance with the National Electrical Code, ANSI/NFPA 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.
FCC Statement	This device complies with Part 15 of the FCC Rules. 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. 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 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.
IC Statement	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. 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.

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