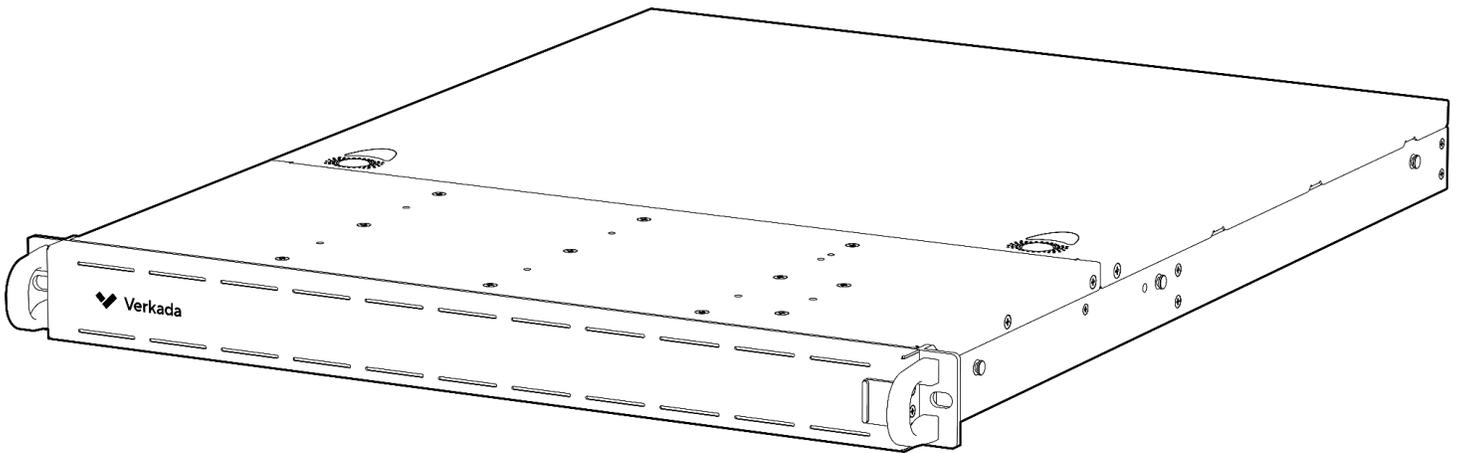Install Guide

CC300 CC500 CC700 Command Connector

Document
Document Details

Version
V1.1 20250206
(V1.0 published 20240805)

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

Product Models
This install guide pertains to models CC300-HW,
CC500-HW, and CC700-HW.

What's in the box
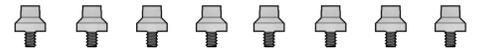
Command Connector

60cm Mount Rails (2 pcs)
(80cm ordered separately)

M5x6mm Rack Mount Screws
(8 pcs - attached to
Mount Rails)

M4x6mm Flat Head Screws
(4 pcs)

M5x15mm Truss Head Screws
(2 pcs)

Front Cover

Power Cord
(North America only)

M5x10mm Truss Head Screws
(6 pcs)

What you'll need

- A smartphone or laptop
- A #2 Phillips screwdriver or low power drill with a #2 Phillips driver bit
- A flat head screwdriver or low power drill with a flat head driver bit
- An ethernet cable

Placement
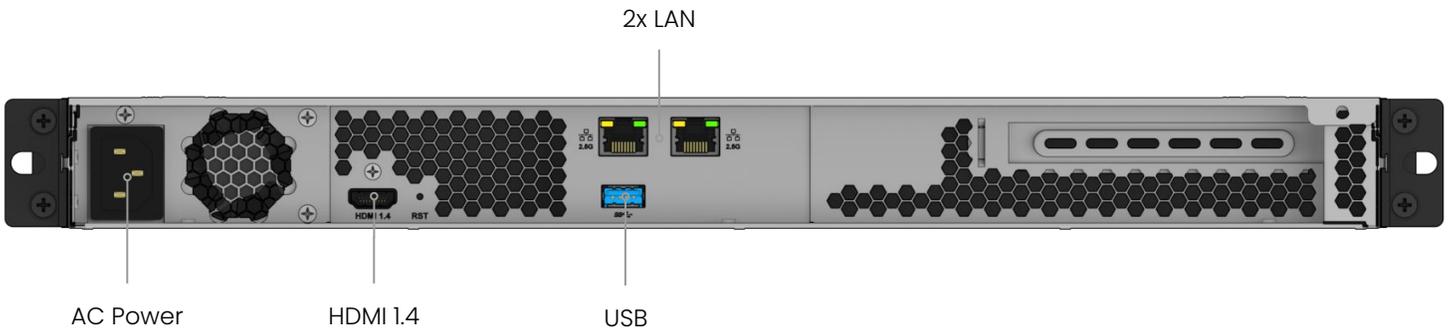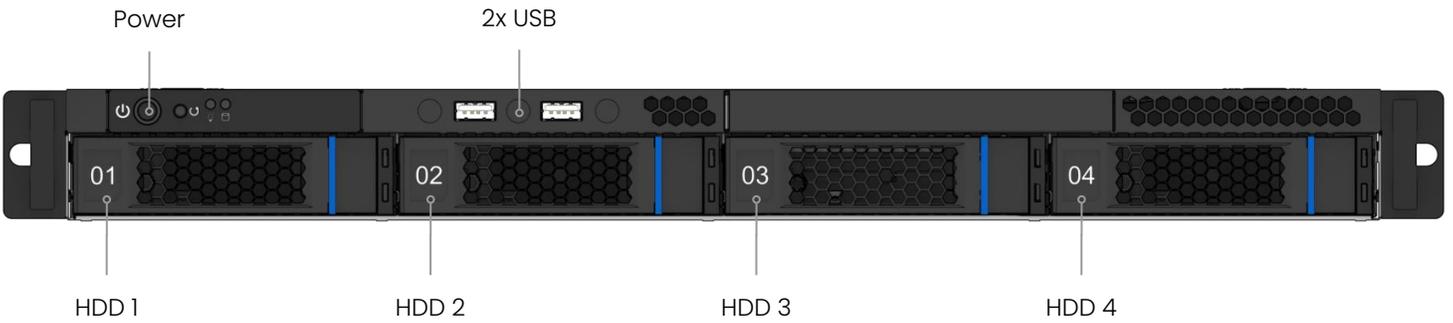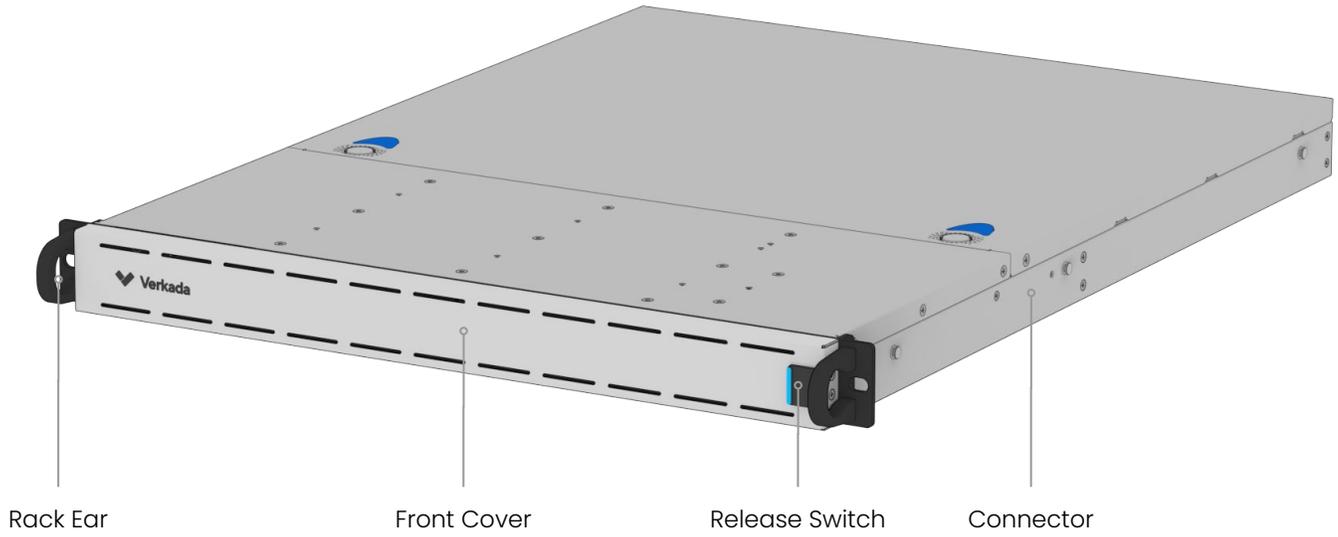
Server rack with 1U space available.

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

Rack Ear   Front Cover   Release Switch   Connector

Power   2x USB

HDD 1   HDD 2   HDD 3   HDD 4

2x LAN

AC Power   HDMI 1.4   USB

Installation
Server Rack Post Mounting Guidance

Note: Mount Rack Post Style

Use the following hardware if installing mount rails on a M5 threaded server rack post:
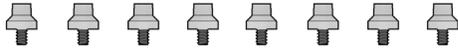
M5x6mm Rack Mount Screws
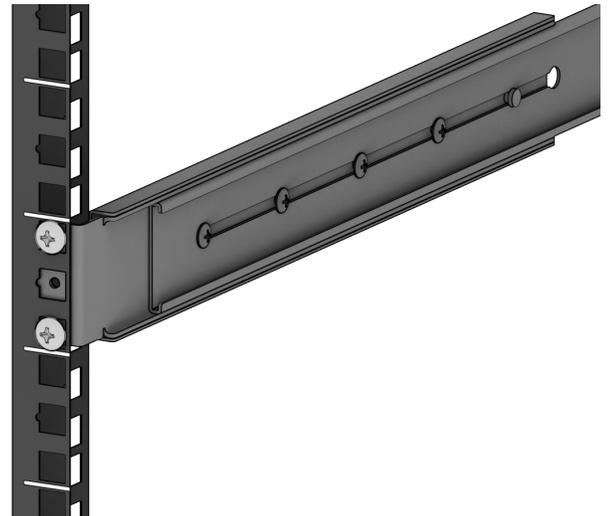(8 pcs - attached to
Mount Rails)

Use the following hardware if installing mount rails on a non-threaded server rack post:

M5x15mm Truss Head Screws
(2 pcs)

M5x10mm Truss Head Screws
(6 pcs)

Note: Two Post Server Rack

If installing on a 2 post server rack, Verkada recommends using a 2 post rack rail kit or a server rack shelf to support the Command Connector unit.

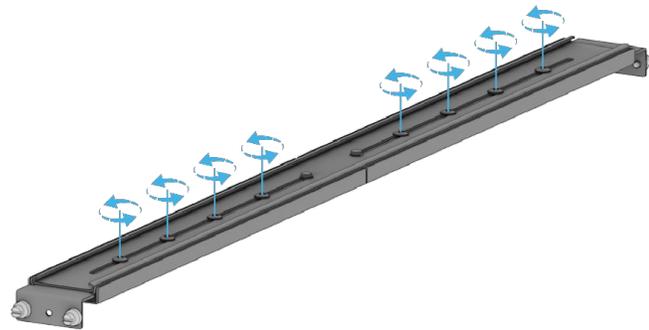Please contact Verkada.com/support for additional mount recommendations..
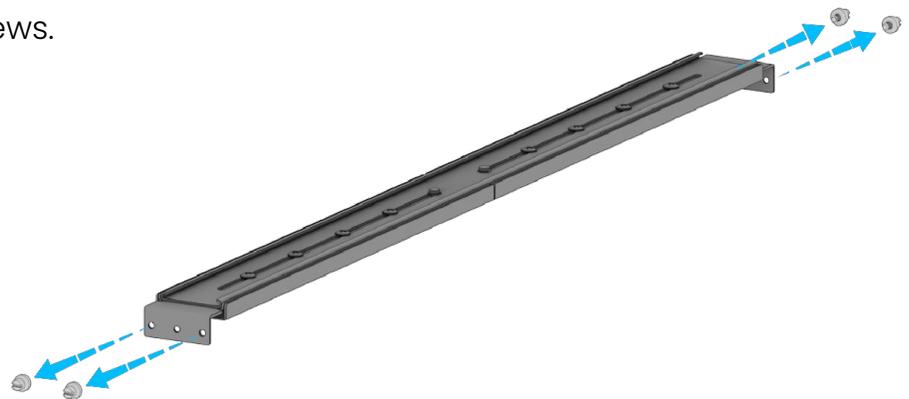
Outer Mount Rail (1/2)

Remove the inner mount rail from the
outer mount rail.

Loosen screws highlighted in the image.
Do not remove them completely.
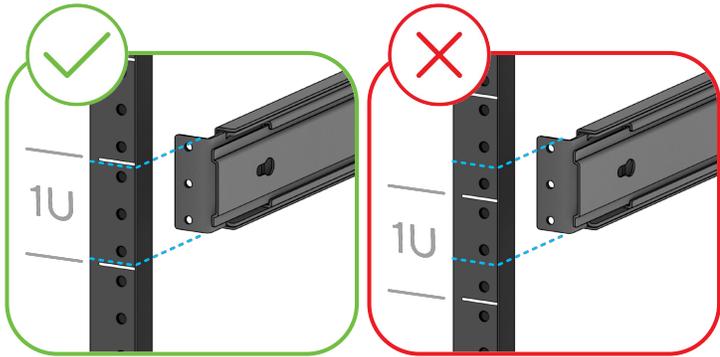
Remove the front and rear screws.

Outer Mount Rail (2/2)

Extend the outer outer mount rail to match the depth between the server rack posts.

Insert and tighten the front and rear screws. See the *Server Rack Post Mounting Guidance* section for mounting screw guidance.
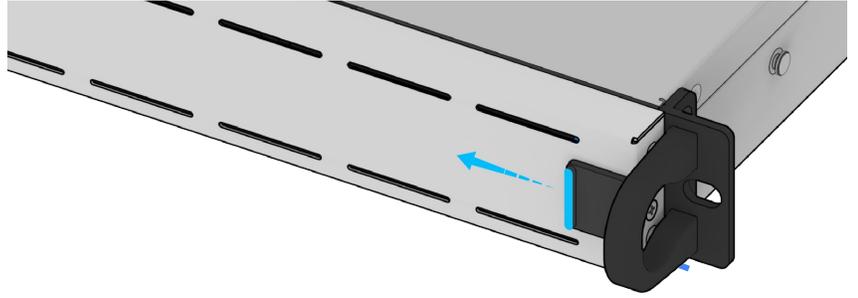

Tighten the screws highlighted in the image. Repeat the steps above to install the outer mount rail on the opposing side.
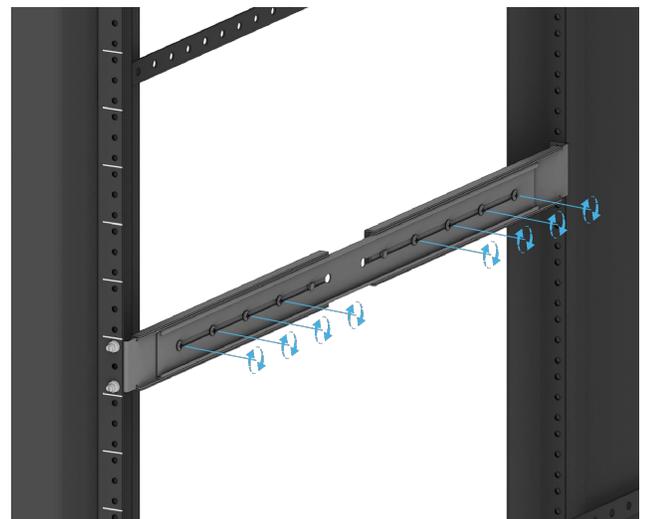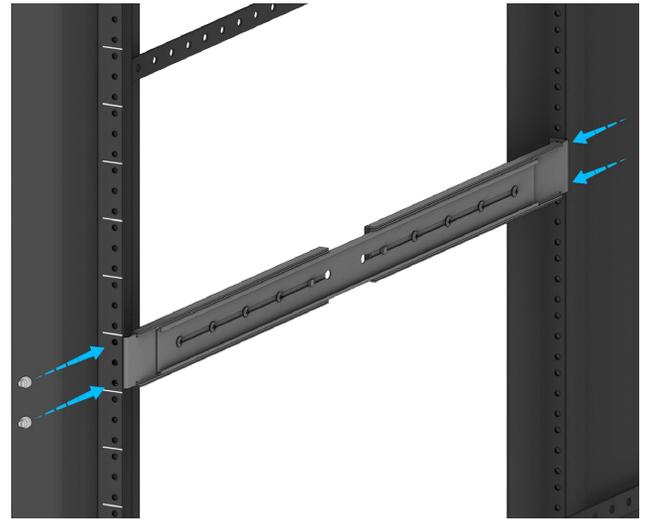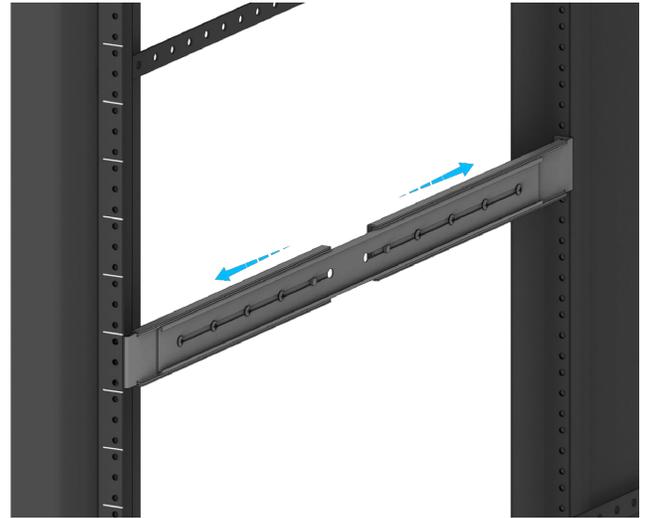
Front Cover Removal

Slide the release switch to the left to disengage the front cover mount pins from the right rack ear.
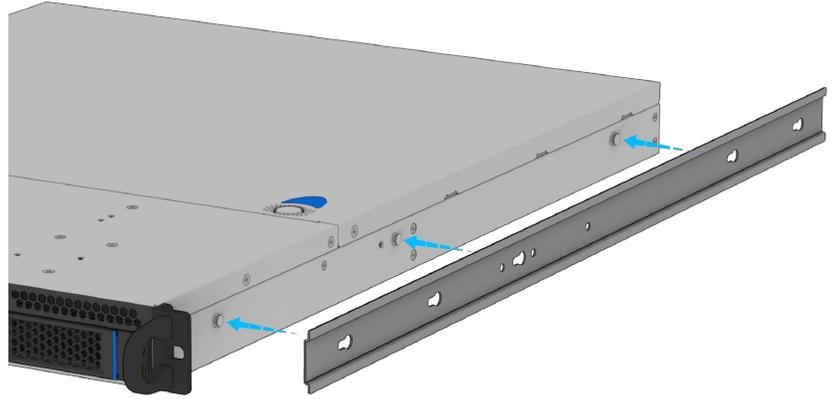

Swing the right side of the front cover away from the Connector to disengage the front cover mount pins from the left rack ear and set aside.
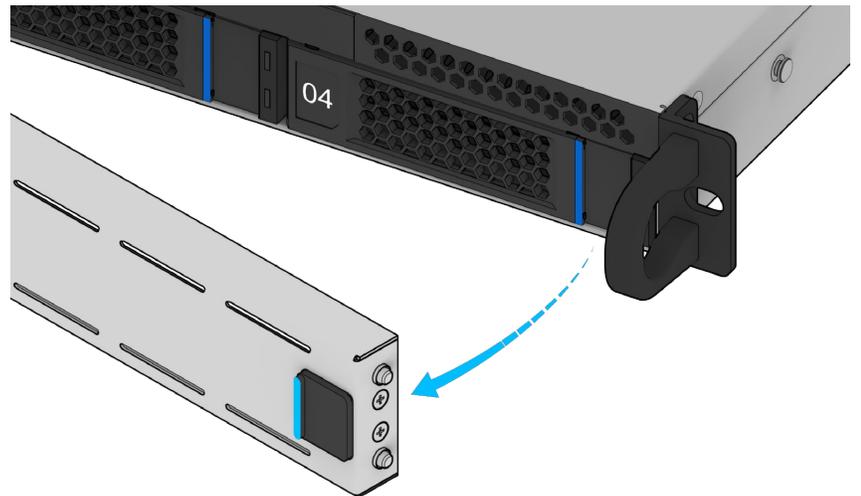
Installation
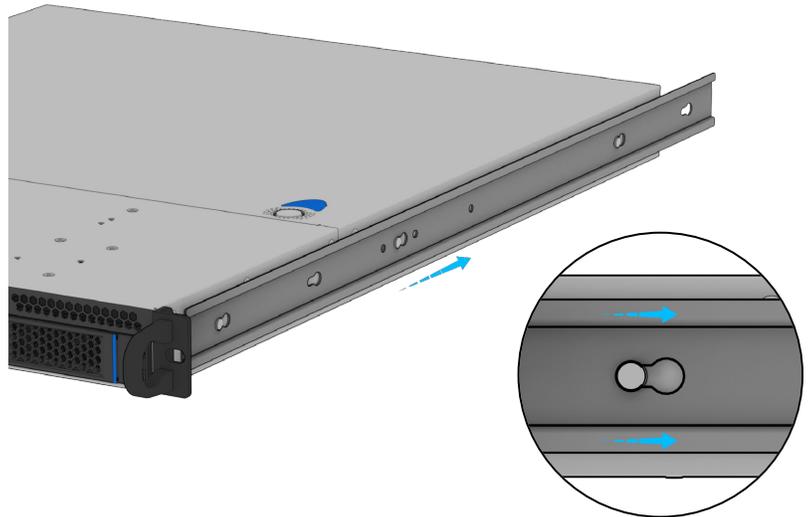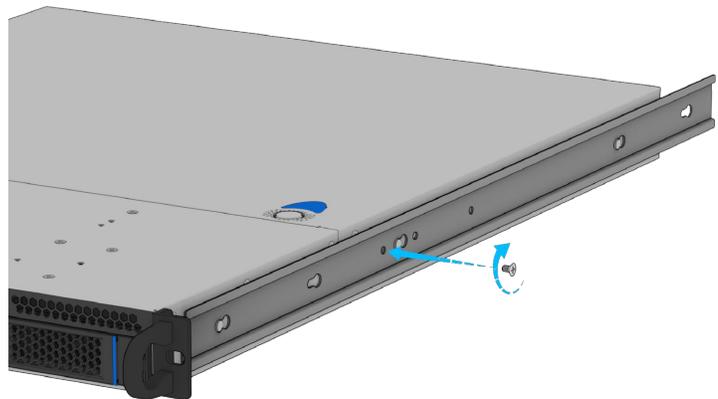# Inner Mount Rail

To install the inner mount rail to the Connector, align the holes on the inner rail with the posts on the side of the Connector.

Slide the inner mount rail away from the front of the device to engage the posts.

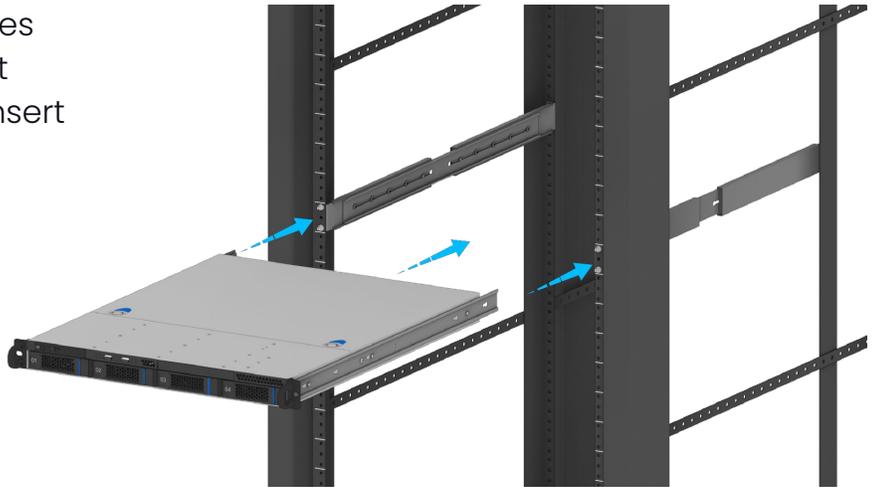Insert and tighten the M4X6mm flat head screw to secure inner mount rail positioning. Repeat the above steps to install the inner mount rail on the opposing side.

Installation
Connector Mounting

Align the inner mount rails on both sides of the Connector with the outer mount rails installed on the server rack and insert the Connector by sliding inward.

The Connector installation on the server rack is complete.
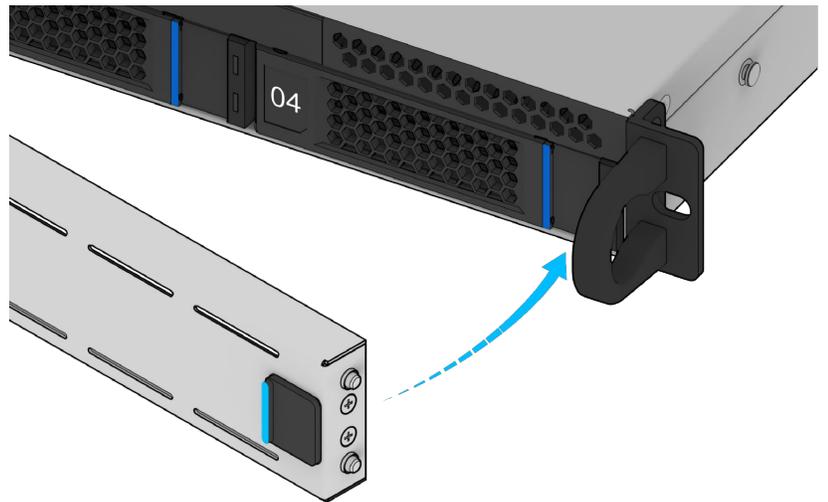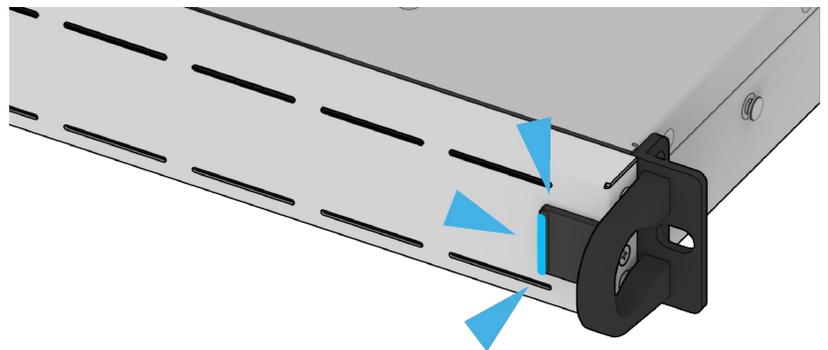
Front Cover Install

Align pins on the left side of the front cover with the holes on the left rack ear and insert.

Slide the release switch to the left to depress the mount pins on the right side of the front cover.
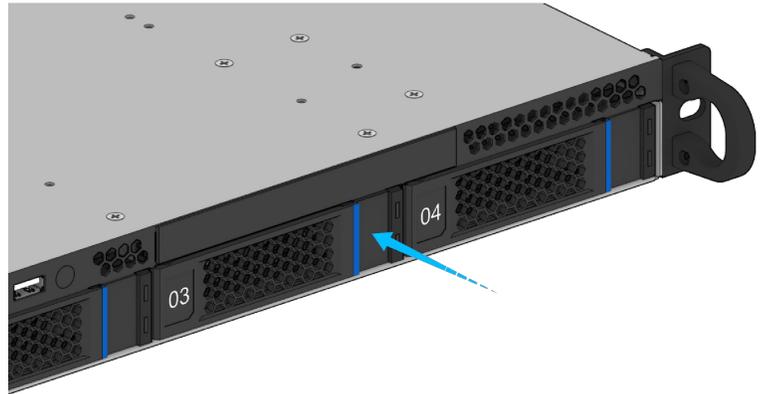

Swing the right side of the front cover so the mount pins on the right side align with the holes on the right rack ear. Release the switch to secure the front cover.
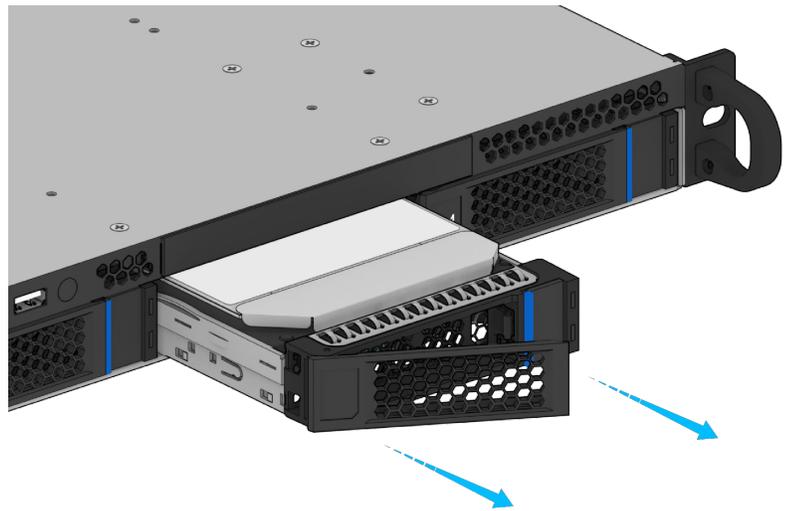
HDD Replacement (1/4)

Push the button to the right of the blue stripe to release the HDD caddy door.

Gently remove the HDD caddy from the central unit.

Flip over the HDD caddy.
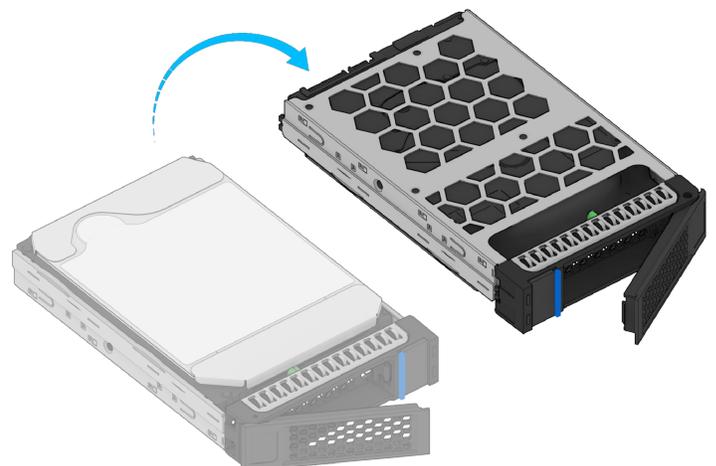
Installation
HDD Replacement (2/4)

Locate the green release lever and
push down, rotating 90 degrees
counterclockwise, to disengage the
lock mechanism. Then, flip the caddy
back over.

Slide the HDD towards the front of the
caddy by gently pushing on the back
side of the HDD.
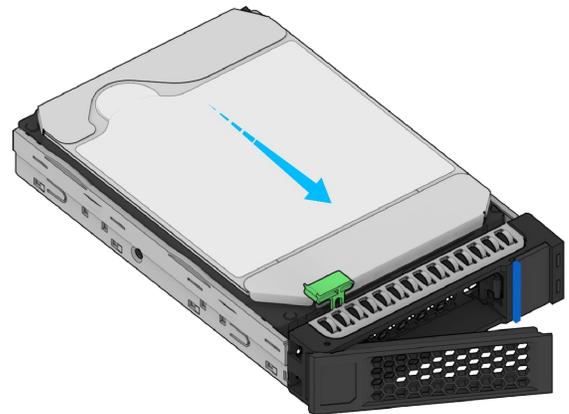
To remove the HDD, lift it straight
upwards out of the caddy and set
aside.

HDD Replacement (3/4)

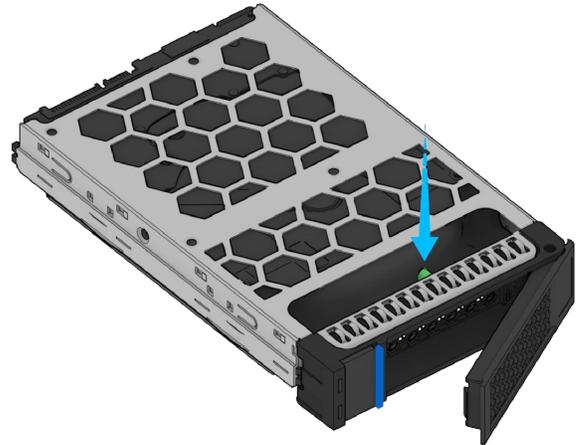Insert replacement HDD by aligning HDD with the caddy rails. Gently slide in from the back side until it clicks into place.
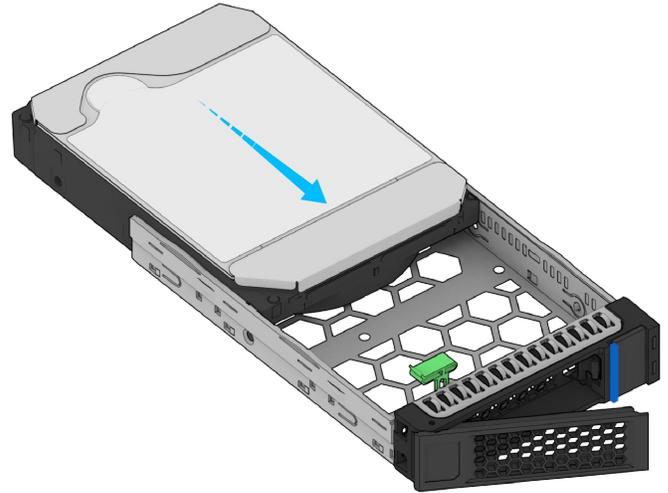
Rotate the green lever down until it clicks into place to secure the HDD in the caddy.
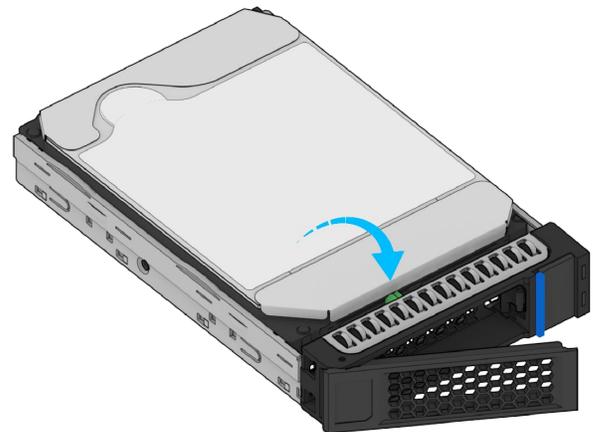
Insert the caddy into the HDD slot on the central unit.

HDD Replacement (4/4)

Gently push the caddy into the main device until it is secure.

Rotate the front door back into its original position until it clicks into place.

Compliance

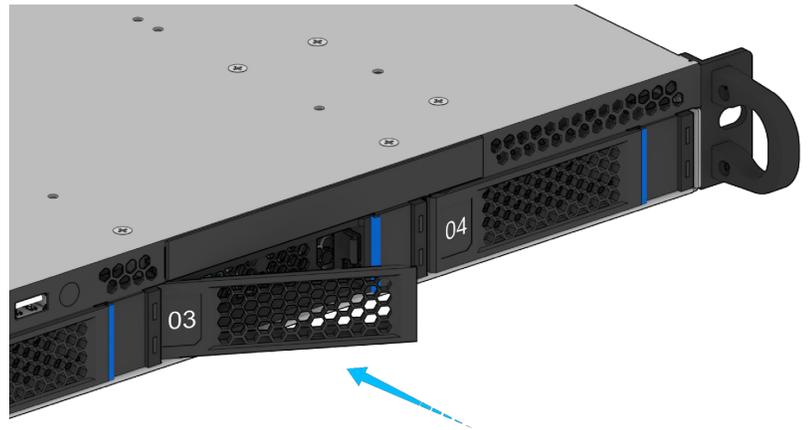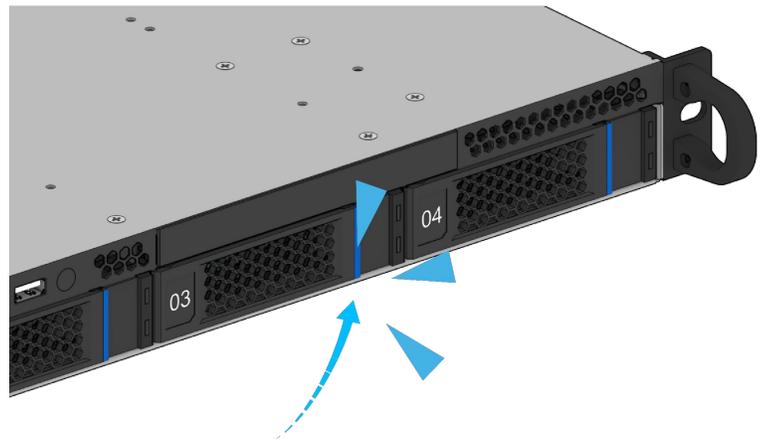| Caution	1. Maintenance and repair work must always be carried out by qualified technical personnel. Disconnect power from the unit when performing a maintenance task.
	2. Wiring methods used for the connection of the equipment to earth shall be in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part 1, CSA C22.1.
	3. Equipment shall be connected to a grounded (earthed) outlet when using a grounded power cord., The grounding pin shall not be removed from the power cord.
	4. Replacement of the battery with an incorrect type may risk fire or explosion
	5. Please contact certified dealers for power adapters and batteries.
FCC Compliance	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

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