

# ADT Security Wi-Fi Camera Installation Guide



# Getting Started



Congratulations on getting your new ADT Wi-Fi Camera. To learn more about this amazing new device and to support you in the DIY installation process (if this applies to you), we have developed the following Installation Guide.

To better support you through the process, this guide has been broken down into key sections as below.

## 1 | [ADT Interactive Account & Mobile App](#) 3

Setting up your ADT Interactive account and mobile app before connecting your camera.

## 2 | [Getting to Know Your Camera](#) 4

Learn more about your indoor (ADC-V523) or outdoor (ADC-V723) camera.

## 3 | [Connecting Your Camera to Wi-Fi](#) 5

Connecting your camera to your property Wi-Fi network in order to set up the camera.

## 4 | [Enrolling Your Camera on ADT Interactive](#) 8

Enrolling your camera onto your ADT Interactive account once the camera has a Wi-Fi connection.

## 5 | [Positioning Your Camera](#) 11

Learn to optimally position your camera and understand the key considerations when picking a spot.

## 6 | [Configuring Your Camera's Video Analytics](#) 14

Video Analytics needs to be specifically calibrated using ADT Interactive, learn how.

## 7 | [Troubleshooting & Frequently Asked Questions \(FAQ's\)](#) 17

Find the answers you are looking for using our troubleshooting Guide and FAQs

# 1 | ADT Interactive Account & Mobile App



## 1.A Install and Activate ADT Interactive via Web Browser

### Step 1 Login to ADT Interactive

Go to the ADT Interactive Login page at [www.adtsecurity.com.au/interactive-security-login/](http://www.adtsecurity.com.au/interactive-security-login/) and log in using the username and password provided to you via email.

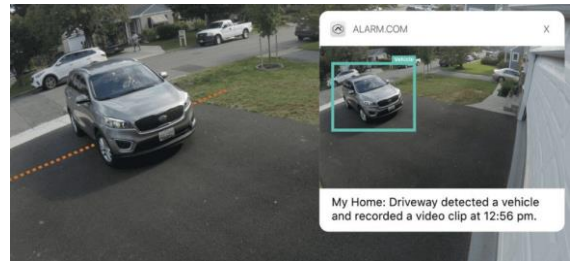
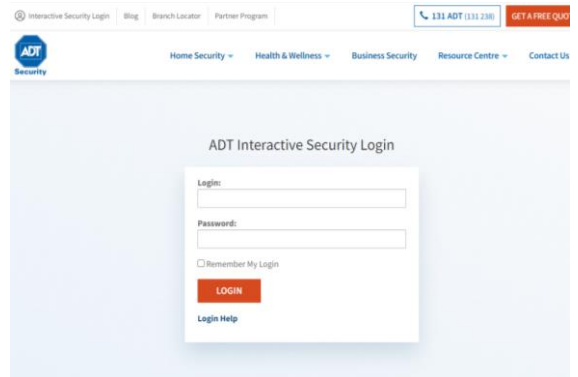
### Step 2 Set Up Users & Manage Logins

Set up user codes and/or logins for whomever requires access including family members and friends. Go to 'Users' > 'Add New User' and complete the details listed.

### Step 3 Configure Camera Video Analytics

Before configuring your camera's video analytics rules, ensure that you have gone through the process of 'Connecting your camera' to Wi-Fi (refer to section for details).

Once you have connected your camera, follow the instructions for 'Enrolling Your Camera' to complete set up of recording rules (refer to section for details).



## 1.B Install ADT Interactive via Mobile App

### Step 1 Download the App

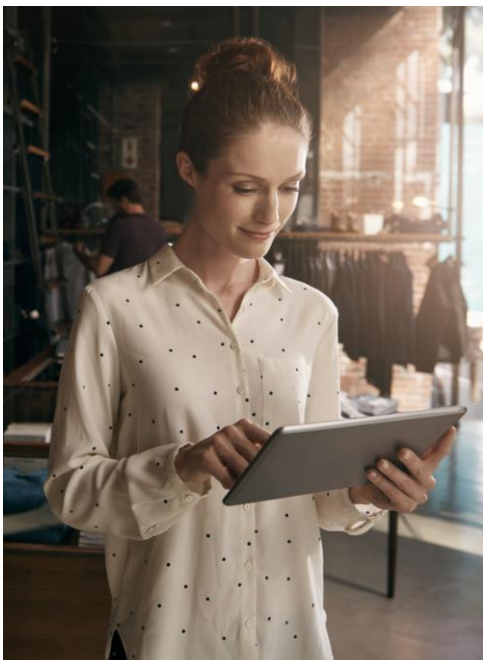
The ADT Interactive Security app for smart phone and tablet is available for free download from the Google Play and Apple App Store. Search for '**ADT Interactive Security**' and install the app to your device.

### Step 2 Navigate the Dashboard

Upon download, use the credentials used in Step 1.A to login to the ADT Interactive app. Familiarise yourself with the dashboard, exploring the features to view and control.

### Step 3 Enable Notifications

In the app, click on **Notifications** to enable push notifications and to ensure you can receive alerts in real-time. Here you can add or manage all push, text and email notifications related to your Interactive account.



## 2 | Getting to Know Your Camera

### 2.A Identifying Your Indoor Camera (ADC-V523)

Refer to the bottom of the camera and look for the Code **ADC-V523**.

**Note:** Indoor Camera's cannot be used outside as it will wear and tear due to weather conditions.



#### Specifications

<b>MAXIMUM RESOLUTION</b> 1920x1080	<b>LOW-LIGHT SENSITIVITY</b> 0 lux with IR	
<b>RECORDING COMPRESSION</b> H.264	<b>IR RANGE</b> Up to 4.6m	<b>SIMULTANEOUS VIEWERS</b> 10
<b>IMAGE SENSOR</b> 1/2.7" CMOS, 2.1 MP, 1920x1080	<b>DIMENSIONS (L X W X H)</b> 6.1 x 7.6 x 9.4cm	<b>ETHERNET CONNECTION</b> Yes
<b>LENS</b> 3.0 mm, F2.0	<b>POWER</b> 12V DC, 12W	<b>OPERATING TEMPERATURE</b> -20°C - 50°C
<b>ANGLE OF VIEW</b> 117°	<b>WIRELESS CONNECTIVITY</b> 802.11 b/g/n, 2.4 & 5 GHz	<b>OPERATING HUMIDITY</b> <95% Non-condensing

### 2.B Identifying Your Outdoor Camera (ADC-V723)

Refer to the bottom of the camera and look for the Code **ADC-V723**.



#### Specifications

<b>MAXIMUM RESOLUTION</b> 1920x1080	<b>LOW-LIGHT SENSITIVITY</b> 0 lux with IR	
<b>RECORDING COMPRESSION</b> H.264, MPEG-4	<b>IR RANGE</b> Up to 12m	
<b>IMAGE SENSOR</b> 1/2.7" CMOS, 2.1 MP, 1920x1080	<b>DIMENSIONS (L X W X H)</b> 6.4 x 6.4 x 11.4cm	<b>ETHERNET CONNECTION</b> No
<b>LENS</b> 3.0 mm, F2.0	<b>POWER</b> 12V DC, 12W	<b>OPERATING TEMPERATURE</b> -20°C - 50°C
<b>ANGLE OF VIEW</b> 117°	<b>WIRELESS CONNECTIVITY</b> 802.11 b/g/n, 2.4 & 5 GHz	<b>OPERATING HUMIDITY</b> <95% Non-condensing

## 3 | Connecting Your Camera to Wi-Fi

Before we can proceed with any of the camera set up steps, it is critical that your camera is connected to your property Wi-Fi network.

There are 2 ways to do this, please follow the instructions for either **Connecting in Wi-Fi Protected Setup (WPS) Mode** or **Connecting in Access Point (AP) Mode**.

4.A

### Wi-Fi Protected Setup (WPS) Mode

Use WPS mode to connect the camera to your network by physically pressing down on the WPS button on your internet router


4.B

### Access Point (AP) Mode

Use AP mode to use wireless internet to connect the camera to your network

You can also follow along step by step by using our video tutorial found here: <https://www.adtsecurity.com.au/panel/wifi-cameras/>. Also refer to troubleshooting and FAQs found in this Installation Guide if you experience any trouble.

### 4.A Connecting in Wi-Fi Protected Setup (WPS) Mode

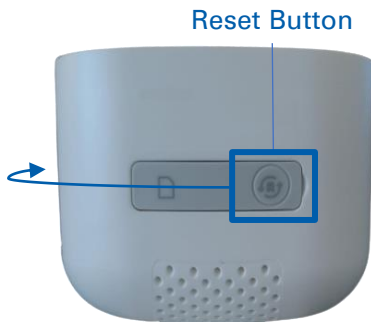
1. Connect AC power adapter and plug into an outlet
2. Hold down the **Reset** button  until the LED is flashing blue (3 seconds)
3. Press the **WPS Button** on the router. The router will connect to the wireless network. The connection is complete once the LED turns **solid green**.
4. Follow the instructions under Enrolling Your Camera on your ADT Interactive Account



# 3 | Connecting Your Camera to Wi-Fi

## 4B. Connecting in Access Point (AP) Mode

1. Connect AC power adapter and plug into an outlet
2. The camera's LED will begin to flash white. If the LED is not white after two minutes, hold down the '**Reset**' button until the LED is flashing white (6 seconds)



### 3. Using your internet enabled device:

- a) Search for available networks and connect to the wireless network **ADC-V523IR (XX:XX:XX)**. The **(XX:XX:XX)** is the last six digits of the camera's MAC address (located on the bottom of the camera or on the back of the packaging).
- b) On the same device, open a web browser and enter the URL <http://v523install> or **192.168.1.1** for indoor camera and URL <http://v723install> or **192.168.1.1** for outdoor camera

Settings

Wi-Fi

Available networks

- ADC-V723 (2B:ES:5A) Connecting
- Aussie Broadband 0153
- WiFi Connection A
- AP\_4079435426
- ARLO\_VMB\_2429658931
- Talam G wifi
- + Add network

Connect to the network:  
**ADC-V723(XX:XX:XX)**

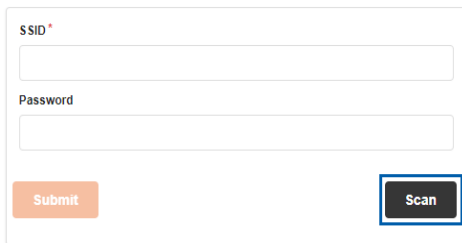
↑ Camera model      ↑ Last 6 digits of camera's MAC address

ADT Security

### 3 | Connecting Your Camera to Wi-Fi

4. Next, follow the **on-screen instructions** (steps also supplied below):

a) Click Scan to scan for available Wi-Fi Networks

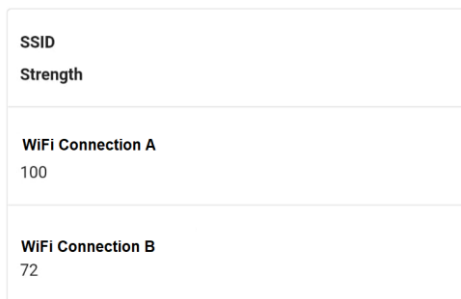


SSID \*

Password

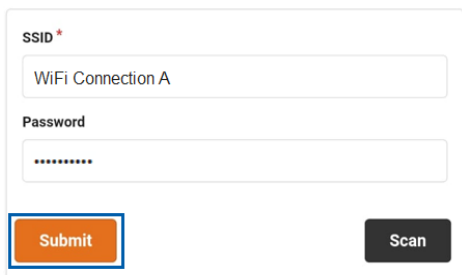
Submit Scan

b) Select the Wi-Fi Network that the camera will connect to:



SSID	Strength
WiFi Connection A	100
WiFi Connection B	72

c) Enter Wi-Fi Credentials and click '**Submit**'



SSID \*

Password

Submit Scan

d) The wireless connection is complete once the LED light turns a solid green



e) Your camera is now connected to Wi-Fi. Next, follow the instructions for '**Enrolling Your Camera on ADT Interactive**'

## 4 | Enrolling Your Camera on ADT Interactive

Once the camera has a Wi-Fi connection, it will need to be enrolled on your ADT Interactive account. There are 2 possible ways to do this, follow the instructions below:

4.A

### Using the ADT Interactive App

Access ADT Interactive via the app if you intend to access and manage your new Wi-Fi camera system this way.




4.B

### Using the ADT Interactive Web Browser

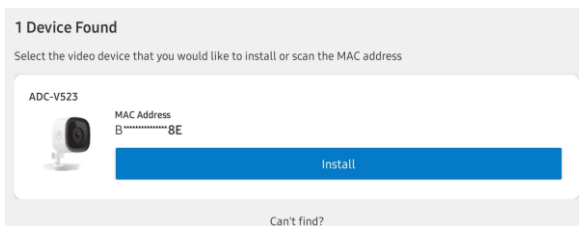
Access ADT Interactive via the web if you prefer to manage your new Wi-Fi camera system this way or have not installed the app.



### 4.A Using the ADT Interactive App

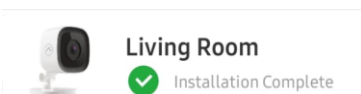
1. Open the ADT Interactive App on your device
2. Open the menu by selecting the  menu icon and select  Add Device
3. Select  Video Camera
4. The camera should have been discovered by the network. Click **'Install'** to add the camera to your ADT Interactive account.

If the device can't be found, click on **'Can't find?'** and follow on-screen instructions.



5. Name the device and click **'Next'**.
6. Wait for the camera to be installed to the account. Once the camera has been installed, follow the on-screen instructions regarding placement of the camera and of setting up camera analytics (optional).

Once done, configuration is complete and you will receive a confirmation.





# 4 | Enrolling Your Camera on ADT Interactive



## 4.B Using the ADT Interactive Web Browser

1. Log in to ADT Interactive via <https://www.adtsecurity.com.au/interactive-security-login/>

ADT Interactive Security Login

Login:  
demo@adt

Password:  
.....

Remember My Login

**LOGIN**

[Login Help](#)

Note: Use the login details used to activate your ADT Interactive account in section 1 **'ADT Interactive and Mobile App'**

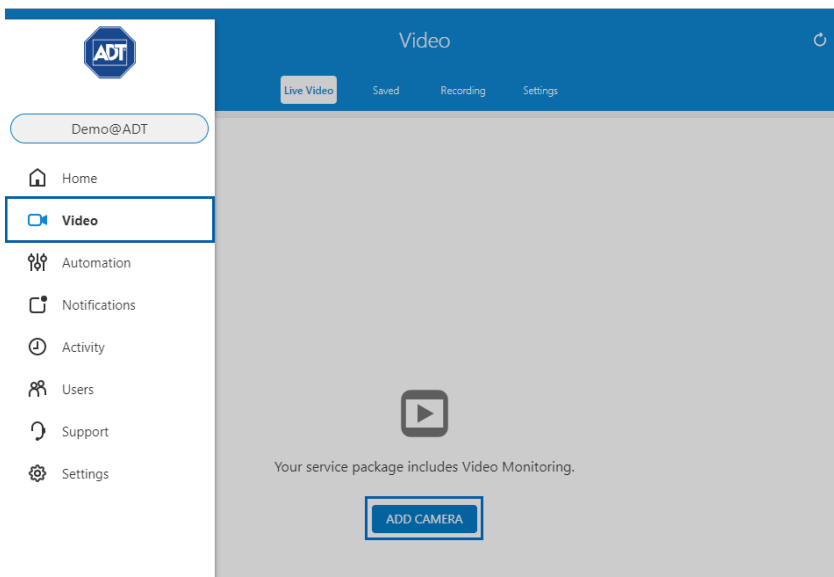
2. Add your Device:

### a) Install the Camera:

If this is the first camera being added on to the account, then:

- i. Select **'Video'** |  Video

- ii. Click on **'Add Camera'** 



# 4 | Enrolling Your Camera on ADT Interactive

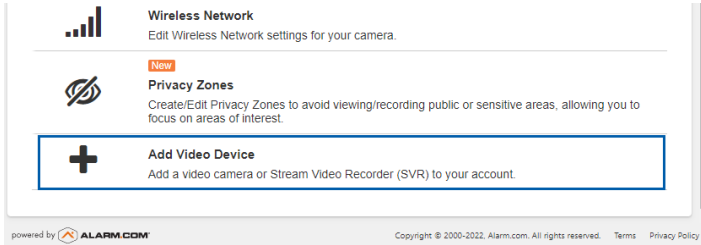
## b) Add a new device:

If you have previously installed a different camera:

i. Select **'Video'** |  Video

ii. Click on **'Settings'** 

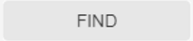
iii. Select **'Add Video Device'**



3. The camera should have now been discovered by the network.

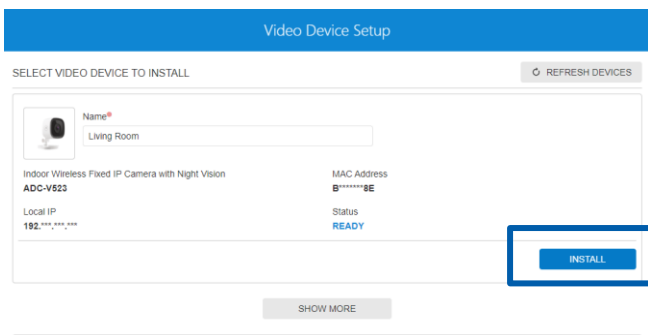
## a) If no devices have been detected:

i. Click on **'Refresh Devices'** 

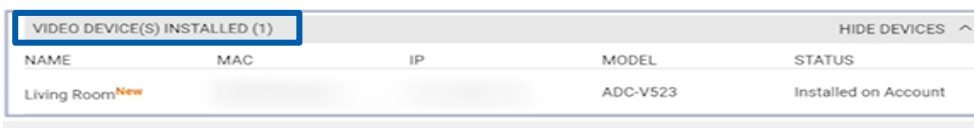
ii. Search by entering the 12-digit MAC address of your video device (found on the video device label) and click on **'Find'** 

4. Once the camera has been discovered name the Video Device

5. Click on **'Install'**  to add the camera.



6. Click on **'Refresh Devices'** again. The camera should now be listed under **'Video Devices Installed'**



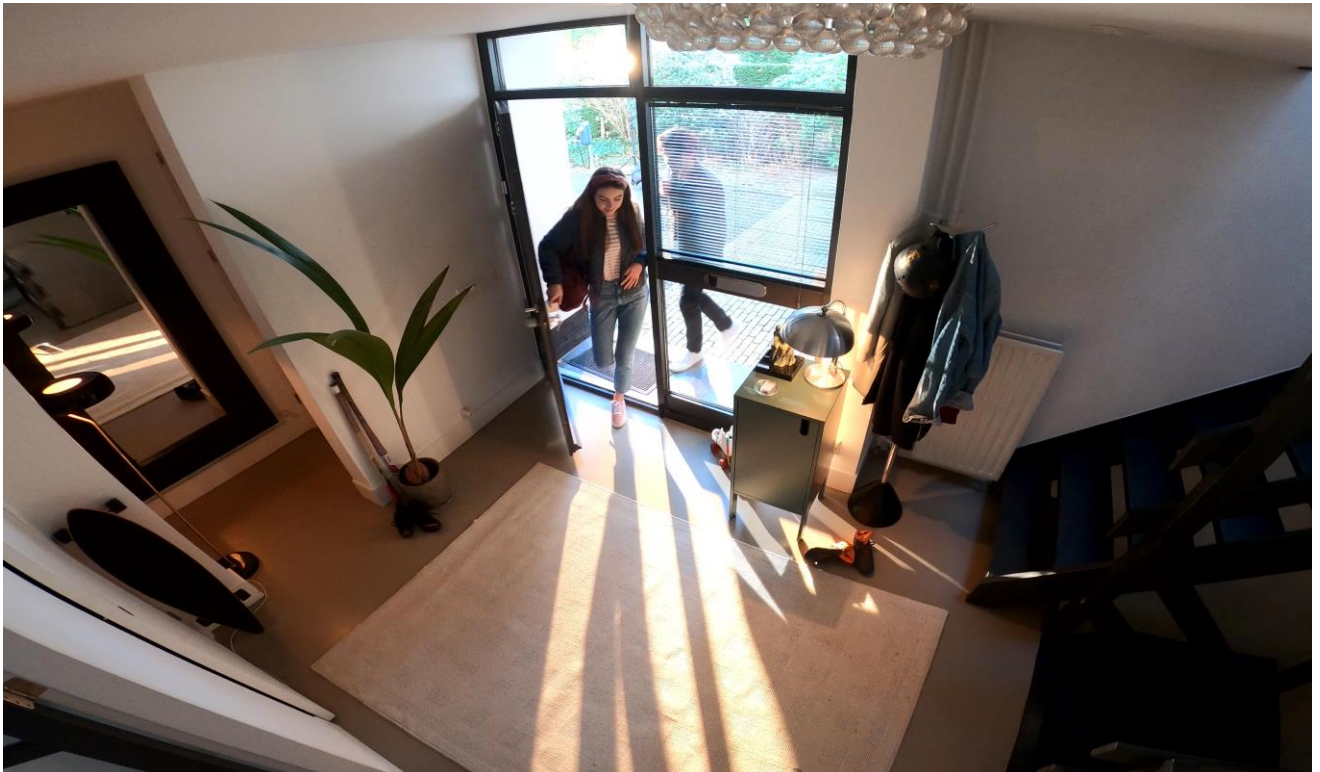
VIDEO DEVICE(S) INSTALLED (1)					HIDE DEVICES ^
NAME	MAC	IP	MODEL	STATUS	
Living Room <sup>New</sup>			ADC-V523	Installed on Account	

## 5 | Positioning Your Camera

Now that you have connected and enrolled your Wi-Fi camera, it's time to decide where to put it. Here are some tips and considerations before mounting your camera **indoors**:

### Indoor Wi-Fi Camera

1. If you have an indoor Wi-Fi camera, endeavour to position it in common areas like the main entrance way or living room. Consider where your valuables are most often kept and position accordingly.
2. Consider the coverage of key entrances and windows to your home or business.
3. To increase field of view, play with angles and place the Wi-Fi camera in a corner.
4. Consider privacy and do not place Wi-Fi cameras in bedrooms or bathrooms.
5. Do not place indoor Wi-Fi cameras to face directly outward through glass as this will impede its video capability. If you would like to monitor outdoors, consider installing an outdoor Wi-Fi camera.
6. Consider mounting the Wi-Fi camera out of reach so that it is not in easy line of sight of a potential intruder or easily torn down.
7. **Placement is critical and upon selecting a position, use our checklist to test out the field of view using ADT Interactive in real-time before committing to the spot.**



## 5 | Positioning Your Camera

Here are some tips and considerations before mounting your camera **outdoors**:

### Outdoor Wi-Fi Camera

1. Consider the coverage of key entrances and exits to your home or business, including the side. Intrusions do not typically occur via the front door to a property.
2. Consider neighboring homes or businesses and their privacy and endeavour to only cover your own property in the field of view.
3. Installing an outdoor camera can be more complex than an indoor camera, often requiring an outdoor plug and sometimes hard wiring to be able to mount the camera to the property. **In these circumstances, we strongly recommend to have a technician attend on site for the installation and do not attempt DIY.**
4. Visibility of outdoor cameras has been shown to act as a deterrent for intruders, do not be afraid if your camera is visible. In the instance you have more than one outdoor camera, position some visibly and some in a more hidden way.
5. Consider any blind spots that may provide direct access to the property. To increase field of view, play with angles and place the Wi-Fi camera in a corner.
6. Consider lighting and avoid direct bright light that may impact footage.
7. **Placement is critical and upon selecting a position, use our checklist to test out the field of view using ADT Interactive in real-time before committing.**



# 5 | Positioning Your Camera

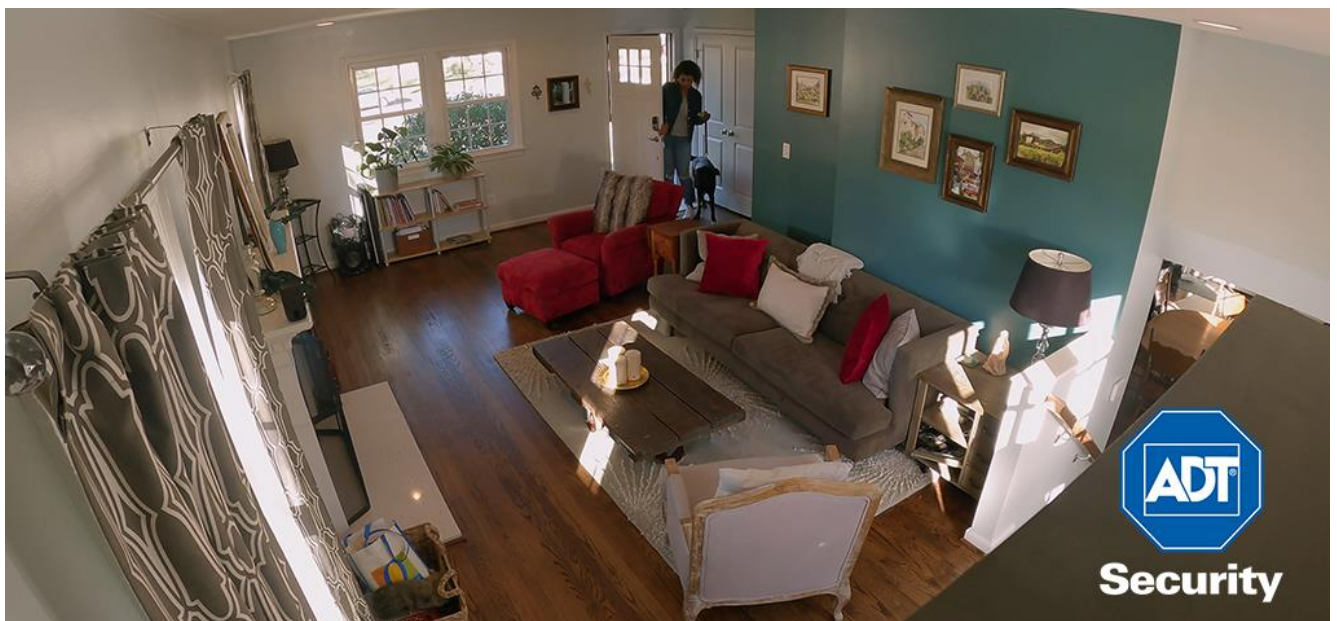
## Checklist: Testing out the Position & Field of View

Now that you have chosen a position for your Wi-Fi camera, use our checklist below to test out the field of view of the camera using ADT Interactive in real-time.

**Disclaimer:** If you are installing a camera outdoors, or at difficult height, we recommend one of our experienced security technicians attend on site for installation. Do not attempt DIY. This ensures the entire process will be expertly handled and protects against the risk of potential injury.

If you are proceeding with DIY, please check the **field of view of the camera** from the desired position prior to committing to a fixed spot and prior to drilling or cutting any openings (if you are planning on mounting the camera this way). Do this by:

1. Picking a desired location in the home with a good Wi-Fi signal. If you are concerned or there is a weak signal in your desired location, consider adding a Wi-Fi range extender.
2. Loosely and temporarily mount the camera in this location and connect to nearby power (note: if outdoor, you may need an extension cable to test). Avoid drilling or cutting any openings before you are satisfied with the position.
3. Ensure the camera is turned on.
4. Open the ADT Interactive app to access and view the live video stream and thus assess the camera position. Feel free to play with angles to try and increase the field of view. This is a great opportunity to also double check:
  - There is nothing blocking the field of view (e.g., large objects), and that
  - The camera is not pointing directly into bright light as it can disrupt live feed visibility
5. Further customise your settings and recording rules
6. Once satisfied with the above, proceed with fixing the camera to this spot



# 6 | Configuring Your Camera's Video Analytics

## Calibrating your Wi-Fi Camera for Video Analytics

The ADT Wi-Fi indoor and outdoor cameras can record and show you what happens from all angles. This is a lot of data to filter and manage. Luckily, you don't need to with Video Analytics – providing you with customised and filtered video alerts.

You can set up customised rules to choose what you want to see. Distinguish between people, vehicles and animals and alert - or not - according to your rules. Set specific tripwire and zone alerts for specific areas to customise where you want to see them.

**Video Analytics needs to be specifically calibrated and can be done using ADT Interactive via the app or web browser.** The calibration process involves taking five still images of a person in different locations visible to the camera.

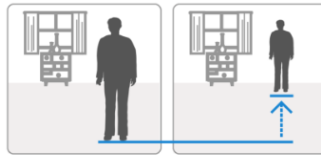
Please note: The Wi-Fi camera should be recalibrated each time it is moved to a different location.

### Camera Calibration

Calibration combined with Video Analytics best practices provides cameras with an accurate view of each unique location where they are installed. The calibration process itself is used to more thoroughly customise and provide context for where a subject could enter, exit, or move around within the field of view. Consider these camera calibration best practices for setting up Video Analytics below:



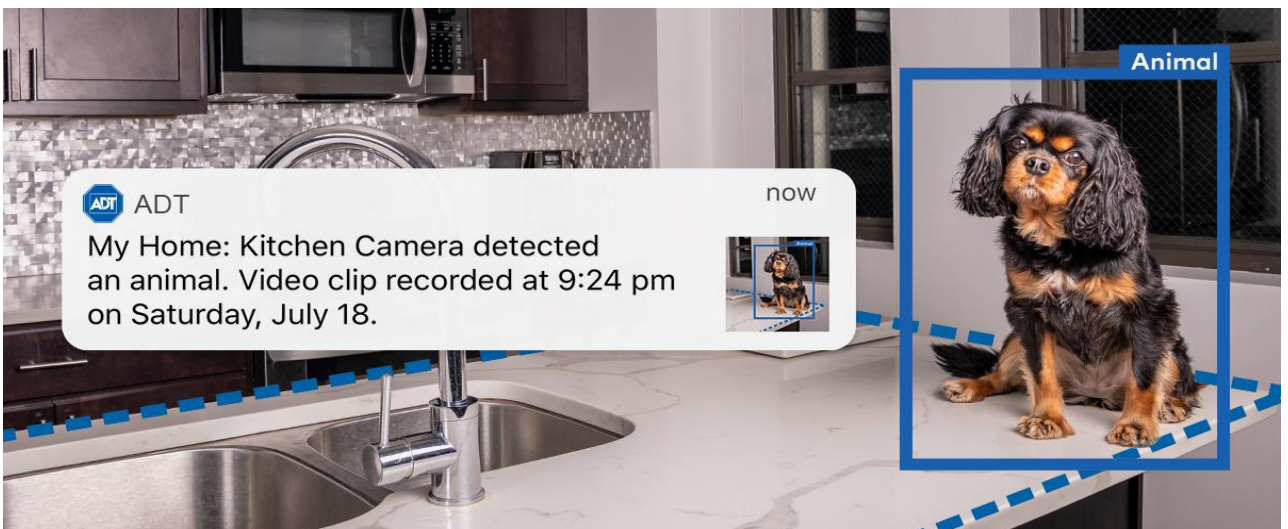
Verify that the person's entire body is in the field of view for each photo



After taking each photo, take a few steps backward relative to the field of view



Use a smart phone or tablet to make it easier to test and manoeuvre





# 6 | Configuring Your Camera's Video Analytics

## Calibrating the Wi-Fi Camera During Video Analytics Setup

Calibrate the Wi-Fi camera using the **ADT Interactive app** or **via the web browser**. If using a smart phone or tablet, the calibration can be completed by one person, otherwise you may need an extra pair of hands to support.

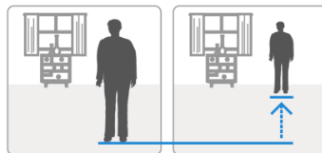


### 6.A Calibrate the Wi-Fi Camera Using ADT Interactive App

1. Log into the ADT Interactive app and tap the menu button 
2. Tap on **'Video'**, followed by **Settings** (top right-hand corner) 
3. In settings, tap on **'Recording rules'** and then **'+ Add New Rule'**
4. Once there, tap on **'Video Analytics'** and select the camera to be calibrated.

**Note: The camera's existing Video Motion Detection (VMD) rules will be removed, but they can be added back later. Tap Ok to delete the VMD rules and continue with calibration.**

5. After the camera completes Video Analytics setup, tap on **'Close'**.
6. Select the camera to be calibrated and tap on **'Continue'**.
7. Position yourself or a helper in front of the camera and take a photo (tap on **'Take Photo'**).
8. Verify that the entire body is in the field of view and tap on **'Next'**.
9. After taking the photo, take a few steps backward relative to the field of view and repeat the previous two steps. Repeat this until 5 photos are captured moving a few steps further from the camera each time. Verify that the entire body is in the field of view of each photo.



10. After five photos are captured, tap on **'Submit'**.
11. Once the calibration is complete, tap on **'Done'**. The camera is now ready for a Video Analytics rule.

## 6 | Configuring Your Camera's Video Analytics



### 6.B Calibrate the Wi-Fi Camera Using ADT Interactive via the Web

1. Log into ADT Interactive using a web browser and click on **'Video'**.
2. Click on **'Recording rules'** and then **'+ Add New Rule'**.
3. Click on **'Video Analytics'** and select the camera to be calibrated.

**Note: The camera's existing Video Motion Detection (VMD) rules will be removed, but they can be added back later. Tap Ok to delete the VMD rules and continue with calibration.**

4. After the camera completes Video Analytics setup, click on **'Close'**.
5. Select the camera to be calibrated and tap on **'Continue'**.
6. Position yourself or a helper in front of the camera and take a photo (tap on **'Take Photo'**).
7. Verify that the entire body is in the field of view and tap on **'Next'**.
8. After taking the photo, take a few steps backward relative to the field of view and repeat the previous two steps. Repeat this until 5 photos are captured moving a few steps further from the camera each time. Verify that the entire body is in the field of view of each photo.



9. After five photos are captured, tap on **'Submit'**.
10. Once the calibration is complete, tap on **'Done'**. The camera is now ready for a Video Analytics rule.





## 7 | Troubleshooting & FAQ's

### **General (see page 18)**

- The Wi-Fi camera does not seem to be working, what should I do?

### **Power (see page 18)**

- How can I check if the Wi-Fi camera has power?

### **Network (see page 18)**

- I have changed my Internet provider or Wi-Fi credentials after setting up my camera. What do I need to consider?

### **Access (see page 18)**

- Can I access ADT Interactive across multiple devices at the same time?
- How many users are permitted on my account?

### **Recording (see page 19)**

- How can I set up calibration rules to maximise the availability of video clips monthly?
- What is my monthly upload limit for recorded clips?
- I keep going over my monthly limit for recorded clips, what can I do?
- How will I know if I have reached my monthly limit?

### **Video Analytics (see page 20)**

- Why do I need Video Analytics?

# 7 | Troubleshooting & FAQ's

## General

The Wi-Fi camera does not seem to be working, what should I do?

1. Check the power connection to the camera and check that the camera led light is on. Ensure that you have power in the house.
2. Check the Wi-Fi connection - this can be done by opening a browser on another device connected to the same Wi-Fi network.

Note: if you have changed your Wi-Fi provide and/or password, this will impact connectivity.

If yes, go to **Network**.

3. Check if your NBN device is connected (if applicable)

## Power

How can I check if the Wi-Fi camera has power?

The Led light should be on.

## Network

I have changed my Internet provider or Wi-Fi credentials after setting up my camera. What do I need to consider?

Your Wi-Fi camera will stop responding if the internet provider has changed or Wi-Fi credentials have been updated. Where possible please ensure that you use the same SSID and Password for the new internet connection.

In the instance that you are unable to maintain your existing SSID and/or password, please note that you will need to re-install the cameras onto the new Wi-Fi connection repeating the same steps in this guide.

## Access

Can I access ADT Interactive across multiple devices at the same time?

Yes. You can also set-up a different login for other members of the household so that they can view the cameras as well.

How many users are permitted on my account?

Unlimited users and the master account holder can add and remove users as needed with different access levels.

# 7 | Troubleshooting & FAQ's

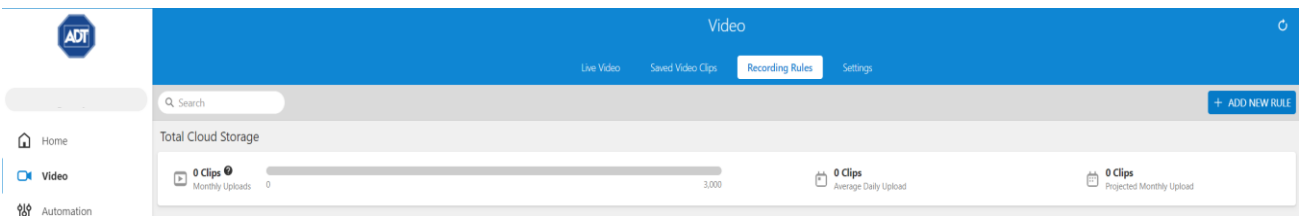
## Recording

How can I set up calibration rules to maximise availability of video clips every month?

Please refer to chapter 6 of this guide to set-up recording rules and calibrate your camera.

What is my monthly upload limit for recorded clips?

You can find your monthly upload limit via your ADT Interactive Account. Use the ADT Interactive Web browser version, go to Video and click on Recording Rule. This view will give you your monthly upload limit (based on your package) and usage information. See below example:



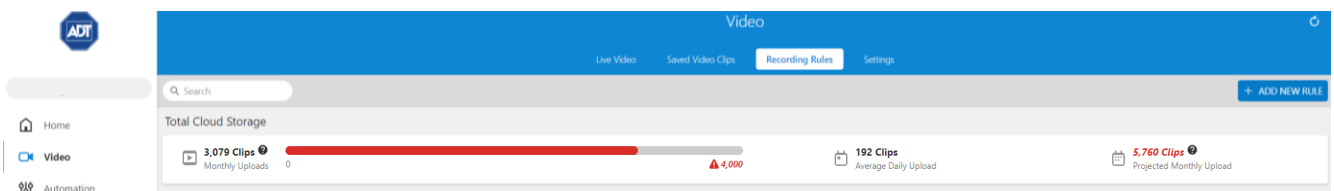
**Please Note: you cannot exceed or increase your monthly upload limit per month**

I keep going over my monthly limit for recorded clips, what can I do?

1. Check your recording rules and ensure that it is set to capture only what is needed.
2. Avoid setting rules that capture similar event/same events.
3. Talk to us about your monthly limit.

How will I know if I have reached my monthly limit?

You can find your monthly limit via your ADT Interactive Account. Use the ADT Interactive Web browser version, go to Video and click on Recording Rule. This view will give you your monthly limit and usage information. The usage will be highlighted in red if you have reached your limit or are over limit. See below example:



# 7 | Troubleshooting & FAQ's

## Video Analytics

### Why do I need Video Analytics?



Video Analytics continuously scans your property and notifies you when a person, vehicle, or animal is identified. Advanced detection rules enhance perimeter security by alerting you when someone's coming or going, or even loitering on your property.

With Video Analytics, you'll get enhanced notifications with thumbnail images showing people, vehicles, and animals. You can also use advanced detection rules to draw virtual tripwires across your driveway and virtual fenced-in zones on your property. Receive email and text notifications whenever, example:

- A vehicle pulls into the driveway/parking lot or a person walks up to an entrance
- Anyone loiters in a specific zone of a property
- A person or vehicle is identified outside a business after-hours
- A pet jumps up on the sofa or enters an off-limits flowerbed
- A child leaves the yard or someone drives off at night

# 7 | Troubleshooting & FAQ's

## LED Reference Guide

LED Colour/Pattern	Status	Description
<b>Camera Status</b>		
LED Off 	Power Off	The camera is switched off
Solid Green 	Connected to the Internet	The camera has a local network connection and connected to ADT Interactive
Blinking Green 	Local network connection	Local Internet Connection established but is not connected to ADT Interactive
Solid Red 	Not Connected	No connection to local network or to the Internet
Blinking Red 	Camera Booting	Power is on and Camera is booting up
<b>Wireless Enrolment</b>		
Blinking Blue 	WPS Mode	Connection made by holding down the reset button for about 3 seconds 
Blinking White 	Access Point Mode	Connection made by holding down the reset button for about 6 seconds 
<b>Factory Reset</b>		
Blinking Green and Red 	Factory Reset	Camera is reverting to factory default settings

Led light can be programmed to be turned off after connected mode.

# Contact our security experts today:

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