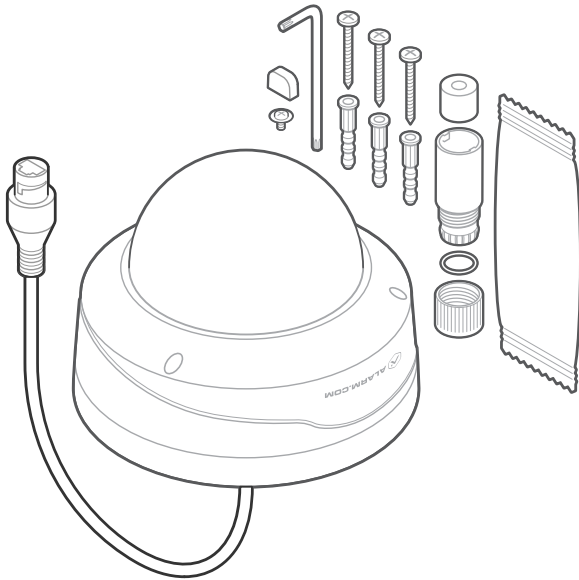

Prism Series 5MP Fixed Dome (ADC-VC8295P) - Installation Guide

Pre-installation checklist

- ADC-VC8295P (included)
- PoE network switch or injector
- Broadband router with available Ethernet port
- Ethernet cable (Cat5e or better)
- Computer or mobile device with Internet access
- Username and password for the Alarm.com account to which you will add the camera
- Mounting hardware and tools (drill, screwdriver, included wrench or T10 driver)
- Side egress plug (included)
- Desiccant packet (included)



Note: The ADC-VC8295P does not support internal or external audio connections.

In the box

- ADC-VC8295P

- Mounting template
- L-shaped wrench
- Side egress plug
- Wall anchors & screws (x3)
- Desiccant packet & double-sided tape

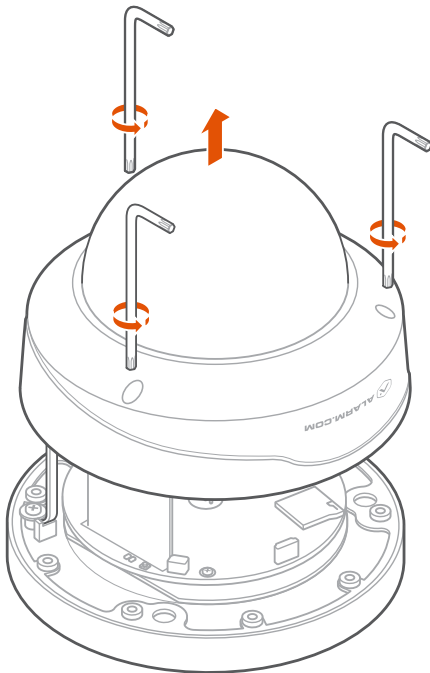
Installation and enrollment

For information about general video installation and maintenance guidelines, see [Video Installation Best Practices](#).

Remove the cowl

Note: The camera's cowl must be removed in order to mount the device.

1. Use the included wrench or a T10 driver to loosen and remove the screws securing the top cover.



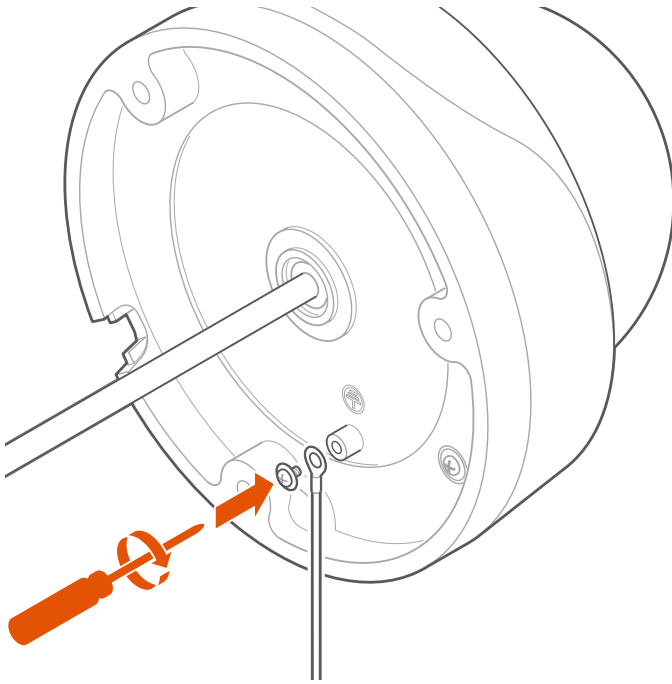
2. Remove the desiccant packet that was included inside the camera's housing for transport.
3. Retain the screws and cover for re-installation after cable routing and mounting.

Mount the camera

Note: Before mounting, remove the protective plastic lens cover from the camera to ensure a clear image.

1. Use the included drill template to mark holes for the mounting screws and cable pass-through.

2. Install anchors as needed for your mounting surface.
3. Secure the camera base using the supplied screws.
4. If grounding is required, connect the ground wire to an approved earth ground per code.



5. Connect the camera's integrated pigtail RJ45 connector to the Ethernet cable. For the steps to connect the Ethernet cable, proceed to [Cable routing options](#).
6. Connect the other end of the Ethernet cable to a compatible PoE switch or injector.
7. If installed outdoors or in a wet area, wrap all connectors with waterproof tape after making connections.
8. Verify all unused openings in the camera base are sealed (e.g., install the side egress plug if not using the side cutout on the camera base).
9. Using the double-sided tape included in the box, attach the new desiccant packet to the inside of the camera's housing (on the metal).

Re-install the cowl

Once cable routing is complete, re-install the cowl.

Caution: When re-installing the cowl, re-tighten the cover screws to 6 kg-inch (0.59 Nm) using the included wrench or a T10 driver. Do not under- or over-tighten, as improper torque can lead to water ingress.

Cable routing options

The ADC-VC8295P features an integrated pigtail cable permanently attached to the bottom of the camera enclosure.

The pigtail cable can be routed through the center egress (i.e., through the mounting surface) or the side egress (i.e., through the side of the surface mount).

Note: Proper cable management helps prevent kinking or strain on the pigtail cable.

[Center Egress](#) [Side Egress](#)

Center Egress

Route the pigtail cable through the hole cut in the wall or mounting surface. Install the included side egress plug to seal the side cutout in the camera base and maintain weatherproofing.

Side Egress

Route the pigtail cable through the side cutout in the camera base for surface mounting or conduit installations. The center hole in the mounting surface is not required for this method.

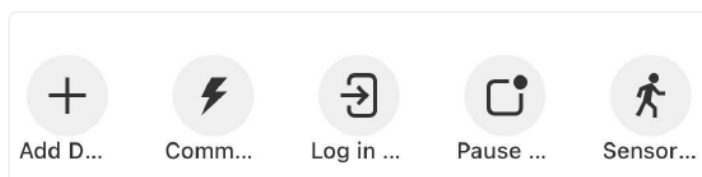
Enroll the camera to the customer account

Choose the appropriate installation steps below, or proceed to the Ethernet mode section to begin adding the camera.

[MobileTech app](#) [Customer app](#) [Ethernet mode](#)

MobileTech app

1. Log in to the MobileTech app.
2. Find the customer account.
3. Tap +.



4. Tap **Video**.
5. In *Ready For Install*, select the desired camera.
 - If the device does not automatically appear for selection, tap **Enter MAC Address**.
6. Enter the MAC address in the entry field, then tap **Install**.
7. In *Device Name*, enter a name for the device.
8. Tap **Next**. The device will begin installation.



Customer app

1. Log in to the Customer app. You will need the username and password of the account to log in.
2. Tap ☰.
3. Tap **Add Device**. If you do not see the Add Device option, use the Ethernet mode instructions below to complete installation.
4. Tap **Video Camera**.
5. Tap **VC8295P**.
6. Follow the on-screen instructions.

Ethernet mode


1. Feed the Ethernet cable through the cable gland and connect it to the camera's RJ45 port.
2. Connect the other end of the Ethernet cable to the PoE switch or injector.
3. Wait 2 minutes for the camera to boot up and connect to the Internet. The LED will be solid green when this process is complete.
4. Add the device to the account by either selecting the account in the MobileTech app or by using a web browser and entering the following web address: **www.alarm.com/addcamera**. You will need the customer's username and password. For more information about adding a camera to an account, see [Enroll the video device to the customer account](#).
5. Select the camera from the video device list or enter its MAC address to begin adding the camera. The camera's MAC address is located on the bottom of the device or on the packaging.
6. Follow the on-screen instructions to finish adding the camera.

LED reference

LED pattern	Description
Not illuminated 	Power off
Solid green 	Connected to Alarm.com

LED pattern	Description
Blinking green 	Local network connection
Solid red 	No local or Internet connection
Blinking red 	Power on, camera booting
Blinking bi-color green and red 	Power cycling (Hold  button for 9-12 seconds)
Blinking green and red 	Reverting to factory default settings (Hold  button for 12-15 seconds)

Troubleshooting

- If the camera fails to connect to the network or enroll to the account, power cycle the device and try again.
- If issues persist, reset the camera to factory defaults. Press and hold the Reset button  for 12-15 seconds until the LED is flashing green and red, then release the button.

Important: If the camera was previously installed to a different Alarm.com account, it will need to be deleted from that account before it can be installed again.

Compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of

https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Video_Devices/Alarm.com_Prism_Series_PoE_Camera...

Updated: Thu, 18 Jun 2026 17:46:48 GMT

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 or more 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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

- This unit must be installed and serviced by qualified technicians.
- Power only with an UL Listed PoE device suitable for use at Tma 50°C with DC output 37–57V, 0.35–0.22A (LPS or PS2 rated).
- All cable glands and entry points must be properly sealed for safety and ingress prevention.
- Flexible conduit may be used, ensuring no cable exposure. Use UL approved metal or plastic conduit as required.
- Do not connect to PoE networks routed to outside plants.