



Knowledge Base

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Stream Video Recorder (ADC-SVR210) - Installation Guide





In the box

- ADC-SVR210
- Power adapter
- Ethernet cable
- QR card with code that links to this digital installation guide

Pre-installation checklist

- Stream Video Recorder (ADC-SVR210)
- AC power adapter (DSA-42PFH-12L FCA 120350)
- An Ethernet cable
- A display with an HDMI input (optional)
- An HDMI cable (optional)

- USB keyboard and mouse
- Ethernet connection to broadband (Cable, DSL, or Fiber Optic)
- Login and password for the customer account to which you will add the ADC-SVR210

Important: The customer account must have an ADC-SVR210 compatible service package, and an ADC-SVR210 supported camera.

Overview

The ADC-SVR210 must first connect to the customer's local network before it can be added to a customer account.

Connect the ADC-SVR210 to a local network

1. Using an Ethernet cable, connect SVR210's uplink port to the network router.
2. Connect the device's AC power adapter and plug it into a non-switched, grounded power outlet.
3. Wait for the device to boot up. A solid green status LED indicates that the device is ready to be added to the account.

Once the ADC-SVR210 is connected to the customer's network and displays a solid green LED, add the ADC-SVR210 to the customer account.

Add the ADC-SVR210 to a customer account

Expand all

To add the ADC-SVR210 to a customer account using the MobileTech app: ^

1. Login to the MobileTech app.
2. Select the customer account.
3. Tap +.



4. Tap **Video**.
5. Follow the on-screen instructions to finish adding the ADC-SVR210.

To add the ADC-SVR210 to a customer account using the customer website:

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1. Using a web browser, enter the URL www.alarm.com/addcamera. You will need the customer's username and password if using the customer website.
2. Select the ADC-SVR210 from the video device list or enter its MAC address to begin adding the device. The device's MAC address is located on the bottom of the device or on the packaging.
3. Follow the on-screen instructions to finish adding the ADC-SVR210.

To add the ADC-SVR210 to a customer account using the customer app: ^

1. Log in to the customer app. You will need the customer's username and password to log in.
2. Tap ≡.
3. Tap **Add Device**.
4. Tap **Video Camera**.
5. Tap **SVR210**.
6. Follow the on-screen instructions to finish adding the ADC-SVR210.

For more information about associating cameras to an SVR, see [Associate a video device to an SVR](#).

LED guide

LED status	Description
Solid green	
	Connected to Alarm.com
Blinking green	
	Local network connection

LED status

Description

Solid red



No network connection

Blinking red and green



Factory reset

Caution: This restores factory-default settings to the device. If already installed, the device may need to be removed from the customer account and re-added after a factory reset.

A factory reset will result in loss of all recorded video on the device.

Not illuminated

Powered off

View live and recorded video locally

To view live and recorded video using a local display, you will need to:

- Ensure that you have followed the set-up instructions in this guide.
- Using an HDMI cable, connect the ADC-SVR210 to a television or computer monitor.
- Connect a computer mouse using the USB port on the ADC-SVR210.
- When prompted, enter the Local Device password you created for the device during the install process.

Troubleshooting

- If you have issues connecting the device to the account, power cycle the device (unplug the power jack from the device and then plug it back in to restore power). Check that the Ethernet cable is properly connected, and ensure the network has Internet access.
- If issues persist, reset the device to factory defaults by using the Reset button located on the back of the device:
 - To factory reset the SVR, press-and-hold the rear Reset button for at least 15 seconds, until the SVR Status LED is alternating green and red, then release the Reset button. The device will then reset and reboot itself.
 - The device reboots with factory defaults. If the device was previously installed to a customer account, it needs to be removed before it can be installed again.

Caution: A factory reset will result in loss of all recorded video on the device.

Questions?

Visit <https://alarmcom.force.com/Service/s/>

Notices

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 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.

Caution: This equipment must be earthed. The power plug must be connected to a properly wired earth ground socket outlet. An improperly wired socket outlet could place hazardous voltages on accessible metal parts.

Rated:

- ADC-SVR210 – DC 12V, 3.5A, 42W
- The NVR is only to be connected to PoE networks without routing to outside plants.
- Ensure that all maintenance and repair work is handled by qualified personnel such as electrical engineers or network specialists.

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