Pakedge IP Cameras FAQ

Q: What are the benefits of a 4 MP camera over 2 MP?

A: The increased resolution on a 4 MP camera provides the ability to more clearly identify people or vehicles from recorded video or live video on computer monitors or TVs capable of displaying higher resolutions.

Q: When should I use a 4 MP camera over a 2 MP?

A: Use a 4 MP camera when:

- The budget allows for better quality cameras
- You desire higher-resolution recorded video
- You need optical zoom and auto focus
- When network bandwidth sufficient to support 4 MP video streams is available

Q: What is a varifocal lens?

A: Simply put, a camera with a varifocal lens provides the flexibility to adjust the lens to view a wider area or focus in on more detail in a smaller area. Pakedge 4 MP AF cameras include a motorized zoom and autofocus feature so there is no need for manual adjustments.

Q: When should I select a camera with a varifocal lens?

A: Use a camera with a varifocal lens:

- When you have a gate, door, or other entrance point but can't mount a camera very close.
- Anytime you need higher quality video in order to clearly identify a person or vehicle.

Q: When should I select a fixed-lens 4 MP camera?

A: When a wide-angle view provides the desired camera view.

Q: Why should I select Pakedge 4 MP cameras over other 4 MP cameras?

A: Pakedge 4 MP cameras provide excellent image quality and are the easiest camera to set up in a Control4 system through SDDP integration, and Pakedge 4 MP camera drivers are developed by Control4 to meet the highest integration standards. Furthermore, the Pakedge 4 MP cameras are configured with default resolutions designed to optimize viewing on Control4 touch screens, on screen, and Control4 apps.

Q: What is the default resolution of the PE 4 MP cameras?

A: By default, the 4 MP cameras are configured to provide 1440p (2560x1440), 720p (1280x720) and 480p (720x480) H.264 streams. Many 4 MP cameras offer a 2688x1520 resolution streaming option but only offer 720x480 or 640x320 streams that can be displayed on Control4 touch screens. Pakedge 4 MP cameras can also be configured to provide a 2688x1520 resolution stream, if desired, but will no longer provide a secondary stream to view on Control4 user interfaces.

Q: What is the resolution of the Pakedge 2 MP IP cameras?

A: The Pakedge cameras are 2 MP (1920x1080).

Q: Can I mix and match 4 MP and 2 MP cameras in my project?

A: Yes, it is perfectly fine to mix and match cameras—put 4 MP cameras in locations where you want the ability to have better video quality, so you can better recognize faces and other details (license plates), and use 2 MP cameras in areas where live video is important but recording fine video detail is less important.

Q: Will I be able to see a difference between 2 MP and 4 MP cameras in my Control4 system?

A: Due to the resolution of Control4 user interfaces, you won't be able to see a difference in Control4 Navigators. Depending on the capabilities of your NVR and computer monitor, you can see the higher resolution when viewing the video on your computer or playing back recorded content from the NVR.

Q: Some camera vendors classify their 4 MP cameras as Super HD. Are PE cameras Super HD?

A: Yes, Super HD is another name for 1440p or 2560x1440 resolution.

Q: Should I really get into the IP camera business with my customers?

A: Yes. The value your customer will find in their Control4 home increases greatly when they can "look in" on their home at anytime from anywhere, receive snapshots via email and can also view recorded video from an NVR. For installers, we have made these cameras very easy to install and configure. You can have them up and running in minutes without extensive IP camera-related experience. Put one in every home and your customers will call back for more.

Q: Why did we use the Pakedge brand?

A: There are a lot of similarities in networking and cameras from a homeowner's perspective -- in today's connected world, everyone needs a robust and reliable home network and the same is true with cameras. People want the peace of mind that cameras can bring, even if they are not ready to install a Control4 automation system.

Q: Why did Control4 decide to use LILIN for IP cameras?

A: We knew it was important to leverage the experience of a proven partner to deliver a product that dealers can trust. And then leveraged our own experience to deliver a product that installs faster and easier for dealers.

Q: Why should I use Pakedge IP Cameras?

- The right features and price—to include them in every project
- They are the easiest cameras to install with Control4—fewer steps and fewer opportunities to make mistakes, which saves time and money
- Control4 is here to support you
- Pakedge cameras contribute to your annual premier status and quarterly rebates
- Homeowners want them and will find more value in their Control4 system when they have cameras

Q: In what applications is the Turret camera my best choice?

A: The Turret camera is becoming a go-to design for many installers because the IR and camera are behind separate lenses, making it superior to dome cameras for night vision in outdoor locations. The Turret camera can be easily adjusted to aim at the desired image and is rated for outdoor use.

Q: In what applications is the Bullet camera my best choice?

A: The Bullet camera has the most compact mounting footprint, making it ideal for tight locations. It is also easily adjusted and aimed and provides excellent night vision because the IR and camera are behind separate lenses, making it superior to dome cameras for night vision in outdoor locations. It can be installed under eaves, on ceilings or on walls.

Q: In what applications is the Outdoor Dome camera my best choice?

A: The Outdoor Dome camera is an excellent camera to use outdoor when the camera can be accessed by someone with malicious intent. It is certified with an IK10 rating for vandal resistance (can withstand 5kg at 40 cm). It is also waterproof and can be installed outdoors but care must be taken to mount in areas that minimize rain or snow exposure. When moisture or dust can collect on the camera's dome, frequent cleaning is required to ensure night vision image clarity. Additionally, the Outdoor Dome camera should not be mounted on a wall due to the likelihood of IR reflection from the adjacent wall surface.

Q: In what applications is the Indoor Dome camera my best choice?

A: The Indoor Dome camera is designed to be mounted on indoor ceilings and enables simple cable management during installation. Using the indoor camera enables installers to drill a smaller hole in the ceiling for the Ethernet cable and eliminates the need to hide the waterproof pigtail in the ceiling. The Indoor Dome camera should not be mounted on a wall due to the likelihood of IR reflection from the adjacent wall surface.

Q: What is ONVIF and do Pakedge cameras support it?

A: ONVIF is a specification that enables you to more easily determine compatibilities and identify interoperability features between ONVIF-certified products. It provides interoperability and increased flexibility when choosing and configuring a security surveillance system. The Pakedge cameras are compatible with NVRs that support ONVIF. We recommend LILIN NVRs or that you test and verify Pakedge IP Camera compatibility with the desired NVR prior to installation.

Q: I would like to use an NVR with my Pakedge IP cameras. Which NVR does Control4 recommend?

A: For the simplest integration, Control4 recommends using the LILIN NVR3216 line of NVRs available in most regions.

Q: Are there smart skills about the Pakedge IP cameras that my technicians should watch?

A: Yes, there are several smart skills available on the dealer portal that will help educate your technicians about installation, configuration and usage of many aspects of the Pakedge cameras. The smart skills can be found at the bottom of the IP Camera What's New page and in the Training section of the portal.

Q: Do the cameras have night vision?

A: Yes, all Pakedge IP Cameras have IR (infrared) LEDs that provide IR illumination up to 100 feet / 30 meters.

Q: Do the cameras support motion detection?

A: Yes. Multiple motion detection areas and detection sensitivity can be configured to enable the camera to capture motion detection events. These events can be used to trigger programming actions within the Control4 system such as automatically jumping to a camera's live view on a Control4 Touch Screen, turning on outdoor lights, etc.

Q: Do any of the cameras support ePTZ (pan, tilt, zoom)?

A: Yes, Pakedge cameras support electronic or digital pan/tilt/zoom (ePTZ) enabling a user to zoom in and pan in the camera's current image. If optical PTZ is desired, please refer to the 4 MP varifocal cameras available on the Control4 dealer portal in most regions.

Q: Do the cameras support PoE (Power over Ethernet)?

A: Yes, the Pakedge cameras support PoE for excellent ease of installation. They consume up to 8.5 watts (when the IR LEDs are on). PoE+ is not required to power the Pakedge cameras. During installation, ensure that your PoE switches provide a sufficient power budget at maximum consumption to power all connected cameras and other PoE devices.

Q: Can I use camera motion detection to trigger events in Composer programming?

A: Yes. Using the advanced properties in the Pakedge camera driver, you can configure all required email parameters and can then use the camera's programming actions in Composer to email a snapshot directly from the camera when the desired event occurs.

Q: How much bandwidth do the Pakedge IP Cameras use?

A: Bandwidth usage per camera depends on the camera's configuration and the environment within the camera's view. You should plan on building the network to support up to 4 Mbps per 2 MP camera, 8 Mbps per 4 MP camera.

Q: Can you install Pakedge IP Cameras in a home without a Control4 system? If so, how does the homeowner view video from the camera?

A: Yes, you can install the Pakedge IP Cameras in any home with an IP network. Homeowners can use a web browser to access the camera's video. When installed with an NVR, the NVR's accompanying mobile application will enable remote viewing of live and recorded video from the Pakedge IP Cameras.

Q: Can I remotely manage Pakedge IP Cameras through BakPak?

A: Yes, using BakPak will enable you to monitor the camera's online and offline status in addition to allowing remote access to the camera's web interface for monitoring, configuration or troubleshooting.

Q: How can I remotely reboot a Pakedge IP Camera?

A: Installing a managed PoE switch such as the Pakedge SX series for use with Pakedge IP Cameras can enable remote rebooting. When using the Pakedge SX switches, you can log into the SX switch to power cycle the camera or you can install the SX driver in Composer and enable remote rebooting through Composer programming.

Q: What is the warranty period on Pakedge IP Cameras?

A: Pakedge IP cameras carry the standard Pakedge warranty period of 3 years.