



Installation Guide Important Information

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This "Installation Guide/Important Information" is comprised of pages [1/2] and [2/2]. Please be sure to read the "Safety Precautions" section for correct use. After reading this "Installation Guide/Important Information", keep it in a readily accessible location for future reference. This camera is for indoor use only.

- The camera described in this document may not be available in your country and/or region.
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The latest user manuals and software, etc. for this product can be downloaded from the following website. The user manuals explain the camera settings and operations. Read them carefully before using the camera to ensure correct use.

<https://cam.start.canon/>



Check Included Items

Camera
Ceiling Plate
Camera-to-Mount Safety Wire 10 cm (3.94 in.)
M3 Screw x 4L (2) (for camera-to-mount safety wire, and camera mounting)
Safety Wire 3 m (9.8 ft.)
Wire Stopper (for safety wire)
M3 Screw x 6L (4) (for wire stopper)
Compact Power Adapter
Power Cable
IR Remote Controller
Size AAA Battery (2) (for IR remote controller)
Printed Materials

Symbols used in this manual

Parts indicated in the "Installation Guide/Important Information" [2/2] with this icon are not included with the camera, and should be prepared by the user.

M: Outer diameter of the screw shaft (mm)
L: Length (mm)

Safety Precautions

Warning Failure to follow the instructions may result in death or serious injury.

Do not install in the following places:

- Places in direct sunlight, near heat-generating objects, or locations subject to high temperatures.
- Places near fire sources or flammable solvents (alcohol, thinner, fuel, etc.).
- Humid or dusty places.
- Places subject to oily smoke or steam.
- Confined or enclosed places.

Failure to do so may result in fire or electric shock.

Notes on installation at high places

- For installation or inspection of this camera, consult the dealer where you purchased the product.
- Install the camera in a way that ensures sufficient holding strength according to the mounting place such as the wall, ceiling, etc. Also, make sure that the mounting place can sufficiently support the total weight including the mounting parts and reinforce it if necessary.
- Prepare fixing screws suitable for the location and type of surface the camera is to be installed.
- Periodically check the mounting brackets and screws for rust and loosening.
- Do not install in unstable places, places subject to significant vibration or impact, or places subject to salt damage or corrosive gas.
- Be sure to attach the safety wire when installing the camera.
- Use the included ceiling plate to install the camera. Do not install it with only the tripod screws.

Failure to do so may result in the camera falling or other accidents.

General notes on the camera

- If any defective conditions such as smoke, strange sounds, heat, strange odors, damage or cracks on the external case are discovered, immediately stop using the camera, unplug the power cable from the outlet (or the LAN cable for PoE+ power supply), and contact your nearest dealer. Place the compact power adapter near the power outlet and avoid placing objects around the power plug so that the power can be turned off immediately in the event of an emergency.
- Do not touch the camera or the connecting cables during a thunderstorm.
- Do not disassemble or modify the camera.
- Do not scratch, pull, or forcefully bend the cables, or put a load on their connections.
- Do not spray the camera with water, or otherwise make it wet.
- Do not touch the camera, the compact power adapter, cable connectors, power plugs, or power outlets with wet hands.
- Do not allow water, metal or other foreign objects to enter the camera.
- Do not use flammable sprays near the camera.
- Do not leave the compact power adapter (or the LAN cable for PoE+ power supply) connected when the camera is not in use for long periods.
- Do not use flammable solvents such as alcohol, paint thinner or benzene when cleaning the camera.
- Do not block the air exit vents.

Failure to do so may result in fire or electric shock.

Notes on Power Supply

- Use only the included compact power adapter when using an AC adapter.
- The included compact power adapter and power cable are for this product only. They cannot be used for other devices.
- Do not place heavy objects on the power cable (or the LAN cable for PoE+ power supply) or pull, forcibly bend, scratch or modify it.
- Do not allow metal pins or debris to touch the power plug or terminals.
- Wipe any dust off of the power plug. Also, if the connection is made to the power outlet in a dusty area, take measures to prevent tracking.
- Make sure the power plug (or the LAN cable for PoE+ power supply) is seated all the way, and do not use it when the insertion is insufficient.
- Do not use a damaged power plug or a loose power outlet, or use it in a manner that exceeds the rating of the wiring device such as connecting multiple plugs to an outlet.

Failure to do so may result in fire or electric shock.

Notes on batteries

- Do not put batteries in the fire, or do not heat, short circuit or disassemble them.
- Do not charge the included batteries.
- Do not use batteries other than those specified.

Failure to do so may result in fire or electric shock.

Do not use the product at:

- Places where the use is prohibited, such as in hospitals and on airplanes.
- Places within reach of babies and toddlers.

Use at such places can cause equipment to malfunction due to radio waves and lead to accidents, or cause electric shock and injuries.

Caution Failure to follow the instructions may result in injuries or property damages.

Notes on installation

- Installation must be carried out safely and securely in accordance with the relevant regulations for technical standards of electrical installation.

Failure to do so may result in accidents.

Notes on installation

- Take care not to damage wiring or piping.

Failure to do so may result in damage to surrounding items.

General notes on the camera

- Do not touch the edges of metal parts with bare hands.
- Be careful not to get your fingers caught when installing.

Failure to do so may result in injuries.

Notes on batteries

- Remove the batteries when they have been used up or will not be used for a long time.
- When replacing the batteries, replace both batteries at the same time. Also, do not use different types of batteries together.
- Make sure + and - of the battery are oriented correctly.
- If any liquid from inside the battery gets on your body due to leakage, rinse it off thoroughly with water.

Failure to do so may result in injuries and malfunctions.

Important

- Do not install the camera in places where radiation, X-rays, strong radio waves or strong magnetism are generated. It may cause video and audio disturbance, noise, or malfunctions.
- We recommend the installation of a lightning arrester (a surge protection device) as a measure against failures caused by lightning strikes.
- Take measures to remove static electricity before performing any procedures.
- Do not connect the PoE cable to the RS-422 terminal.
- If grounding is performed, make sure to ground the camera and any external devices individually before connecting them with a cable. Failure to do so may damage electrical components.
- Do not connect the compact power adapter to a transformer.
- If there is condensation, please wait to power on, until the condensation dissipates.
- Do not hold the device by the camera head.
- Do not turn the camera rotator by hand.
- After turning off the power, do not turn the power on again for at least five seconds.
- Do not point the camera at strong light sources (such as the sun on a clear day or strong artificial light sources). Internal components such as the image sensor could be damaged.
- Do not carry the camera on a tripod.

Precautions for Use (Disclaimer)

Compliance with Applicable Laws/intellectual Property Rights: Please note that your use of this product may subject you to certain laws, rules and regulations, including but not limited to, privacy, wiretapping and intellectual property and publicity laws. Please be sure your use of this product and/or any resulting recordings or footage complies with applicable laws, rules and regulations.

Canon Inc. and its affiliates shall have absolutely no liability with respect to any claims made by third parties that your use of this product does not comply with applicable laws, rules and regulations and any resulting claims brought against you by third parties alleging non-compliance with such laws, or otherwise violates any third party's intellectual property, personal, privacy or proprietary rights as a result of your use of the product. We are also not responsible to you for any liability whatsoever resulting from your use, and/or installation of this product, and/or any loss of any recordings or footage.

Limited Warranty: Please check the in-box materials for more information about the limited warranty that pertains to your product.

Installation: This product should NOT be installed outdoors. You are solely responsible for the proper installation of this product. **To the extent permitted by law, Canon Inc. and its affiliates shall have absolutely no liability to you with respect to any damages or liabilities associated with the improper use of, or the installation of this product, or for any personal injuries sustained by you or any third parties as a result of any such improper use or installation of this product, whether or not the installation of this product was by you, or by any third party.**

Privacy:

- Do not install this product in areas where people have a reasonable expectation of privacy, including but not limited to, bedrooms, dressing rooms, locker rooms and rest room facilities.
- Some jurisdictions require signage disclosing the existence of camera equipment. Please check your own area's laws for requirements.
- Making audio recordings is heavily regulated and can vary significantly by area. Please check laws in your jurisdiction before making any audio recordings.

OTHER IMPORTANT INFORMATION: Please see other important information pertaining to the use of this product by reading our Settings Guide, which can also be found at [global.canon/ncsp](https://global.canon.com/ncsp), prior to using this product.

About lamp

POWER lamp	STATUS lamp	Status
Green light BLINKING	OFF	Initializing (Starting and restarting)
Green light ON	OFF	POWER ON
Green light BLINKING (twice)	OFF	Signal received from IR remote controller
Orange light ON	Orange light ON	Standby
Green light BLINKING	OFF	Changing to or from standby
OFF	Orange light ON	Insufficient power
OFF	Orange light BLINKING	Pan/Tilt position error, firmware being updated
Green light BLINKING	Orange light BLINKING	Device failure

Tally lamp	Status
Red light ON	Streaming
Green light ON	Preparing streaming

For details on the location of each lamp, refer to the "Installation Guide/Important Information" [2/2].

Before using the camera

Initial settings

Be sure to make the initial settings before use. Even if you have not configured the initial settings, HDMI video is output and can be used for simple operation checks and other tasks as long as a LAN cable is not connected. Also, when using as a USB camera, change the Service switch after the initial settings.

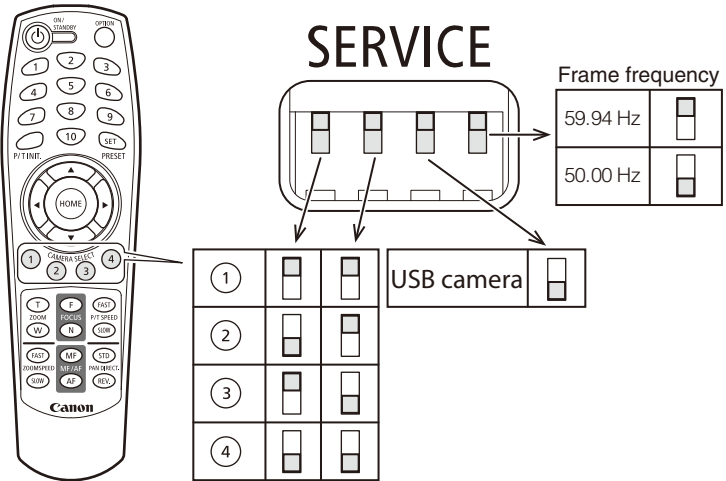
SERVICE switch settings

Set the camera number to be operated by the IR remote controller with the two switches on the left.

When using as a USB camera, the 3rd switch from the left is to be switched to the bottom.

Frame frequency of the output video is changed using the 4th switch from the left.

Switches should be set before turning on the power.



Notes for When and After Installing the Camera

When Installing the Camera

Installation at high places



Caution Request a professional installer for all installation work. Never try to install the camera yourself. Doing so may result in unforeseen accidents such as dropping the camera or electric shock.

When installing the camera at a high place, fix the camera to the ceiling plate tightly fixed with four screws.
To fix the ceiling plate, use the screws such as M4 (pan head, binding head, etc.) which fits the 4 mm (0.16 in.) diameter screw holes.
When working with the camera upside down, support the camera to prevent it from wobbling in order to attach or remove the camera-to-mount safety wire.

Ceiling mount

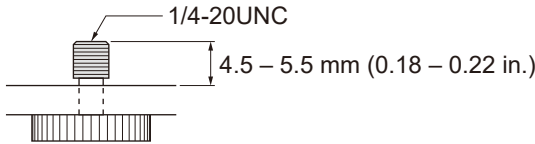
The camera is hung upside down from the ceiling or other location using the ceiling plate.
The procedure provided in the "Installation Guide/Important Information" [2/2] explains this installation method. The weight of the camera (body only) is Approx. 2.2 kg (4.86 lb.). Reinforce the ceiling depending on its structure and material to ensure the sufficient holding strength to support the total weight including the camera and the mounting parts, and install.

Standing mount

The camera is fixed to a high place using the ceiling plate.
Follow the same procedure as for the ceiling mount, except for the direction of the camera and logo plate inversion.

Tripod mount

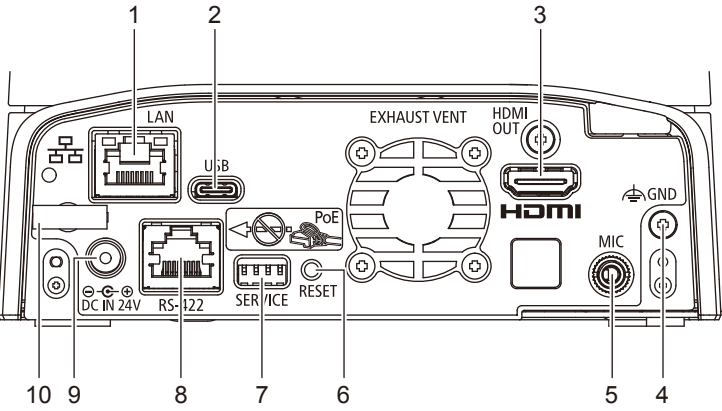
Attach the tripod by fixing a screw to the screw hole for tripod.
Use 1/4-20UNC screws and tighten them securely, and set the tripod on a flat surface with no steps.
Also refer to the instructions in the "Installation Guide/Important Information" [2/2], if necessary.



Desktop

Install the camera on a stable, horizontal surface such as a table.
Also refer to the instructions in the "Installation Guide/Important Information" [2/2], if necessary.

Connecting the Camera



1. LAN terminal

This terminal is for a network connection (RJ-45 connector).
The built-in PoE+ (Power over Ethernet+) function allows the camera to be powered by a PoE+ HUB that complies with IEEE802.3at Type 2 via a LAN cable.
Use a category 5e or higher STP (shielded type) LAN cable, up to 100 m (328 ft.) in length.



Important

- Some PoE+ HUBs can limit the power for each port, but applying limits may interfere with performance. In this case, do not limit the power.
- Some PoE+ HUBs have limits for the total power consumption for the ports, which can interfere with performance when multiple ports are in use. For more information, check the instruction guide for the corresponding PoE+ HUB.

2. USB terminal (Type-C)

Terminal for UVC (USB Video Class).
In order to use as a USB camera, the Service switch needs to be set. Refer to "Before using the camera" > "SERVICE switch settings".

3. HDMI OUT terminal

Terminal for HDMI output.

4. GND terminal

Ground terminal of the camera.

5. MIC terminal

Stereo ϕ 3.5 mm (ϕ 0.14 in.) terminal for audio input. It can be used for microphone/line input.

- Microphone power: 2.4 V $\pm$ 0.2 V

6. RESET switch

Initialize the camera settings to the factory defaults. Refer to the "Settings Guide" for details.

7. SERVICE switch

Set various functions.
(Refer to "Before using the camera" > "SERVICE switch settings".)

8. RS-422 terminal

Serial terminal (RJ-45 connector) for RS-422.
Connect the GNDs on both ends to stabilize the voltage level of the signal. Use category 5e or higher STP cables.

Pin number	Function	
1	TX-	Output (-)
2	TX+	Output (+)
3	RX-	Input (-)
4	GND	–
5	GND	–
6	RX+	Input (+)
7	NC	–
8	NC	–

9. DC IN 24V terminal

Power supply terminal for the compact power adapter.

10. Cable clamp

Cable clamp to prevent cord disconnection.
Pass the compact power supply cord through the clamp to prevent the cord from coming off.

Using a Power Outlet

- Connect the compact power adapter's DC plug to the DC IN 24V terminal.
- Connect the power cord to the compact power adapter and plug it into a power outlet.



Note

- The camera is not equipped with a power switch. To turn the camera on and off, insert and remove the cable of the compact power adapter connected to the "9. DC IN 24V terminal" or the PoE+ HUB connected to the "1. LAN terminal", which supplies power.
When both the PoE+ HUB and the compact power adapter are connected, the compact power adapter takes priority. If the compact power adapter is disconnected while both adapters are connected, power to the camera will be interrupted. In this case, the power will switch to PoE+ (LAN cable), and the camera will restart.
- The audio input method and the power to the microphone are to be set in the Settings Page. Refer to the "Settings Guide" for details.

Specifications

Please refer to the 'Specifications' in the 'Appendix' of the "Settings Guide" for specifications not listed below.

Pan operation range: Horizontal $\pm$ 170°
Tilt operation range: Vertical -30° – +100°
Operating Environment: Temperature: 0°C – +40°C (+32°F – +104°F)
Humidity: 10% – 90% (without condensation)
Storage Environment: Temperature: 0°C – +40°C (+32°F – +104°F)
Humidity: 10% – 90% (without condensation)
Power Consumption: PoE+ Input: Approx. 13.9 W* max. (body only)
DC Input: Approx. 13.3 W max. (body only)
*Class 4 (25.5 W required) for power supply devices
Dimensions (W x H x D): Approx. 154 x 178 x 164 mm (6.06 x 7.01 x 6.46 in.) (excluding protrusions)
Weight: Approx. 2.2 kg (4.86 lb.) (body only)

Country Regulations

FCC NOTICE
Remote Camera, Model Name: CR-N100
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Note: 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.
Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Use of shielded cable is required to comply with class A limits in Subpart B of Part 15 of FCC Rules.

European Union regulatory notices:
Remote Camera, Model Name: CR-N100
Warning
This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
Use of shielded network cable is required to comply with Class A limits in EN55032.

Only for European Union and EEA (Norway, Iceland and Liechtenstein) and United Kingdom

These symbols indicate that this product is not to be disposed of with your household waste, according to the WEEE Directive (2012/19/EU), the Battery Regulation ((EU) 2023/1542) and/or national legislation implementing those Directive and Regulation and the UK Waste Electrical and Electronic Equipment Regulations and the UK Batteries and Accumulators Regulations.

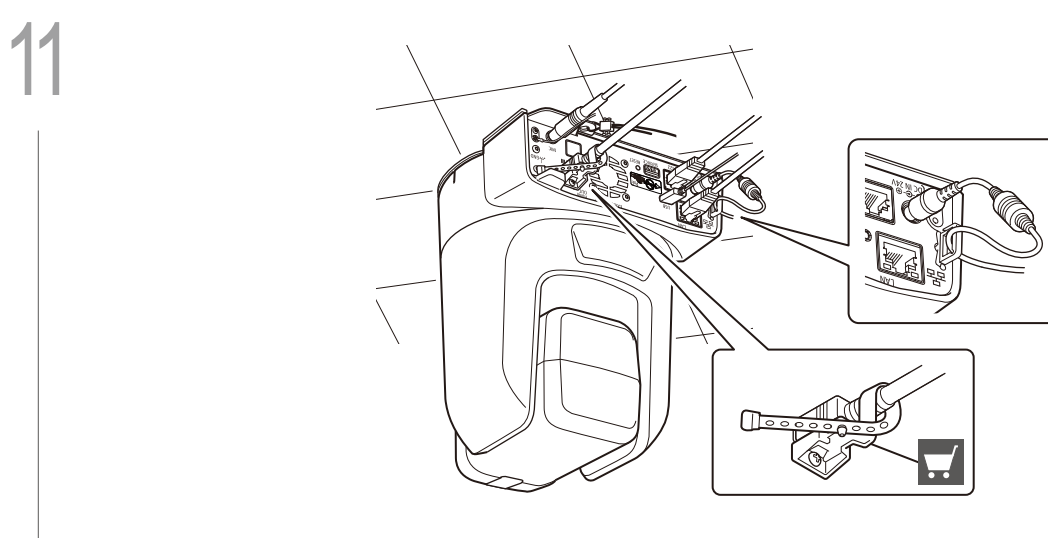
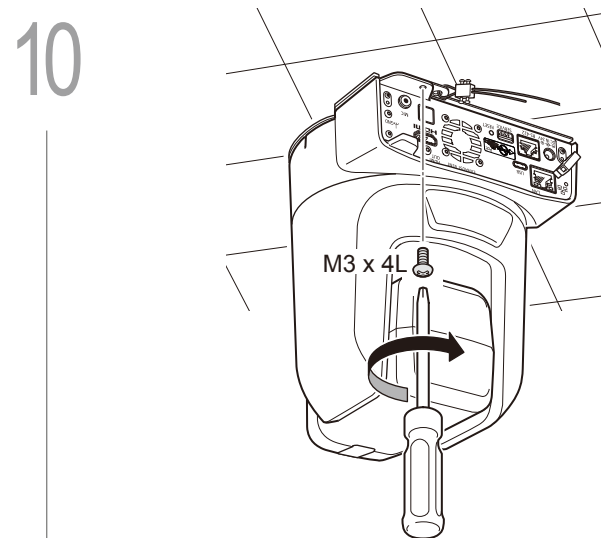
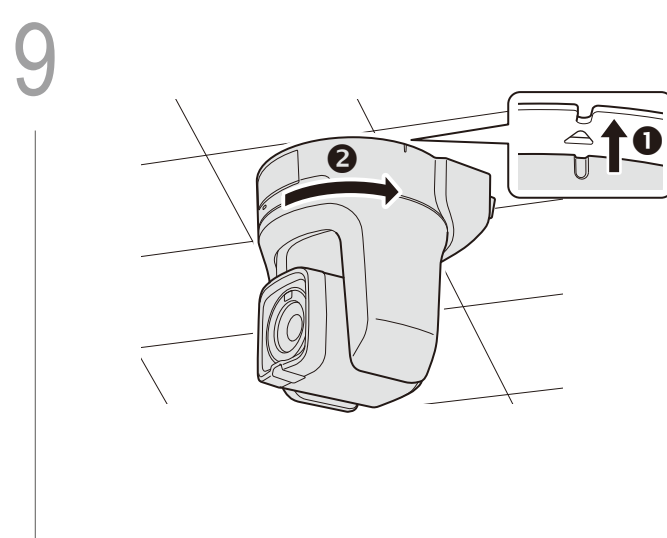
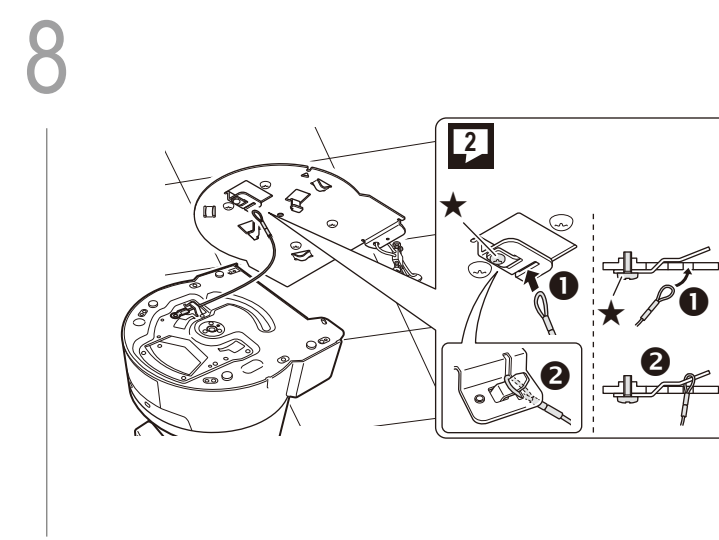
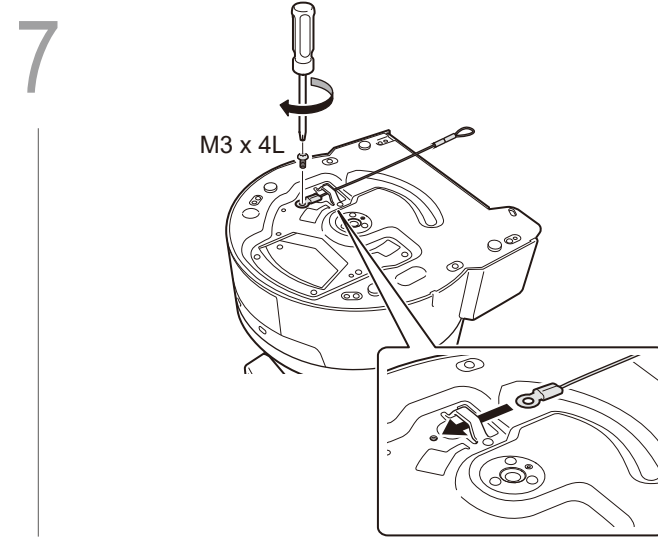
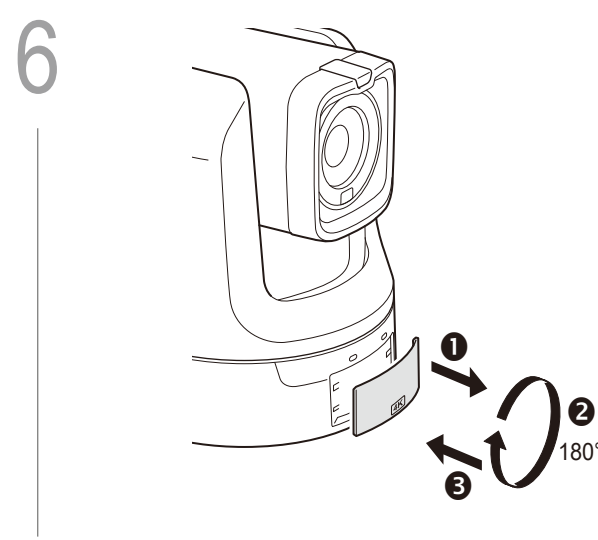
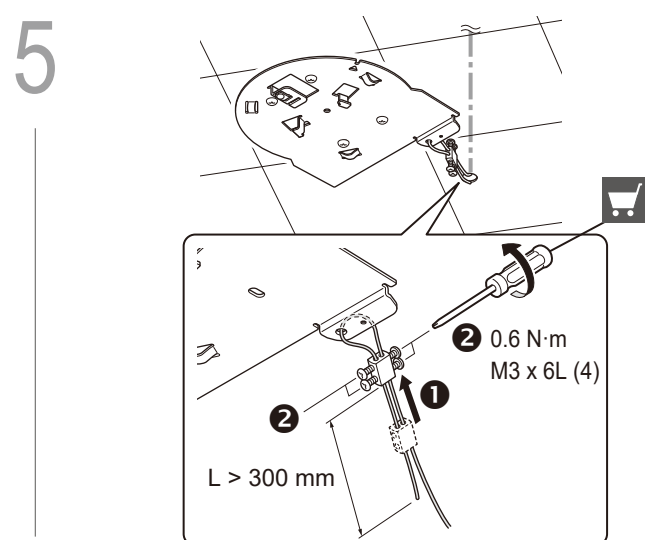
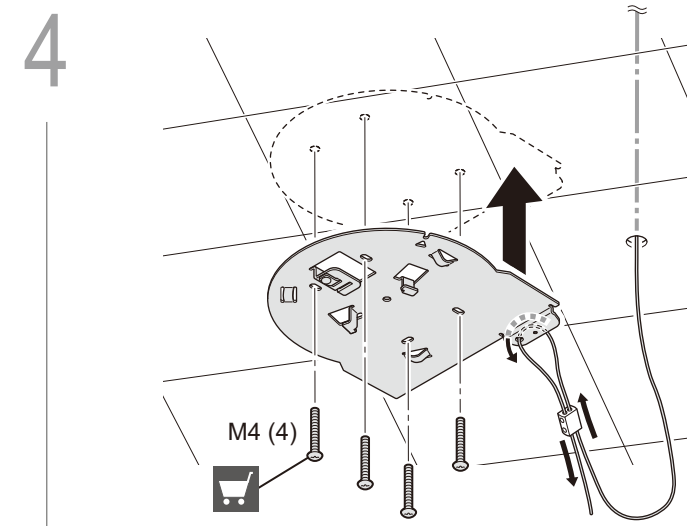
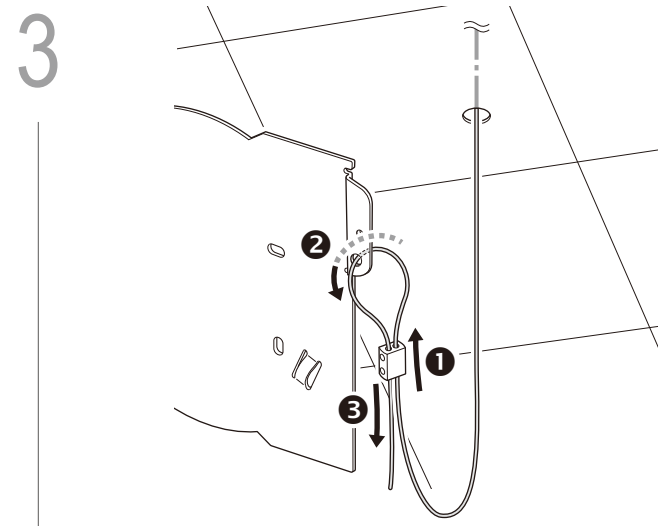
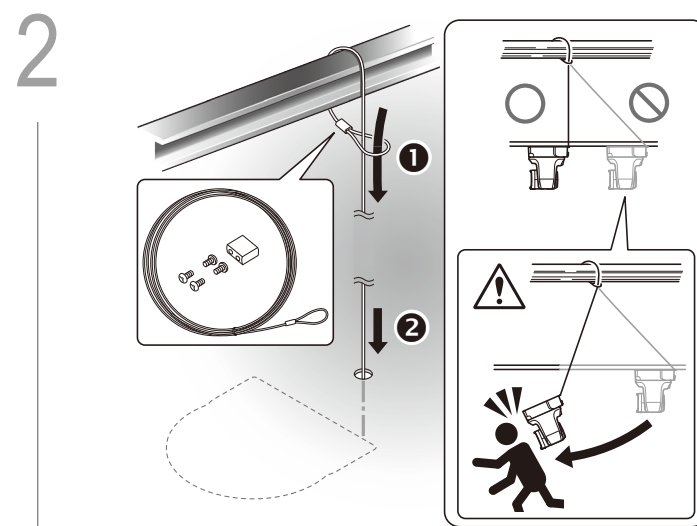
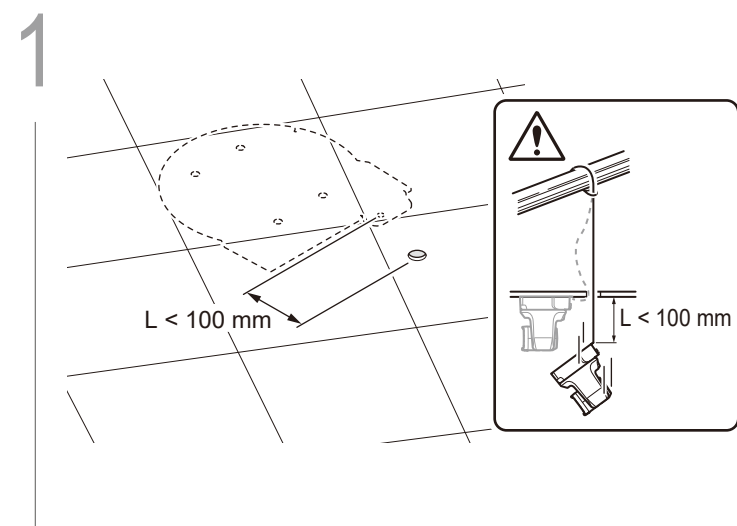
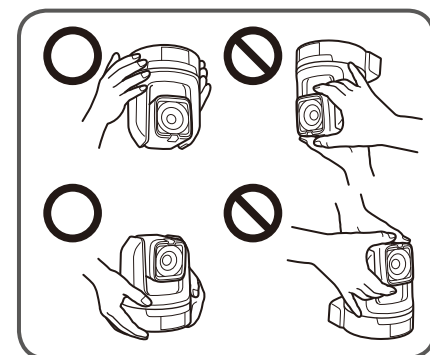
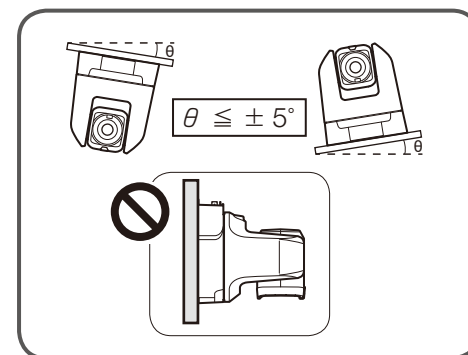
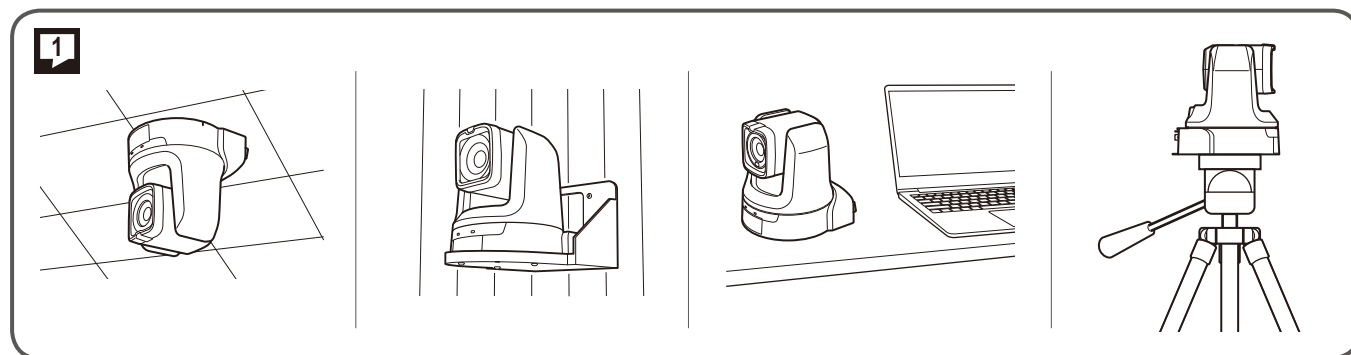
  

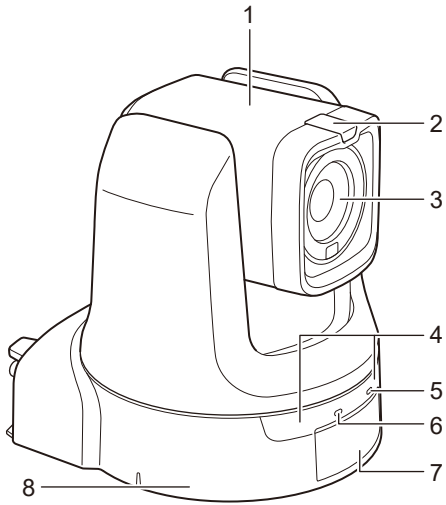
If a chemical symbol is printed beneath the symbol shown above, in accordance with the Battery Regulation and the UK Batteries and Accumulators Regulations, this indicates that a heavy metal (Hg = Mercury, Cd = Cadmium, Pb = Lead) is present in this battery or accumulator at a concentration above an applicable threshold specified in the Battery Regulation and the UK Batteries and Accumulators Regulations. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE) and batteries and accumulators. Improper handling of this type of waste could have a possible impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. Your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources.
For more information about the recycling of this product, please contact your local city office, waste authority, approved scheme or your household waste disposal service or visit www.canon-europe.com/sustainability/approach/.

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JA

1. カメラヘッド / 2. タリーランプ* / 3. レンズ / 4. 赤外線リモコン受光部 / 5. STATUS ランプ* / 6. POWER ランプ* / 7. ロゴプレート / 8. ベース / 9. ゴム脚 / 10. 三脚用ネジ穴 / 11. 背面パネル / 12. 排気口 / 13. 取付用板金固定ネジ穴 / 14. 定格銘版
* 詳細は「使用説明書 重要事項・設置編 [1/2]」参照

EN

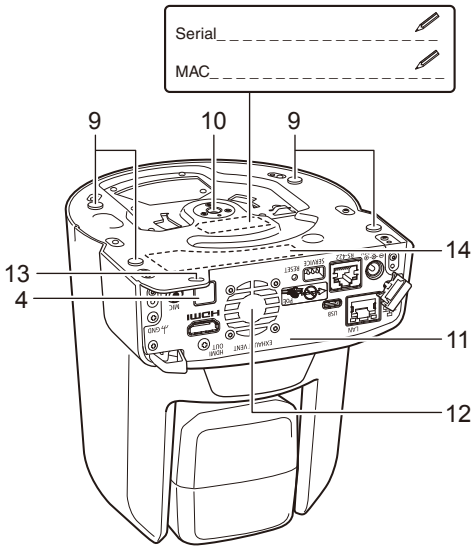
1. Camera head / 2. Tally lamp* / 3. Lens / 4. IR remote control receiver / 5. STATUS indicator* / 6. POWER indicator* / 7. Logo plate / 8. Base / 9. Rubber feet / 10. Screw hole for tripod / 11. Rear panel / 12. Air exit vent / 13. Screw hole for fixing ceiling plate / 14. Rating label
* Refer to the "Installation Guide/Important Information" [1/2] for details.

DE

1. Kamerakopf / 2. Kamerakontrolllampe* / 3. Objektiv / 4. Empfänger für IR-Fernbedienung / 5. STATUS-Anzeige* / 6. STROM-Anzeige* / 7. Logoschild / 8. Sockel / 9. Gummifüße / 10. Schraubenloch für Stativ / 11. Rückwärtiges Bedienfeld / 12. Luftauslassöffnung / 13. Schraubenloch zur Befestigung der Deckenplatte / 14. Typenschild
* Für weitere Informationen siehe „Installationshandbuch/Wichtige Informationen“ [1/2].

ES

1. Cabezal de la cámara / 2. Luz de recuento* / 3. Objetivo / 4. Receptor de control remoto IR / 5. Indicador de ESTADO* / 6. Indicador de ENCENDIDO* / 7. Plancha de logotipo / 8. Base / 9. Patas de goma / 10. Orificio para atornillar el trípode / 11. Panel trasero / 12. Salida de ventilación / 13. Orificio para atornillar la plancha de techo / 14. Etiqueta de calificación
* Consulte la "Guía de instalación/Información importante" [1/2] para conocer más detalles.



FR

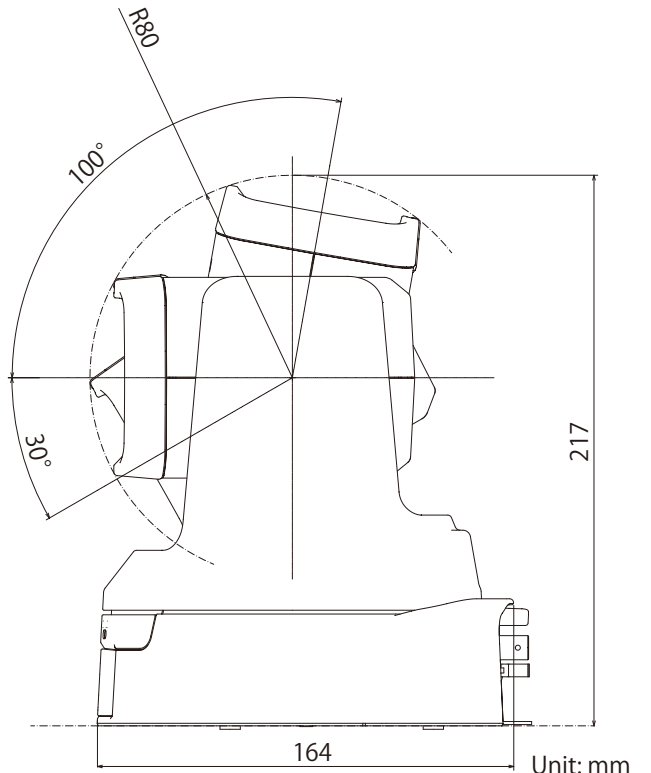
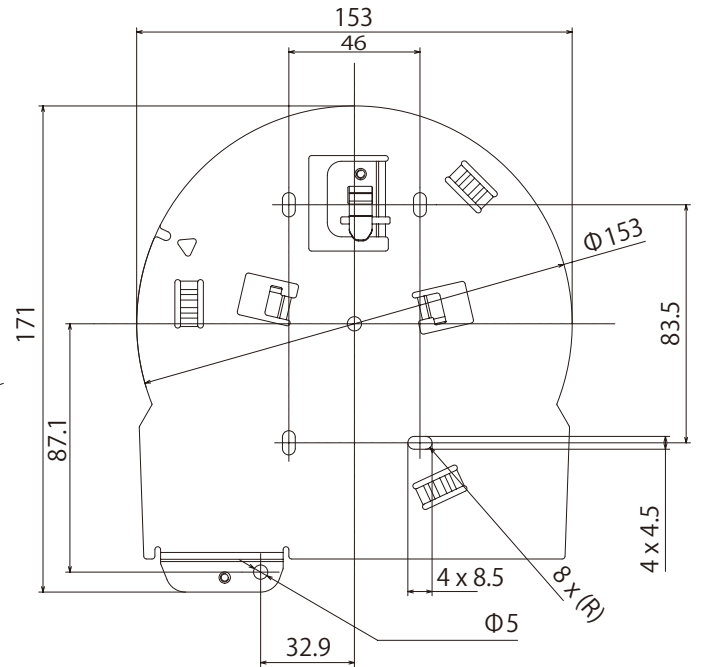
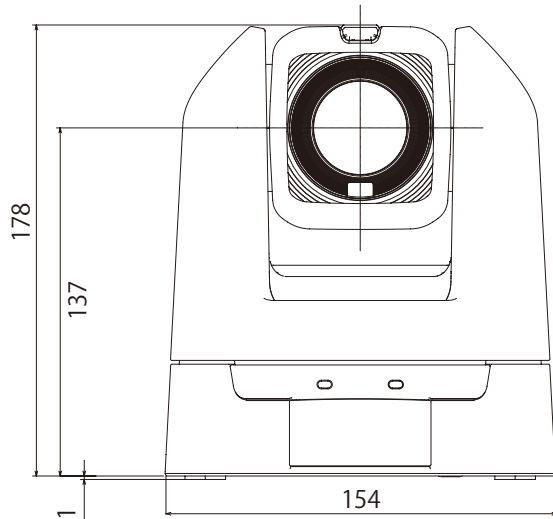
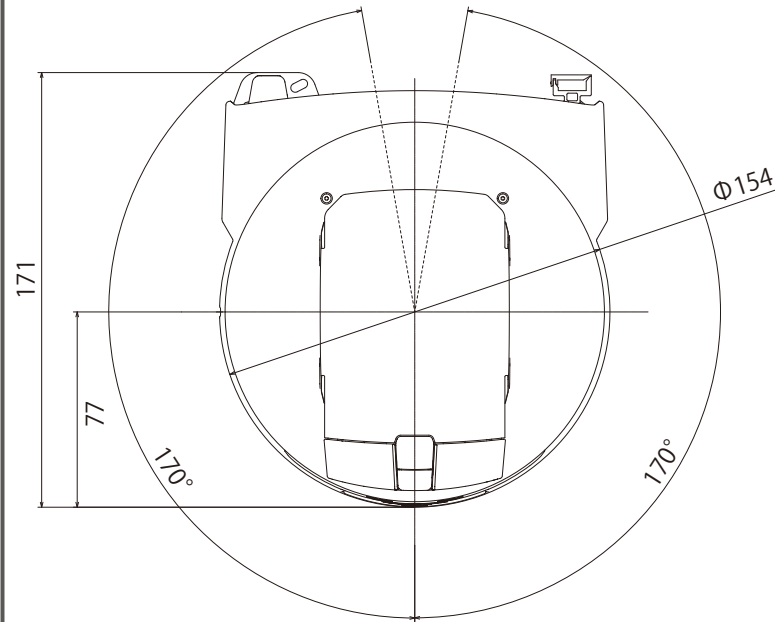
1. tête de camera / 2. Lampe tally* / 3. Objectif / 4. Récepteur de télécommande infrarouge / 5. Indicateur d'état* / 6. Indicateur d'alimentation* / 7. Plaque de logo / 8. Base / 9. Pieds en caoutchouc / 10. Trou de vis pour trépied / 11. Pannau arrière / 12. Orifice de sortie d'air / 13. Trou de vis pour plaque de fixation / 14. Étiquette constructeur
* Consultez le « Guide d'installation/informations importantes » [1/2] pour plus de détails.

IT

1. Testina della telecamera / 2. Lampada tally* / 3. Obiettivo / 4. Ricevitore del telecomando a infrarossi / 5. Indicatore di STATO* / 6. Indicatore di ALIMENTAZIONE* / 7. Piastra del logo / 8. Base / 9. Piedini di gomma / 10. Foro della vite per il treppiede / 11. Pannello posteriore / 12. Sfiato dell'aria / 13. Foro per la vite di fissaggio della piastra a soffitto / 14. Etichetta di classificazione
* Per i dettagli, consultare il documento "Guida all'installazione/Informazioni importanti" [1/2].

ZH

1. 摄像机头部 / 2. 摄像指示灯* / 3. 镜头 / 4. 红外线遥控接收器 / 5. STATUS指示灯* / 6. POWER指示灯* / 7. 标志牌 / 8. 底座 / 9. 橡胶脚垫 / 10. 三脚架螺孔 / 11. 后面板 / 12. 排气口 / 13. 吊顶板固定螺孔 / 14. 额定铭牌
* 有关详细信息，请参阅“安装指南/重要信息[1/2]”



Unit: mm

1

JA 設置の手順は天吊り設置で説明します。据え置き / 机上 / 三脚の設置では必要に応じて参照してください。

EN Installation procedure is explained using the ceiling mount as an example. Refer to this section as reference if necessary, for standing mount, desktop and tripod mount.

DE Der Installationsvorgang wird anhand der Deckenmontage als Beispiel erläutert. Ziehen Sie diesen Abschnitt bei Bedarf zur Referenz heran – bei Standmontage, Desktop und Stativmontage.

ES El procedimiento de instalación se explica con el montaje en techo como ejemplo. En caso necesario, consulte esta sección como referencia para el montaje de pie, en escritorio y el montaje en trípode.

FR La procédure d'installation est expliquée en prenant le support de plafond pour exemple. Si nécessaire, consultez cette section à titre de référence pour le montage sur pied, sur table ou sur trépied.

IT Per la spiegazione della procedura di installazione sarà utilizzata come esempio l'installazione a soffitto. Consultare questa sezione, se necessario, per montaggio con staffa, montaggio su tavolo e montaggio su treppiedi.

ZH 使用天花板安装作为示例对安装步骤进行说明。对于直立安装、桌面和三脚架安装，必要时请参考本节。

2

JA スリットから設置用落下防止ワイヤーを通し(①)、裏側にあるフックに引っかけます(②)。ワイヤーの外し方：フック固定ネジ(★)を緩め(①)、ワイヤーをフックから逃がす方向に上下させて設置用落下防止ワイヤーを外してください(②)。

EN Pass the Camera-to-Mount Safety Wire through the slit ① and attach it to the hook on the rear side ②.
How to remove the wire: Remove the Camera-to-Mount Safety Wire by loosening the hook fixing screw (★) ① and moving the wire upward and downward to release from the hook ②.

DE Führen Sie das Sicherungsseil zwischen Kamera und Halterung durch den Spalt ① und befestigen Sie es an dem Haken auf der Rückseite ②.
So entfernen Sie das Seil: Entfernen Sie das Sicherungsseil zwischen Kamera und Halterung durch Lösen der Hakenbefestigungsschraube (★) ① und Auf- und Abbewegen des Seils, um es vom Haken zu lösen ②.

ES Pase el cable de seguridad de la cámara al montaje a través de la hendidura ① y átelo al gancho situado en la parte posterior ②.
Cómo retirar el cable: Para retirar el cable de seguridad de la cámara al montaje, afloje el tornillo para fijación del gancho (★) ① y mueva el cable hacia arriba y hacia abajo para soltarlo del gancho ②.

FR Faites passer le fil de sécurité reliant la caméra au support dans la fente ① et fixez-le au crochet situé à l'arrière ②.
Pour retirer le fil : Retirez le fil de sécurité reliant la caméra au support en desserrant la vis de fixation du crochet (★) ① et en déplaçant le fil vers le haut et vers le bas pour le dégager du crochet ②.

IT Passare il cavo di sicurezza dalla telecamera al supporto di montaggio nella fessura ① e collegarlo al gancio nella parte posteriore ②.
Come rimuovere il cavo: rimuovere il cavo di sicurezza dalla telecamera al supporto di montaggio allentando la vite di fissaggio del gancio (★) ① e muovendo il cavo verso l'alto e il basso per staccare il gancio ②.

ZH 将安装用安全钢丝从细缝穿过(①)，然后将其挂在后方的挂钩上(②)。
如何取下钢丝：通过松开挂钩固定螺丝(★) ①，然后上下移动钢丝以从挂钩上脱离来取下安装用安全钢丝 ②。

